

**Private and Confidential**

Mrs Carolyn Hill  
Brook Lane Surgery  
233a Brook Lane  
Sarisbury Green  
SOUTHAMPTON  
SO31 7DQ

# Improving Practice Questionnaire Report

Brook Lane Surgery

January 2012



1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

Mrs Carolyn Hill  
Brook Lane Surgery  
233a Brook Lane  
Sarisbury Green  
SOUTHAMPTON  
SO31 7DQ

t 0845 5197493  
f 01392 824767

e [enquiries@cfep.co.uk](mailto:enquiries@cfep.co.uk)  
w [www.cfep.co.uk](http://www.cfep.co.uk)

18 January 2012

Dear Mrs Hill

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](mailto:reports@cfep.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

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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	14	58	100	71	6
Q2 Telephone access	10	44	66	84	42	4
Q3 Appointment satisfaction	4	25	65	75	78	3
Q4 See practitioner within 48hrs	20	47	53	63	56	11
Q5 See practitioner of choice	19	45	77	64	37	8
Q6 Speak to practitioner on phone	15	38	75	40	24	58
Q7 Comfort of waiting room	2	25	83	93	42	5
Q8 Waiting time	9	66	75	48	44	8
Q9 Satisfaction with visit	1	1	28	72	147	1
Q10 Warmth of greeting	0	2	24	61	160	3
Q11 Ability to listen	0	0	24	65	157	4
Q12 Explanations	0	3	20	74	149	4
Q13 Reassurance	0	2	26	76	141	5
Q14 Confidence in ability	0	1	24	63	156	6
Q15 Express concerns/fears	0	5	23	72	144	6
Q16 Respect shown	0	3	17	65	159	6
Q17 Time for visit	1	5	28	74	133	9
Q18 Consideration	0	4	30	76	133	7
Q19 Concern for patient	0	4	28	79	135	4
Q20 Self care	0	3	33	71	131	12
Q21 Recommendation	0	5	23	59	159	4
Q22 Reception staff	1	18	59	93	66	13
Q23 Respect for privacy/confidentiality	2	14	62	82	78	12
Q24 Information of services	2	14	65	80	72	17
Q25 Complaints/compliments	3	25	61	71	42	48
Q26 Illness prevention	3	13	74	81	61	18
Q27 Reminder systems	6	21	62	73	59	29
Q28 Second opinion / comp medicine	1	17	57	59	40	76

