

**Private and Confidential**

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# Improving Practice Questionnaire Report

Brook Lane Surgery

February 2013



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14 February 2013

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).


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 to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=142321>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

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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	2	13	86	115	60	4
Q2 Telephone access	31	67	79	59	34	10
Q3 Appointment satisfaction	7	29	91	86	64	3
Q4 See practitioner within 48hrs	45	53	75	47	43	17
Q5 See practitioner of choice	26	69	78	54	41	12
Q6 Speak to practitioner on phone	19	46	76	45	30	64
Q7 Comfort of waiting room	4	31	91	98	51	5
Q8 Waiting time	23	78	84	48	37	10
Q9 Satisfaction with visit	1	9	34	108	126	2
Q10 Warmth of greeting	0	11	29	98	141	1
Q11 Ability to listen	0	9	30	83	155	3
Q12 Explanations	0	4	34	92	146	4
Q13 Reassurance	0	11	33	93	141	2
Q14 Confidence in ability	0	7	33	89	147	4
Q15 Express concerns/fears	1	7	34	93	142	3
Q16 Respect shown	0	4	33	83	156	4
Q17 Time for visit	0	9	33	98	136	4
Q18 Consideration	0	6	40	97	130	7
Q19 Concern for patient	0	6	41	95	137	1
Q20 Self care	0	8	43	94	127	8
Q21 Recommendation	0	7	36	90	142	5
Q22 Reception staff	4	18	69	105	70	14
Q23 Respect for privacy/confidentiality	3	13	79	95	79	11
Q24 Information of services	1	20	73	88	78	20
Q25 Complaints/compliments	7	21	87	72	54	39
Q26 Illness prevention	2	12	90	90	64	22
Q27 Reminder systems	4	17	77	92	55	35
Q28 Second opinion / comp medicine	2	17	73	68	46	74

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

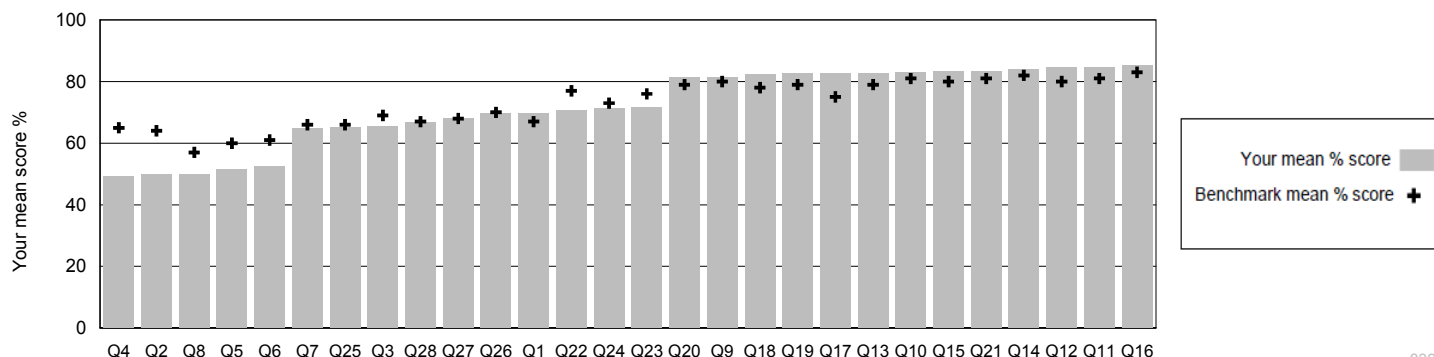
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	70	67	40	63	67	71	99
Q2 Telephone access	50	64	22	55	64	72	99
Q3 Appointment satisfaction	65	69	35	64	69	74	99
Q4 See practitioner within 48hrs	49	65	22	57	64	72	99
Q5 See practitioner of choice	51	60	23	52	60	68	99
Q6 Speak to practitioner on phone	52	61	31	54	61	67	99
Q7 Comfort of waiting room	65	66	21	61	66	72	100
Q8 Waiting time	50	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	81	80	48	76	80	84	99
Q10 Warmth of greeting	83	81	47	78	82	86	99
Q11 Ability to listen	85	81	49	78	82	86	100
Q12 Explanations	84	80	47	76	81	85	100
Q13 Reassurance	83	79	48	75	79	83	100
Q14 Confidence in ability	84	82	47	78	83	86	100
Q15 Express concerns/fears	83	80	48	76	80	84	100
Q16 Respect shown	85	83	45	80	84	88	100
Q17 Time for visit	83	75	45	70	75	79	100
Q18 Consideration	82	78	47	74	78	82	100
Q19 Concern for patient	83	79	43	75	79	83	100
Q20 Self care	81	79	51	75	80	83	99
Q21 Recommendation	83	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	71	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	72	76	42	72	76	80	100
Q24 Information of services	71	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	65	66	38	62	66	70	100
Q26 Illness prevention	70	70	19	66	69	73	100
Q27 Reminder systems	68	68	42	63	67	72	99
Q28 Second opinion / comp medicine	67	67	37	63	67	71	99
Overall score	72	73	44	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

