

Private and Confidential

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Improving Practice Questionnaire Report

Dr P N Whitehead & Partners - Churchdown Surgery

February 2012



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28 February 2012

Dear Mrs Morris

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or reports@cfep.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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Sample questionnaire
Guidance template for discussion of local survey findings and action plan
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Introduction

About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	1	25	105	159	85	7
Q2 Telephone access	16	55	108	123	72	8
Q3 Appointment satisfaction	2	14	100	124	135	7
Q4 See practitioner within 48hrs	2	18	67	107	179	9
Q5 See practitioner of choice	5	24	99	144	99	11
Q6 Speak to practitioner on phone	3	31	104	113	84	47
Q7 Comfort of waiting room	17	77	148	85	49	6
Q8 Waiting time	8	74	134	112	35	19
Q9 Satisfaction with visit	0	7	42	146	178	9
Q10 Warmth of greeting	0	4	43	129	198	8
Q11 Ability to listen	0	7	43	123	195	14
Q12 Explanations	0	8	46	139	176	13
Q13 Reassurance	0	8	62	125	171	16
Q14 Confidence in ability	0	5	44	129	192	12
Q15 Express concerns/fears	0	10	52	136	167	17
Q16 Respect shown	0	5	39	120	206	12
Q17 Time for visit	0	14	59	136	156	17
Q18 Consideration	0	11	60	135	150	26
Q19 Concern for patient	0	8	60	129	162	23
Q20 Self care	0	6	61	138	144	33
Q21 Recommendation	0	7	42	129	182	22
Q22 Reception staff	2	14	82	139	135	10
Q23 Respect for privacy/confidentiality	1	16	82	141	131	11
Q24 Information of services	7	23	95	112	119	26
Q25 Complaints/compliments	6	25	115	108	63	65
Q26 Illness prevention	2	27	125	115	76	37
Q27 Reminder systems	10	30	104	105	86	47
Q28 Second opinion / comp medicine	7	13	99	89	70	104

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

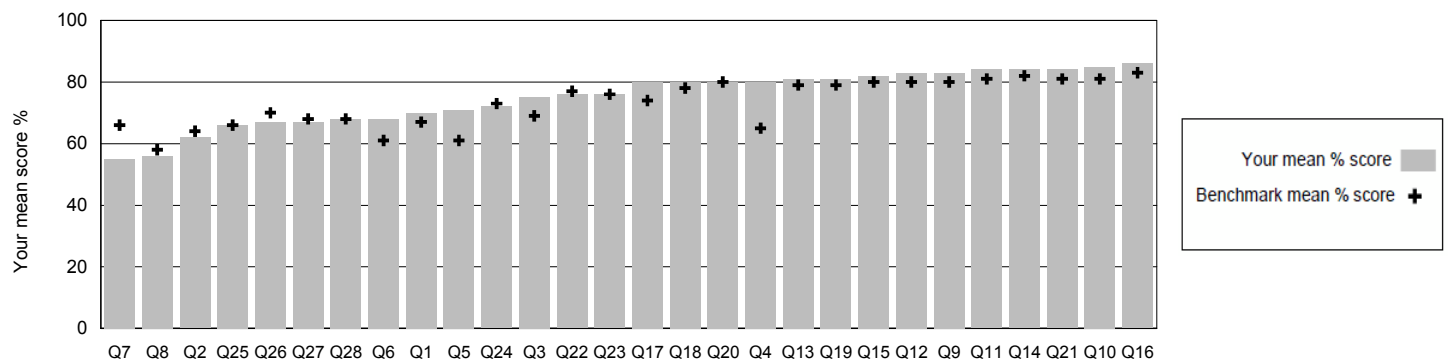
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	70	67	44	62	66	71	99
Q2 Telephone access	62	64	24	56	64	72	99
Q3 Appointment satisfaction	75	69	37	64	69	74	99
Q4 See practitioner within 48hrs	80	65	25	57	65	72	99
Q5 See practitioner of choice	71	61	24	53	60	69	99
Q6 Speak to practitioner on phone	68	61	31	54	61	67	99
Q7 Comfort of waiting room	55	66	31	61	66	72	100
Q8 Waiting time	56	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	83	80	49	76	80	84	99
Q10 Warmth of greeting	85	81	50	78	82	86	99
Q11 Ability to listen	84	81	50	78	82	86	100
Q12 Explanations	83	80	49	77	81	84	100
Q13 Reassurance	81	79	49	75	79	83	100
Q14 Confidence in ability	84	82	50	79	83	86	100
Q15 Express concerns/fears	82	80	50	76	80	84	100
Q16 Respect shown	86	83	50	80	84	88	100
Q17 Time for visit	80	74	46	70	74	79	100
Q18 Consideration	80	78	48	74	78	82	100
Q19 Concern for patient	81	79	48	75	79	83	100
Q20 Self care	80	80	51	78	81	85	99
Q21 Recommendation	84	81	46	77	81	85	100
About the staff							
Q22 Reception staff	76	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	76	76	45	72	76	80	100
Q24 Information of services	72	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	66	66	42	62	66	71	100
Q26 Illness prevention	67	70	46	66	69	73	100
Q27 Reminder systems	67	68	43	63	67	72	99
Q28 Second opinion / comp medicine	68	68	44	63	67	72	99
Overall score	75	73	46	69	73	77	100