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

## Your patient feedback

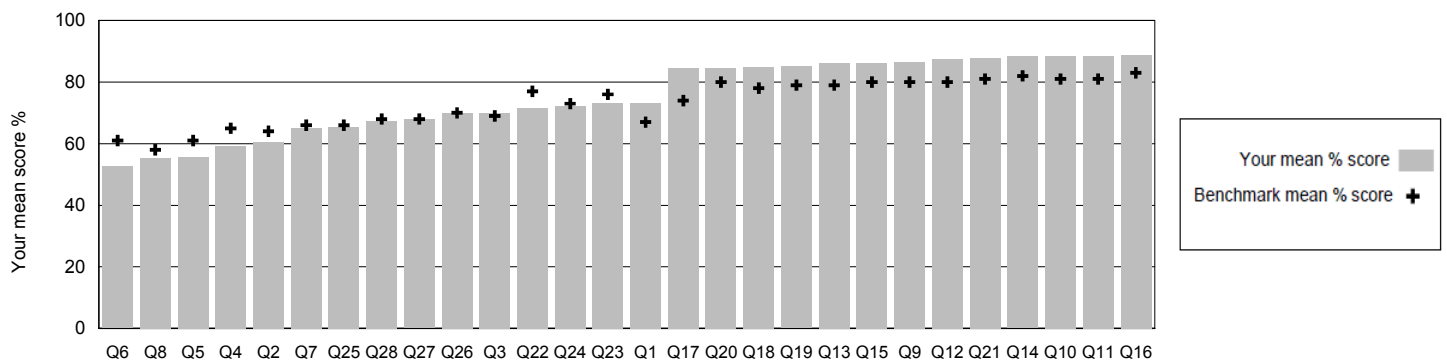
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	73	67	44	62	66	71	99
Q2 Telephone access	61	64	24	56	64	72	99
Q3 Appointment satisfaction	70	69	37	64	69	74	99
Q4 See practitioner within 48hrs	59	65	25	57	65	72	99
Q5 See practitioner of choice	56	61	24	53	60	69	99
Q6 Speak to practitioner on phone	53	61	31	54	61	67	99
Q7 Comfort of waiting room	65	66	31	61	66	72	100
Q8 Waiting time	55	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	80	49	76	80	84	99
Q10 Warmth of greeting	88	81	50	78	82	86	99
Q11 Ability to listen	89	81	50	78	82	86	100
Q12 Explanations	88	80	49	77	81	84	100
Q13 Reassurance	86	79	49	75	79	83	100
Q14 Confidence in ability	88	82	50	79	83	86	100
Q15 Express concerns/fears	86	80	50	76	80	84	100
Q16 Respect shown	89	83	50	80	84	88	100
Q17 Time for visit	85	74	46	70	74	79	100
Q18 Consideration	85	78	48	74	78	82	100
Q19 Concern for patient	85	79	48	75	79	83	100
Q20 Self care	85	80	51	78	81	85	99
Q21 Recommendation	88	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	72	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	73	76	45	72	76	80	100
Q24 Information of services	72	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	65	66	42	62	66	71	100
Q26 Illness prevention	70	70	46	66	69	73	100
Q27 Reminder systems	68	68	43	63	67	72	99
Q28 Second opinion / comp medicine	67	68	44	63	67	72	99
Overall score	76	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

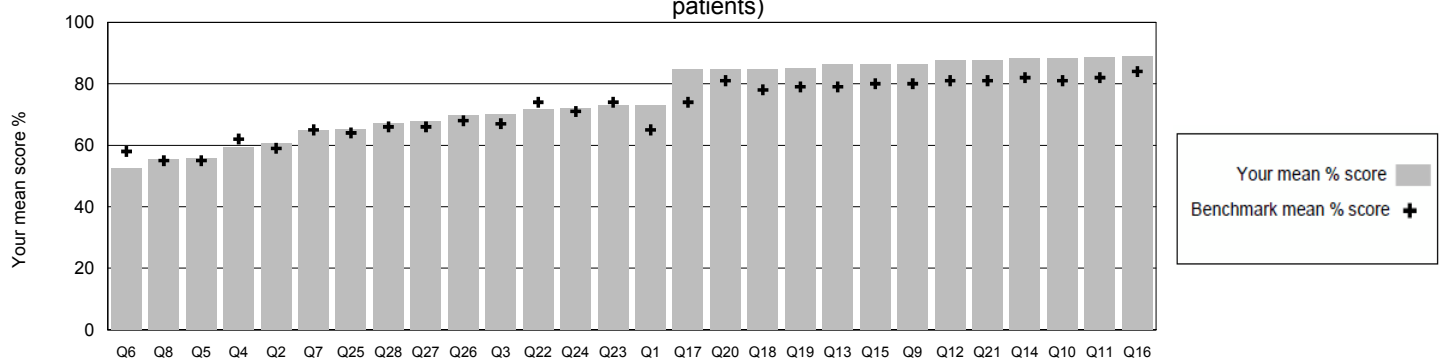
Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	73	65	50	62	66	69	94
Q2 Telephone access	61	59	31	53	61	67	93
Q3 Appointment satisfaction	70	67	49	62	67	71	92
Q4 See practitioner within 48hrs	59	62	38	56	62	68	90
Q5 See practitioner of choice	56	55	31	50	55	60	87
Q6 Speak to practitioner on phone	53	58	37	54	59	63	91
Q7 Comfort of waiting room	65	65	41	61	65	70	89
Q8 Waiting time	55	55	35	50	55	60	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	80	58	77	80	84	94
Q10 Warmth of greeting	88	81	60	78	82	85	93
Q11 Ability to listen	89	82	59	79	83	86	94
Q12 Explanations	88	81	57	77	81	85	93
Q13 Reassurance	86	79	58	76	80	83	92
Q14 Confidence in ability	88	82	59	80	83	86	93
Q15 Express concerns/fears	86	80	60	77	81	84	92
Q16 Respect shown	89	84	51	81	85	88	94
Q17 Time for visit	85	74	53	70	74	78	91
Q18 Consideration	85	78	57	75	78	82	93
Q19 Concern for patient	85	79	58	76	80	83	92
Q20 Self care	85	81	72	78	82	85	91
Q21 Recommendation	88	81	56	78	82	85	91
<b>About the staff</b>							
Q22 Reception staff	72	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	73	74	57	71	74	77	86
Q24 Information of services	72	71	56	68	71	74	91
<b>Finally</b>							
Q25 Complaints/compliments	65	64	50	61	64	68	94
Q26 Illness prevention	70	68	55	65	68	71	88
Q27 Reminder systems	68	66	51	63	66	69	91
Q28 Second opinion / comp medicine	67	66	48	63	66	69	94
Overall score	76	72	56	68	72	75	91