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\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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



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## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 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	70	65	43	62	65	69	83
Q2 Telephone access	50	56	25	49	58	65	79
Q3 Appointment satisfaction	65	65	43	61	65	70	81
Q4 See practitioner within 48hrs	49	60	34	54	60	66	82
Q5 See practitioner of choice	51	52	27	46	52	58	79
Q6 Speak to practitioner on phone	52	57	37	52	57	63	85
Q7 Comfort of waiting room	65	64	41	60	64	69	86
Q8 Waiting time	50	54	29	49	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	81	79	55	76	80	83	90
Q10 Warmth of greeting	83	81	57	78	81	84	92
Q11 Ability to listen	85	81	58	78	82	85	94
Q12 Explanations	84	80	58	77	80	83	92
Q13 Reassurance	83	79	57	75	79	82	91
Q14 Confidence in ability	84	82	60	79	82	85	93
Q15 Express concerns/fears	83	80	60	76	80	83	90
Q16 Respect shown	85	83	62	80	84	87	93
Q17 Time for visit	83	74	55	71	74	78	90
Q18 Consideration	82	78	53	74	78	81	91
Q19 Concern for patient	83	79	55	75	79	82	91
Q20 Self care	81	78	55	75	78	82	88
Q21 Recommendation	83	81	55	77	81	84	93
<b>About the staff</b>							
Q22 Reception staff	71	73	52	70	74	77	93
Q23 Respect for privacy/confidentiality	72	73	51	70	73	76	88
Q24 Information of services	71	70	50	66	70	73	87
<b>Finally</b>							
Q25 Complaints/compliments	65	63	42	60	63	66	81
Q26 Illness prevention	70	67	46	64	67	70	85
Q27 Reminder systems	68	65	44	62	65	68	84
Q28 Second opinion / comp medicine	67	65	42	62	64	67	83
Overall score	72	71	50	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

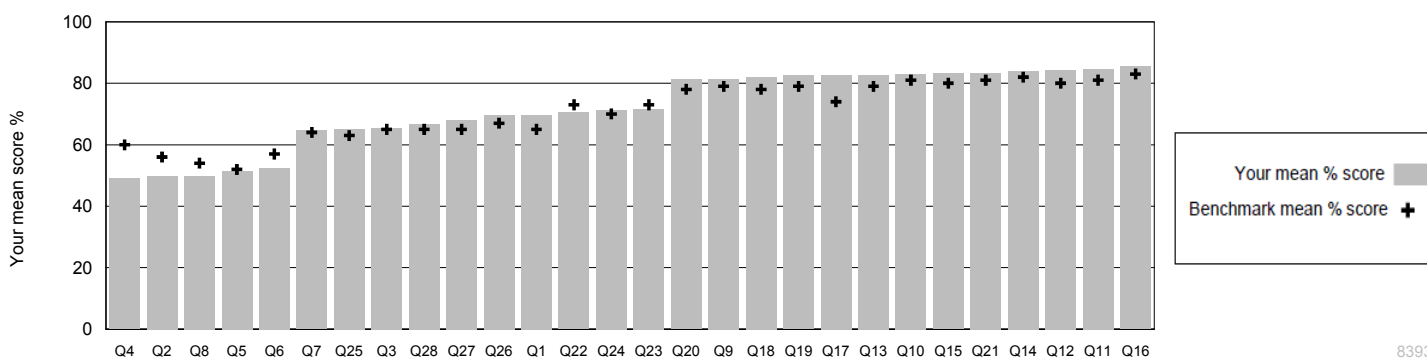
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\*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 with 25 or more responses.

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 (10001-12000 patients)



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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 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	34	72	69	51	65	69	73	89
25 - 59	117	69	70	47	66	70	73	82
60 +	121	76	73	52	70	73	76	87
Blank	8	73	69	37	64	69	74	88

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	171	70	70	49	67	70	74	83
Male	100	76	72	50	69	72	75	86
Blank	9	68	69	45	65	69	74	89

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	131	78	73	51	70	73	76	87
No	119	67	67	47	64	67	71	85
Blank	30	69	69	51	65	69	73	83

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	69	75	71	51	68	71	75	85
5 - 10 years	48	68	70	50	67	70	74	86
> 10 years	151	73	71	48	68	71	75	84
Blank	12	70	69	48	65	69	73	96

\*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 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.