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Your patient feedback

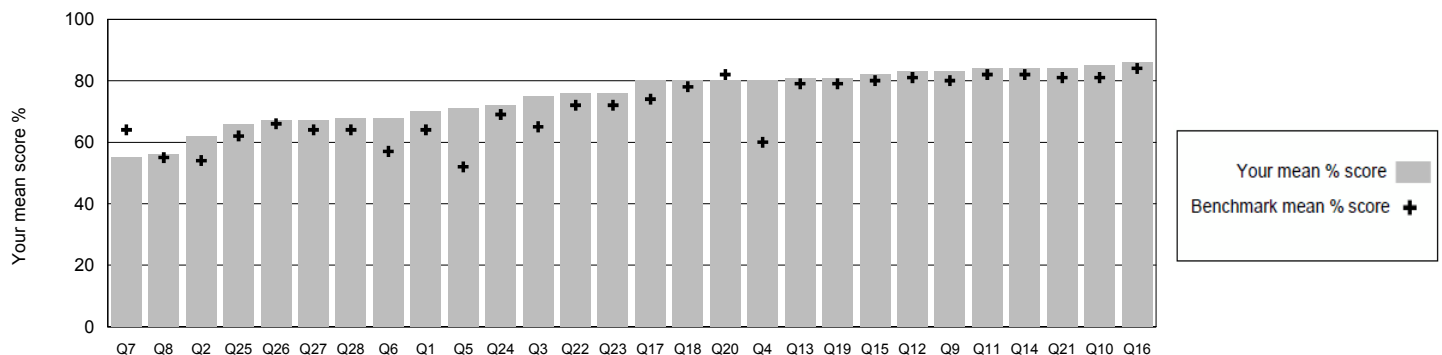
Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	70	64	52	60	65	68	79
Q2 Telephone access	62	54	27	47	55	61	81
Q3 Appointment satisfaction	75	65	43	60	66	69	81
Q4 See practitioner within 48hrs	80	60	29	53	60	66	82
Q5 See practitioner of choice	71	52	25	45	51	59	85
Q6 Speak to practitioner on phone	68	57	31	51	57	63	81
Q7 Comfort of waiting room	55	64	42	59	64	69	85
Q8 Waiting time	56	55	35	50	55	59	77
About the practitioner							
Q9 Satisfaction with visit	83	80	67	76	80	84	94
Q10 Warmth of greeting	85	81	69	78	81	85	95
Q11 Ability to listen	84	82	69	79	82	86	95
Q12 Explanations	83	81	67	77	81	84	94
Q13 Reassurance	81	79	66	76	80	82	93
Q14 Confidence in ability	84	82	70	79	83	85	95
Q15 Express concerns/fears	82	80	67	77	80	83	95
Q16 Respect shown	86	84	73	81	84	87	96
Q17 Time for visit	80	74	59	70	73	77	93
Q18 Consideration	80	78	64	75	78	81	92
Q19 Concern for patient	81	79	66	76	79	83	93
Q20 Self care	80	82	71	79	82	85	92
Q21 Recommendation	84	81	66	78	81	84	95
About the staff							
Q22 Reception staff	76	72	58	69	72	75	87
Q23 Respect for privacy/confidentiality	76	72	58	68	72	75	87
Q24 Information of services	72	69	56	65	69	72	84
Finally							
Q25 Complaints/compliments	66	62	49	58	63	66	80
Q26 Illness prevention	67	66	54	63	66	69	85
Q27 Reminder systems	67	64	51	60	64	67	84
Q28 Second opinion / comp medicine	68	64	51	61	64	67	83
Overall score	75	71	57	67	71	74	84