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 391 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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	12	72	70	51	66	70	74	91
25 - 59	112	76	71	56	67	71	74	91
60 +	120	76	74	55	72	75	78	93
Blank	6	69	70	45	65	71	75	90
<b>Gender</b>								
Female	156	75	71	55	68	72	75	91
Male	88	78	73	52	70	73	76	91
Blank	6	65	70	49	65	71	76	100
<b>Visit usual practitioner</b>								
Yes	133	78	74	58	71	74	77	92
No	97	72	68	51	65	68	72	90
Blank	20	76	70	50	67	70	74	86
<b>Years attending</b>								
< 5 years	45	74	72	52	69	72	76	90
5 - 10 years	44	80	71	54	67	71	74	91
> 10 years	149	75	72	57	69	72	76	92
Blank	12	79	70	45	66	71	75	90

\* Based on data from 391 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\*

	04/10/2011	29/08/2008	17/09/2007	04/09/2006
Q1 Opening hours satisfaction	73	71	62	62
Q2 Telephone access	61	65	59	53
Q3 Appointment satisfaction	70	70	65	62
Q4 See practitioner within 48hrs	59	60	52	46
Q5 See practitioner of choice	56	58	51	47
Q6 Speak to practitioner on phone	53	53	43	40
Q7 Comfort of waiting room	65	65	63	60
Q8 Waiting time	55	50	42	38
Q9 Satisfaction with visit	86	86	80	81
Q10 Warmth of greeting	88	87	82	84
Q11 Ability to listen	89	87	82	84
Q12 Explanations	88	85	80	82
Q13 Reassurance	86	84	79	82
Q14 Confidence in ability	88	87	82	85
Q15 Express concerns/fears	86	86	80	83
Q16 Respect shown	89	89	83	86
Q17 Time for visit	85	79	73	76
Q18 Consideration	85	83	78	81
Q19 Concern for patient	85	84	79	82
Q20 Self care	85	--	--	--
Q21 Recommendation	88	86	81	84
Q22 Reception staff	72	74	70	70
Q23 Respect for privacy/confidentiality	73	74	70	70
Q24 Information of services	72	73	69	68
Q25 Complaints/compliments	65	68	62	60
Q26 Illness prevention	70	72	67	67
Q27 Reminder systems	68	69	65	61
Q28 Second opinion / comp medicine	67	71	64	63
Overall score	76	75	69	69