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## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	04/10/2011	29/08/2008	17/09/2007
Q1 Opening hours satisfaction	70	73	71	62
Q2 Telephone access	50	61	65	59
Q3 Appointment satisfaction	65	70	70	65
Q4 See practitioner within 48hrs	49	59	60	52
Q5 See practitioner of choice	51	56	58	51
Q6 Speak to practitioner on phone	52	53	53	43
Q7 Comfort of waiting room	65	65	65	63
Q8 Waiting time	50	55	50	42
Q9 Satisfaction with visit	81	86	86	80
Q10 Warmth of greeting	83	88	87	82
Q11 Ability to listen	85	89	87	82
Q12 Explanations	84	88	85	80
Q13 Reassurance	83	86	84	79
Q14 Confidence in ability	84	88	87	82
Q15 Express concerns/fears	83	86	86	80
Q16 Respect shown	85	89	89	83
Q17 Time for visit	83	85	79	73
Q18 Consideration	82	85	83	78
Q19 Concern for patient	83	85	84	79
Q20 Self care	81	85	--	--
Q21 Recommendation	83	88	86	81
Q22 Reception staff	71	72	74	70
Q23 Respect for privacy/confidentiality	72	73	74	70
Q24 Information of services	71	72	73	69
Q25 Complaints/compliments	65	65	68	62
Q26 Illness prevention	70	70	72	67
Q27 Reminder systems	68	68	69	65
Q28 Second opinion / comp medicine	67	67	71	64
Overall score	72	76	75	69

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

\*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

- Problems parking this morning - whilst waiting 2 people came from post office rather than surgery.
- Not enough ventilation, practice too small, no privacy at front desk, appointment service (phone) diabolical. Not all on computers.
- Open up the Fareham Community Hospital for surgery practices soon, ease of parking and waiting time (had half hour wait today).
- I like the open surgery on a Monday afternoon. Really works well with school and work hours.
- Touch screen broken!
- I particularly like the ability to make appointments and get prescriptions online. Please continue that service and early appointment - especially for those who work. Thank you.
- The receptionists are not made from the usual mould that receptionists come from - ours are nice!
- We must remember this is the NHS and with that in mind they all do an excellent job.
- Recently it has been difficult to get through on phone line.
- Very satisfied with the treatment and services I have always received.
- More wheelchair friendly, access is a problem but usually waiting patients help, I'm not a wheelchair user myself.
- The service has gone down hill a bit recently but another surgery locally is closing and Brook Lane are taking all of their patients.
- Length of waiting time. More appointments available. Receptionist to be at the desk at all times.
- Although the walk in clinic on a Monday is a good idea and very useful with children and after the weekend, on all occasions using this service we have waited 1 hour or more to be seen.
- Definitely by answering the phone in a reasonable time - don't consider 3 hours reasonable.
- One hour wait for a flu jab! Not good enough.
- Get another phone for when lines are very busy in the mornings especially so contact to make appointments is easier.
- Considering the practices recent sudden rise in patient numbers, generally doing well.
- More receptionists to answer the phone when trying to book an appointment.
- Just not having to wait so long for the doctor of your choice, but do realise this is very difficult.
- Have been at this surgery for many years and have always been treated with utmost care by all, many thanks.
- More telephone lines. More opening hours.
- I am very happy with the practice and have been coming for many years.
- No, they are all really good, yes it would be nice to have an appointment exactly when I want it but no surgery is going to provide that in reality. I need to go privately for that.
- Find it difficult as not able to see anyone for appointment (nurse/general) on Saturdays when I work all week until late evening.
- I have always (for the last 11 years) had satisfaction at Brook Lane. Everybody is caring, reception helpful and polite.
- There are many patients so the phones are always busy meaning you sometimes need to phone back!
- Very busy, unable to get through on phone. Online booking should show more dates.
- Better magazines while waiting! Clock in reception. Appointments on time.