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

* Based on data from 269 practices surveyed between April 2008 and February 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (>12000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	17	77	69	52	65	69	73	89
25 - 59	162	75	69	56	66	70	72	84
60 +	175	76	73	58	70	73	76	87
Blank	28	73	69	47	64	69	73	90

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	214	75	70	56	67	70	73	84
Male	138	77	72	58	68	72	75	85
Blank	30	72	69	50	65	69	73	87

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	232	76	73	59	70	73	76	85
No	104	74	67	52	63	67	70	85
Blank	46	73	69	52	65	69	73	86

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	61	71	71	56	67	71	74	87
5 - 10 years	51	74	70	55	66	70	73	86
> 10 years	241	77	71	55	68	71	74	85
Blank	29	73	69	51	64	69	74	92

* Based on data from 269 practices surveyed between April 2008 and February 2011 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	16/01/2012	30/05/2008	20/08/2007	04/08/2006
Q1 Opening hours satisfaction	70	69	64	72
Q2 Telephone access	62	65	57	63
Q3 Appointment satisfaction	75	77	71	79
Q4 See practitioner within 48hrs	80	80	77	83
Q5 See practitioner of choice	71	69	66	72
Q6 Speak to practitioner on phone	68	67	63	68
Q7 Comfort of waiting room	55	59	47	54
Q8 Waiting time	56	62	56	59
Q9 Satisfaction with visit	83	87	82	88
Q10 Warmth of greeting	85	88	82	88
Q11 Ability to listen	84	87	83	88
Q12 Explanations	83	87	83	86
Q13 Reassurance	81	85	82	85
Q14 Confidence in ability	84	88	84	89
Q15 Express concerns/fears	82	86	82	86
Q16 Respect shown	86	90	85	91
Q17 Time for visit	80	81	74	78
Q18 Consideration	80	84	79	85
Q19 Concern for patient	81	87	81	86
Q20 Self care	80	--	--	--
Q21 Recommendation	84	88	83	89
Q22 Reception staff	76	78	75	75
Q23 Respect for privacy/confidentiality	76	77	73	77
Q24 Information of services	72	74	70	72
Q25 Complaints/compliments	66	67	65	66
Q26 Illness prevention	67	70	67	69
Q27 Reminder systems	67	67	65	68
Q28 Second opinion / comp medicine	68	68	65	68
Overall score	75	77	73	77

-- no data available, question introduced in October 2009.

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- Only problem I have had were 3 different slants on how to obtain a chest x-ray at hospital after being asked to attend by the GP I saw. The GP and 2 different nurses gave me 3 (incorrect) and conflicting advice about times I could attend and whether I needed to make an appointment/not. This caused inconvenience and wasn't professional. All else very satisfactory though.
- Read notes before patients arrive - regarding previous history would save time and be a more personal service from doctors. Reception staff are much better than previously, very friendly, happy and welcoming.
- Practice is in a very poor decorative state - change phone number back to a local (01452) number. Some people including me don't have landlines therefore calling the practice from a mobile is very expensive.
- Change the buzzer when doctor is ready, it's horrible.
- The buzzer is too noisy and frightens children. Kids get bored waiting - hardly no soap in toilet.
- Something to occupy young children with downstairs, only needs to be a few books or small activity toy (similar to upstairs).
- The only way I can see how the practice can improve is they had more room to work in, instead of having to try to find room to do certain work all the time. But even so the practice works very well.
- More parking spaces.
- Nice new building.
- Exceptional.
- Would like to have Saturday morning appointments.
- More magazines. Comfy chairs.
- Apart from Friday emergency only it's great, sometimes wrong repeat prescriptions received.
- Some receptionists make you wait a while before looking up and acknowledging your presence. A quick hello and explanation for the delay would be helpful.
- Waiting time.
- I consider this practice has offered the best of service at all times and I have been attending for many years.
- Automated phone is annoying.
- I call from my mobile to book appointments and as the telephone number is not free from my phone, I have to pay to book/speak to surgery.
- I think it runs just fine.
- Toys for children to play with while waiting.
- Don't think it could be improved really.
- I am happy with service/care.
- Waiting room is very dated.
- I hear many complain about their surgery and the trouble and time it takes to get an appointment. But getting help or an appointment is never a problem here.
- I have never ever felt I needed to make a complaint or seek a second opinion.
- I have found all staff very nice, but one was very rude but I believe they have now left.
- This is a very well run surgery, excellent procedures of phoning on same day, very satisfied.
- Not have a connection on the phone if the lines are engaged - costs!