-- 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

- Should be able to get appointment same day as requested. Should be able to pre-book past one month.
- As a relatively new patient am very impressed with all services to date!
- Reception has deteriorated quite significantly in the past few years. Reception desk frequently unmanned and a long wait to be seen.
- I don't know how it would be arranged but improved access to one doctor when problems are acute and complex and soon appointments need to be made (I have had to see a number of different doctors for same problem).
- Reception should be manned for all working hours.
- Perhaps you could open one Saturday a month as they do at other local surgeries.
- Blood test to be taken here.
- Receptionists could be a bit more friendly.
- A clearer tannoy when names are being called.
- Very satisfied, please do not lose the personal atmosphere of the practice.
- Happy with current practice, only one thing though, can we have water, or a way of getting drinking water please?
- Now offer early and late appointments 2 days a week, a great improvement (for working mums).
- More communication to prevent mishaps i.e. bookings, prescriptions.
- Reception could be better.
- On the whole all is very good, though just sometimes it's very hard to get an appointment.
- Waiting room quite dark - better lighting. Information of how long to see doctor - waiting time.
- Very good, no complaints.
- More doctors available at any one time.
- Not to have to wait possibly 2 weeks for an appointment with a chosen doctor.
- The waiting room is airless and stuffy if you have difficulty breathing! An outside tannoy would help.
- More staff to take phone calls/be at reception. Lately had to wait ages for phone to be answered.
- Wonderful practice, always helpful and always available with help. I feel very lucky to belong to this practice and this area. They need all the praise anyone can be given.
- No improvements necessary!
- On site pharmacy.
- Automatic doors at main entrance to assist disabled.
- The practice is very good and provides an excellent service.
- Reduce waiting time in surgery, 30 minute/1 hour wait not unusual.
- To me this practice is very efficient.
- Put more staff on the phones in the morning as it took 4 attempts to get through this morning.
- I think it is a very friendly and helpful practice.
- Was very difficult to book an appointment on phone initially.

## 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

- Better reading material in waiting area.
- Weekend clinics.
- Everything about this practice is excellent. Kind and caring.
- Very satisfied with everything at my surgery.
- Waiting times can sometimes be very long (in the surgery).
- Have reception staff at desk as it's impersonal to be standing as though you don't exist.
- Improve waiting times with particular doctors - some doctors run on time and one or two are notoriously always running late. Publish expected waiting times through a screen or through the receptionist.
- Already satisfied.
- Must be the best practice in the area. Thank you.
- I am usually very pleased with this practice and doctors. Just occasionally difficult to contact by phone.
- No - it's good.
- I think it needs to have another television screen, where people can actually see it.
- Chances of seeing a doctor or nurse of your choice, depends how urgent it is to see a doctor/nurse.
- More phone lines as it's so hard to get through in the morning and when you do all appointments are more than often gone.
- More information if the doctor/nurse is running late.
- Only used as a temporary emergency, service very good.
- Reception being open over lunch times to book appointments.
- I don't use the practice very often. Feel the waiting room is very dull and could have brighter lighting.
- No - am satisfied with my care.
- I am often frustrated when trying to make an appointment in the morning for the same day.
- Improved communication - failed to send me an invitation to have flu jab despite being on high risk register, resulting in me contracting flu. Weekend service/late appointments to support working people.
- The seating in the waiting room is a little tired.
- A better eye on the reception desk you can stand there for a while even after pressing the bell.
- Our family does not have any problems with this surgery.
- Answer the telephone more promptly. To attend the reception desk instead of carrying on with other work. More privacy at reception desk.
- I would like to be able to see the doctor of my choice in a week or less. They are too popular so I'd like some help occasionally in phoning a different one.
- Best ever had.
- Waiting for appointment, is appalling. Also trying to make a convenient appointment, is not good.
- Refurbishment to the waiting area - very dark.