## 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

- Opening doors at lunchtimes to collect repeat prescriptions and speak to a receptionist (whilst appreciating everyone needs a lunch-break, could a rota system work?).
- They work in extremely busy situations and now taking on larger population will show in the next 12 months!
- Always been very satisfied with each visit.
- I have been very happy here.
- Could be better when telephoning surgery. Appointments could be made easier when needed.
- Providing more up to date magazines in the waiting area. Slightly more comfortable seating in waiting area.
- Have more phone lines as every time I ring for an appointment even in the afternoon it takes a couple of hours to get through. With a baby who has been ill I find this very frustrating as I have not been able to get through so gave up with an appointment for her. Know I shouldn't have but the service is so poor. If I hadn't had to change surgeries because of moving house I would not have. Waiting times are very poor.
- Receptionist was abrupt and rude. Cut waiting time by booking more appropriate time slots, 45 minutes wait is not acceptable. Too much noise from above waiting room.
- I attempted to get an emergency appointment on Monday by ringing at 8am. After 2 and a half hours attempting to get through I gave up. It is also impossible to ring up normally and get a normal appointment within a week - I usually have to wait about 10 days. This is very frustrating, especially when friends can get appointment at different surgeries next day!
- Schedule the appointments better so the waiting wouldn't be so long and it's difficult to get any appointment fairly quickly, like within a week.
- As with all GPs, difficult to get doctors appointment when one is required. Not doctors and staff fault!
- More parking spaces are desperately needed as the local bus service has been terminated.
- Long wait to see doctor of choice if not an urgent appointment I waited 2 weeks for today's appointment, booking via the internet!
- I find the reception staff difficult and unhelpful with the exception of one member of staff who always goes out of their way to be friendly and helpful. I do not look forward to speaking/seeing reception staff.
- Generally happy.
- Happy with the service today.
- When making an appointment by phone need more lines to be able to get through. Waiting time once at surgery needs to be quicker!
- No - very happy how it is.
- More reception staff. Information about waiting time for appointments, I have waited 50 minutes before.
- TV is in wrong place and cannot be viewed at end of waiting room.
- Unable to contact surgery by phone am for about 50 minutes this could be improved.
- Difficult to get appointments in general - either the phone is engaged or sometimes rings out with no answer, and as a working mother of a 5 year old it is frustrating to have to phone at 8am and sometimes hold for 20 minutes or more with no success in getting an appointment, or book weeks in advance. Opening hours at weekends would be helpful or longer hours during the week.
- Water fountain/coffee machine?
- Whilst lots of questions are about today's visit I find the practice consistently good.
- In view of the absorption of Locks Road Surgery, the number of GPs/nurses need to be increased.

## 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

- Trying to contact the practice by telephone I find very difficult and it took me two hours to get through, I appreciate the extra patients and the time of year has not helped - but it still took two hours.
- Well done all of you. Locks Road Surgery closing has caused so much work for you all. You have coped admirably.
- Drinking water in waiting area, air conditioning/fan on hot days.
- Waiting area - water machine for the summer.
- Improve time taken to be seen.
- Doesn't need to improve, everyone so nice.
- Excellent - the best surgery/doctors I have ever attended.
- I am new to the surgery - brilliant service.
- The facility to communicate by email - this might also reduce number of appointments needed.
- I have always received very good help and advice from my doctor and nurse.
- The reception staff need to greatly improve their customer service. I have been kept waiting for 10-20 minutes in a queue at the desk whilst the staff walk by or do other things. Clearing the queue should be a priority. They could also (doesn't apply to all) in general be more friendly. I have also found it difficult over the years to get through on the telephone particularly first thing in the morning - sometimes it can take up to an hour on redial! Very frustrating!
- I love this surgery.
- Having more appointments to see same doctors for follow ups. Find it very frustrating that I cannot within a reasonable time see the same doctor.
- Yes. Make sure appointments made within 15 minutes in fact use the internet (email) to spread information. Use a better speaker system in the waiting room.
- Sometimes it can be difficult to get through when telephoning (often engaged for long periods or no answer).
- It can't! I have come from a completely useless uncaring practice and Brook Lane is a breath of fresh air.
- Shorter waiting time in surgery. Short time to see a doctor for an appointment.
- I have been with this practice for many years and always had an excellent service.
- Amazing surgery. Thanks.
- It can't improve - fantastic surgery.
- I have had cause to complain previously and it was dealt with efficiently and respectfully - what more can you ask.
- Service is excellent - huge improvement during the past many years, e.g. when I joined administration staff tended to put their paperwork ahead of people's needs.
- Fantastic surgery. Really helpful staff. Great doctors.
- Phone answering.
- There should be a response to telephone calls 12:00-14:00. I was told to call at 13:00 only to be given an automated message to say the phone system was out of order (i.e. switched off).
- Nothing is perfect but I defy anyone to find a better surgery.
- Dare I say it, open at weekends?
- Improve efficiency of reception - staff always very surly!