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- All the staff give a good service.
- Telephone manner of some staff is abrupt at times: more consistency required here!
- Phoning for an appointment - message is too long.
- Would like more privacy at the reception desk - at present anyone can overhear a conversation.
- Lift.
- Larger building.
- It would be good if one doctor could be on call duty in the local area (Churchdown, just as there were going back years ago, if need be as Churchdown has grown in size, 2 on duty each month) as you do wait long time for doctor to come from out of town and it is in our local community from when surgery shuts at night to the morning normal opening hours.
- Very good.
- Satisfied with the service.
- The practice could promote the services of ongoing health checks, the opportunity for making compliments or complaints and information provided about the practice by having information on the walls of the waiting room. This could be done quite cheaply and attractively using software such as Powerpoint (either by TV screen or poster format). Perhaps a few more magazines or children's books, magazines but the practice could also request donations of these (using suggestion above regarding information to save costs).
- Have always been extremely satisfied with this practice and its members of staff.
- More book or toys for children.
- New premises are needed.
- Make over inside and out.
- The machine to tell you where to go told me to go upstairs instead of downstairs but the doctor was apologetic.
- Can't mend what is not broke.
- Better magazines/children's books.
- To be honest in talking with other people about their doctor's surgeries ours appears to be superb. In getting appointments and level of care and efficiency.
- All good.
- Open on Saturdays.
- The service is very good and I always get access to a doctor whenever I phone on that day. The system of getting to phone the doctor is a bit of a scramble - early at 8:00am.
- (Some) reception staff could be more friendlier and helpful (people skills, communication). Information could be more to hand?
- Redecoration?
- Always very helpful.
- The practice should offer a contact number on a local Gloucester number and not an 08 number.
- Excellent.
- Very satisfied. Internet appointments very good.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- I would be pleased if it was possible to book an appointment the day before to get a suitable time.
- Given the volume of patients serviced by the practice, it would be difficult to improve. A larger waiting room for very busy days would be nice!
- Some staff's attitude could improve.
- Just need a new surgery.
- None, all of the doctors at this practice have been amazing with myself and my family, I always recommend this surgery to new people. Thank you!
- Dear phone calls when you try first thing in the morning.
- Use a normal telephone number to keep patients costs down.
- Greater GP supervision of repeat prescriptions for contraceptive pill.
- As already aware - a new surgery with modern facilities. It's a shame the Hurran's site is going to be a Tesco not a surgery.
- Very happy.
- About two weeks ago I rang to ask about immunisations. The person I spoke to said they would ring back with the answer, which I needed and they never replied.
- Weekend (Saturday) opening.
- I find the doctor I see helpful, they listen and help with a joint decision with me as to the opportunities for treatment. I am very happy with the practice as whole.
- The waiting room is quite 'tired' and reading material downstairs is non-existent. Seating is basic but is adequate. The staff/practice do not promote the services they offer enough: a poster would convey these messages well. The level of service at the practice is high but I am not aware of how feedback can be formally given. In addition, I'm unaware of any type of reminder system for ongoing health checks (provided by the practice).
- Excellent service in almost all areas however quite amazing in this age that there is a shut down between 1 and 2pm. Flexible working should be able to maintain cover. Occasionally blood results staff member not over helpful. However overall great service. Better than most other surgeries.
- Full surgery on Friday evening.
- Offer weekend surgery.
- Open on Saturday mornings or one late opening during the week.
- Nothing springs to mind.
- Reinstall pathfinder so as not to waste the energy and time of patients. You are not saving any money by forcing a month's worth of essential medicines at a time. Vary the music please - not just 'heart' (what about classic gold too?).
- I have no complaints about the practice, but do find the service and quality of care excellent.
- It would be really good to have information on the walls in the waiting area, on: help regarding depression, help regarding alcoholism and drug addictions with contact telephone numbers.
- The online system does not work right, I only ever seem to see 2 doctors available every time. Some doctors don't even come up.
- Making sure all requests for repeat prescriptions are correct. Co-ordinating computer screens between doctors and reception. Recall to blood test clinic for yearly check up.
- The Churchdown practice and reception staff are exemplary and should provide a good model for other practices. The GP treating is excellent with dignity and respect and patient centered care shown throughout.
- Probably opening Saturday mornings.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- Waiting time when at surgery sometimes quite a while (30 minutes for today).
- Perfectly ok as it is.
- My doctor is excellent!
- Practice needs more room. Congested premises.
- Change the telephone system. It is too expensive and longwinded.
- A direct phone to surgery to sort out appointments would be a lot easier particularly for older patients and a lot quicker.
- No adverse comments, in conversation with friends the facilities of this practice are much envied.
- An excellent practice.
- Excellent.
- Near perfect.
- Having a 0844 telephone number certainly puts my bill up. Especially if I cannot get through to surgery on 1st or 2nd attempt due to busy line.
- I couldn't see a clock in the waiting room.
- A clock in the waiting room. A system when you know when it is your turn to see the doctor.
- Going back to phone surgery on local number.
- Carry on the good service.
- New building/more space.
- Really very lucky to have such a good surgery.
- None whatsoever. Excellent service.
- A better system to notify patients about delays in appointments.
- Recommendations/recall on blood tests as matter of routine after prescription.
- We are very pleased with service we receive from everyone at St Johns surgery. The waiting area gets rather crowded at times, and no doubt will get worse as the number of Churchdown residents increases!
- Only decorative improvements, maybe larger premises. More pay/less hours for staff.
- Get rid of 044 number to ring for appointment.
- Very efficient.
- Hard to get appointments if you work sometimes! Especially for blood tests.
- Nurse could be a lot friendlier! That's the only reason for the good and not excellents, their attitude is really bad!
- None, more than happy.
- Make more time for patients, sometimes feel I'm being shunted in and out, although you always try to accomodate patients.
- Try to find some reading matter. A bit more up to date.
- Improve telephone appointments arrangements and answering times and systems.
- I have been coming to practice for many years and never had any complaints. Everyone, the doctors, staff etc, brilliant.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- Would like to be able to book some appointments in advance due to disturbing work commitments.
- Better waiting room.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the doctor/nurse could improve