## 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 wonder if more use could be made of internet/text messages etc. No doubt this would create more work but I have often thought it would be helpful to contact the surgery by email - perhaps to ask an easy question rather than make an appointment with a nurse or doctor.
- Was not aware that practice opens early 2 days a week.
- The provision on Wednesday and Thursday for making an appointment for the day. Having to phone at 7am is too early, 8am is plenty early enough, especially for retired people who tend to rise later than 7am.
- Not seen any information regarding how to prevent illness and stay healthy? It's not always possible to see the doctor of your choice within 48 hours.
- I have always found the practice and all staff suitable to my requirements.
- I have said that the opening hours of the practice are good but feel that opening on a Saturday would be a benefit. Possibly opening later in the evening would be good. As a person in their 70's, perhaps having more clinics devoted to older people's health.
- The reception staff need to lower their voices when talking to patients. Phone manner is too abrupt. Blood pressure machine in waiting area needs arm sleeve cleaning (filthy).
- I am very concerned about government's proposed changes to the NHS. I would like doctors to have time for patients and not to be administrators. I don't want lots of choice - I just want a good local GP.
- I have been coming to this practice from birth and believe it is the best around!
- I think, while on the phone to the surgery, the staff can sometimes be quite abrupt, and in the case of an urgent matter can be quite unsympathetic in finding an appointment. I think being told to call in the morning, when you have said the matter is urgent is unacceptable.
- Since attending Brook Lane surgery I have observed lots of changes. The information that is provided to all who attend is ongoing and regularly updated. It is there to read or act upon if there are health issues that are of concern. If you can't find what you would like to know the reception staff are always helpful and obliging. The check in system is very good and necessary for such a busy practice. It really does serve an excellent service on the whole, from newborn babies to the elderly. Sorry I can't provide comments as to how to improve, I think I am lucky to be near such a good surgery. Thank you.
- I'll leave it to my doctors who do an excellent job.
- I am newly registered at this surgery and I have to say it is far superior to my old surgery in every way. Excellent!

## 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

- I find the doctors excellent.
- Very happy.
- None, very satisfied.
- All excellent.
- Very satisfied with the service.
- They are all excellent. We are very lucky indeed, both with the staff and the facilities - physiotherapist etc, A1.
- My doctor is friendly, helpful and caring, they treat you as if you are their only patient. As does another doctor and the other doctors whom I have seen on occasions.
- Always found doctors, nurses and reception friendly and willing.
- The staff are always friendly and welcoming, I never feel my appointments are rushed.
- Excellent doctor - very happy and secure with the service.
- Not really, extremely good as it is.
- None! Excellent service and great advice.
- They have been extremely supportive.
- Promote holistic health and complementary medicine, for example dealing with food intolerance etc.
- Best doctors.
- No, they are good.
- Good clinically, care, but time to wait for routine appointments.
- My doctor is fantastic.
- No, great staff, great doctor, very friendly.
- I am grateful for them being able to see me at short notice following a hospital appointment and would not wish to judge them on one fairly brief appointment, the outcome of which, may on reflection, have been inevitable and predictable.
- Absolutely perfect.
- I would have no reason to suggest an improvement to any of the medical staff at our surgery. They are all excellent.
- I had booked an appointment with a doctor but saw nurse! No idea why. No explanation.
- Cut down our waiting time, never yet seen the doctor at appointed time?
- In my experience the doctors/nurses have always been of a high quality giving confidence in their diagnosis and remedies.
- I leave it to my doctors who do an excellent job.
- The practitioner was very helpful.

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 = 250

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	14	58	100	71	6

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (14 \times 25) + (58 \times 50) + (100 \times 75) + (71 \times 100)}{(250 - 6)} = 17,850/244$$

Your mean percentage score for Q1 = 73%

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	73	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



PRACTICE 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"/>

SAMPLE ONLY  
PLEASE DO NOT COPY

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

**Brook Lane Surgery**

233a Brook Lane  
Sarisbury Green  
SOUTHAMPTON  
SO31 7DQ

**Practice List Size: 9900**

**Surveys Completed: 250**

has completed the

## Improving Practice Questionnaire

Completed on 18 January 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.