## 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

- More late night opening times for those that work! More people answering phones! More doctors/nurses to cover the popularity of surgery.
- More phone lines. Internet booking process simpler.
- The open access surgery on Mondays 2-4 pm. I really feel there could be improvements made for the benefit of patients. I saw patients queuing - stood up for half an hour out in the rain in the car park. Young mothers with babies in arms and the elderly while the surgery was open, but reception closed. Could I offer a suggestion? That receptionists could stagger their lunch breaks to man the desk, so that reception is open all day.
- Very happy.
- Difficult to get an appointment, with the doctor of your choice in a reasonable time frame. I waited 2 weeks for this appointment.
- It can't - I love this friendly surgery.
- Please continue in your usual first class way.
- Weekend hours.
- By letting patients know if they are going to be held up or going to take longer than normal i.e. because having to see a training doctor as well as the doctor booked in to be seen by.
- Finding the reception closed at lunchtime is very difficult to understand. Lunchtime is people's opportunity to attend reception for administrative matters, often carers give up their lunch to help people only to find reception closed.
- Shorter waiting time in afternoon appointments.
- Practice is very good. But parking, appointment and seating in the waiting area will be inadequate because of the number of people re-locating from Locks Road Practice. This needs urgent action.
- Service is very superior to my last surgery in every respect.
- Excellent!
- Almost impossible to get through on phone. Told to phone, but had to come to surgery, then others had attended and taken appointments.
- No - always pleased thank you.
- All ok.
- My surgery is closing so I moved to this one. Wish I had done it years ago.
- Open at weekends, particularly Sundays.
- Cannot think of any improvement.
- Hats off to all of you.

## 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

- Ok.
- Very happy - excellent service.
- No, I think they are very professional and friendly.
- None - I saw a new doctor for me because mine no longer here and they were very on the ball and has put me on to the right path for sorting out my medical problem.
- I am happy to see this doctor as I do not feel I am too much trouble and feel comfortable dealing with this doctor.
- Very happy with the treatment.
- More doctors needed!
- None, our health is looked after very well.
- The waiting time in the waiting room is always long also - hard to improve with so many people to see/no real solution. As very good staff.
- Doctor was warm, caring and helpful! Full marks.
- Excellent service when you do see them!
- One doctor is an excellent example of a compassionate patient doctor. Felt like it was a very constructive visit.
- Very sad to see an excellent doctor like one doctor leave and this was my first visit to a new doctor and they were a little officious to start with and did not introduce themselves.
- Doctor was excellent - no other comment.
- Not applicable, happy with the service today.
- No, excellent service.
- Doctors should check blood clots more! As 1 of 4 sisters without blood clot disorder I was told I hadn't and older sisters did.
- Opening hours at weekend would be helpful or longer hours during the week. I have also found some of the doctors (not the regular ones) who only seem to be there on a temporary basis to be cold and unwelcoming.
- Not at all in my experience. All very courteous, kind and considerate. They listen to symptoms etc and explain treatment/days etc. Made to feel they care.
- No room for improvement observed!
- The level of service and knowledge differs greatly between the doctors and the wait times. If one doctor takes longer with his/her patients, allocate longer appointment times to avoid patient wait times. Some doctors currently employed by the surgery should improve their patient manner and should show more concern and listen better.
- All doctor I have seen during my time at the surgery have been excellent - just need easier access to them!
- Have nothing to do with 'Pharmacy 20'.
- No, the doctor was fantastic.
- No - perfect in my opinion.
- Being on time.
- Yes, listen more to patients problems other than direct illness.
- Warmer hands!
- No. 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

- I have always been pleased with the friendliness and professionalism of both medical and nursing staff.
- One doctor excellent, felt at ease.
- No. Always pleased thank you.
- Ok as they are.
- Completely satisfied with all visits thank you.



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 = 280

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	13	86	115	60	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (13 \times 25) + (86 \times 50) + (115 \times 75) + (60 \times 100)}{(280 - 4)} = 19,250/276$$

Your mean percentage score for Q1 = 70%

### 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 (%)
Q1 Opening hours satisfaction	70

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

8390

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black 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"/>

### 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**

# *Certificate of Completion*

This is to certify that

**Brook Lane Surgery**

233a Brook Lane  
Sarisbury Green  
SOUTHAMPTON  
SO31 7DQ

**Practice List Size: 11000**

**Surveys Completed: 280**

has completed the

## **Improving Practice Questionnaire**

Completed on 14 February 2013



**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.