- Read notes before patients arrive - regarding previous history would save time and be a more personal service from doctors.
- I don't think they can improve they are both very good with me in every way.
- Some of the doctors appear very rushed.
- Don't let my doctor retire!
- They are all very nice.
- No. This is an outstanding practice (in my opinion) that has looked after my family with sensitivity, professionalism and humour! Thank you all.
- They are good, don't need to improve.
- I am happy with service/care.
- I wish the front desk wasn't so high as I need to stand on tip toe, I find it very off putting.
- My doctor is leaving - I don't blame them! Wish they were staying.
- Keep up the good work. Would be nice if doctor/nurse running 20 minutes late if reception kept you informed instead of just saying nothing.
- Generally very satisfied with all surgery practice staff and my regular GP is excellent. My regular GP often runs late but this does not cause me a problem since the level of care, concern and time they give to me during my appointments far outweighs any time spent waiting.
- No improvement, doctors, nurses and staff are wonderful.
- Luckily I have very little experience - as I am very fit so have no comments - but have always been pleased with the way I have been treated.
- All good.
- I wouldn't want it to change - great doctors and nurses.
- Excellent.
- No improvement needed. Very satisfied with the care, with thanks.
- Wish the doctor wasn't leaving. They have been great to both myself and to my family.
- Very good and professional service - no need to improve. Thanks.
- Keep up the good work.
- None. I am aware my doctor regularly runs late but the level of care/concern demonstrated during my visit makes this acceptable.
- Already excellent.
- We have very good service - no further complaints.
- As normal excellent service levels.
- Very good.
- Cannot improve.
- Perfectly ok as it is.
- My doctor is always ready to listen to me and couldn't be more helpful. Nurses also very good.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the doctor/nurse could improve

- The major (and most understandable) problem is parking of car and delay in keeping to the appointment time. Otherwise excellent.
- Fine.
- You could not improve the service I received today.
- The doctor is really very knowledgeable and helpful.
- I always receive excellent and professional service at the practice and have always found staff to be very helpful on my visits.
- All very good.
- Sometimes they do not always have what they need from their associates to help patients.
- None at all, they're all very helpful and always very good.
- No, all excellent.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 382

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	25	105	159	85	7

Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (25 \times 25) + (105 \times 50) + (159 \times 75) + (85 \times 100)}{(382 - 7)} = 26,300/375$$

Your mean percentage score for Q1 = 70%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	70	44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided. The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a ball point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the doctor/nurse (whom you have just seen)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶





About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SAMPLE ONLY
PLEASE DO NOT COPY**

Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this practice could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
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Thank you for your time and assistance



Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).
Please retain this form for future reference and to present to your PCT if required.

PART 1: 2011/2012

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

PART 2: 2012/2013

(To be completed after completion of second survey)

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

Certificate of Completion

This is to certify that

Dr P N Whitehead & Partners - Churchdown Surgery

24 St Johns Avenue
Churchdown
Gloucester
GL3 2DB

Practice List Size: 13316

Surveys Completed: 382

has completed the

Improving Practice Questionnaire

Completed on 28 February 2012



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.