

**Private and Confidential**

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# Improving Practice Questionnaire Report

Brook Lane Surgery

March 2015



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17 March 2015

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=180267>

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

CFEP UK Reports Team

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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 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	67	105	57	3
Q2 Telephone access	35	64	69	49	24	6
Q3 Appointment satisfaction	1	23	70	81	69	3
Q4 See practitioner within 48hrs	36	66	51	47	37	10
Q5 See practitioner of choice	28	69	72	38	31	9
Q6 Speak to practitioner on phone	19	44	67	33	19	65
Q7 Comfort of waiting room	7	29	101	73	36	1
Q8 Waiting time	10	62	93	46	32	4
Q9 Satisfaction with visit	0	3	22	79	142	1
Q10 Warmth of greeting	1	1	23	66	155	1
Q11 Ability to listen	0	1	16	64	164	2
Q12 Explanations	0	3	21	72	150	1
Q13 Reassurance	0	4	22	76	143	2
Q14 Confidence in ability	0	3	24	62	157	1
Q15 Express concerns/fears	0	1	32	63	149	2
Q16 Respect shown	0	1	18	58	170	0
Q17 Time for visit	0	6	31	63	146	1
Q18 Consideration	0	2	32	68	138	7
Q19 Concern for patient	0	1	34	66	145	1
Q20 Self care	0	0	42	60	136	9
Q21 Recommendation	0	3	26	57	157	4
Q22 Reception staff	1	12	55	97	73	9
Q23 Respect for privacy/confidentiality	4	10	58	89	75	11
Q24 Information of services	1	15	57	90	69	15
Q25 Complaints/compliments	1	20	73	61	45	47
Q26 Illness prevention	1	13	78	82	45	28
Q27 Reminder systems	7	19	73	58	49	41
Q28 Second opinion / comp medicine	4	14	57	60	37	75

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

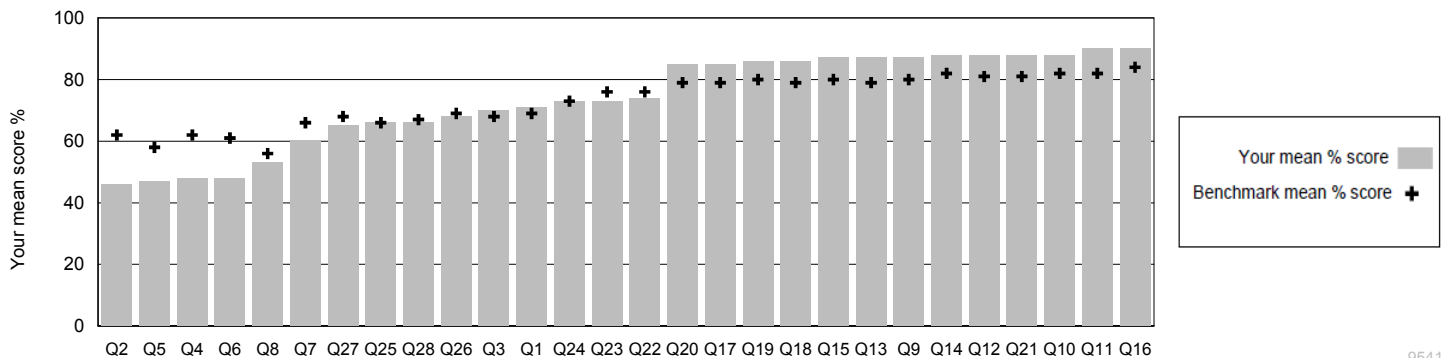
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	71	69	23	64	68	73	92
Q2 Telephone access	46	62	13	53	63	71	92
Q3 Appointment satisfaction	70	68	23	63	68	74	92
Q4 See practitioner within 48hrs	48	62	18	54	62	70	96
Q5 See practitioner of choice	47	58	22	48	57	65	95
Q6 Speak to practitioner on phone	48	61	25	54	61	67	92
Q7 Comfort of waiting room	60	66	27	60	66	71	90
Q8 Waiting time	53	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	87	80	41	76	81	85	97
Q10 Warmth of greeting	88	82	45	78	82	86	96
Q11 Ability to listen	90	82	46	78	83	87	97
Q12 Explanations	88	81	42	77	81	85	97
Q13 Reassurance	87	79	41	75	80	84	98
Q14 Confidence in ability	88	82	43	79	83	87	99
Q15 Express concerns/fears	87	80	45	76	81	85	96
Q16 Respect shown	90	84	49	80	85	88	98
Q17 Time for visit	85	79	38	75	80	84	96
Q18 Consideration	86	79	41	75	79	83	98
Q19 Concern for patient	86	80	43	76	80	84	97
Q20 Self care	85	79	38	75	79	83	97
Q21 Recommendation	88	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	74	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	73	76	43	72	76	80	96
Q24 Information of services	73	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	65	68	27	63	68	72	96
Q28 Second opinion / comp medicine	66	67	30	62	67	71	96
Overall score	74	73	35	69	73	77	95

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

9541

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 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



9541

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	71	67	23	64	68	71	88
Q2 Telephone access	46	56	13	47	58	65	78
Q3 Appointment satisfaction	70	65	23	62	65	69	85
Q4 See practitioner within 48hrs	48	57	18	52	58	64	83
Q5 See practitioner of choice	47	49	22	44	48	55	84
Q6 Speak to practitioner on phone	48	57	25	52	57	63	85
Q7 Comfort of waiting room	60	64	27	60	65	69	86
Q8 Waiting time	53	54	26	49	54	59	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	87	80	41	76	81	84	91
Q10 Warmth of greeting	88	82	45	78	83	85	93
Q11 Ability to listen	90	82	46	79	83	87	94
Q12 Explanations	88	81	42	77	81	85	92
Q13 Reassurance	87	80	41	76	80	84	91
Q14 Confidence in ability	88	82	43	79	83	86	92
Q15 Express concerns/fears	87	80	45	77	81	84	91
Q16 Respect shown	90	84	56	81	85	88	93
Q17 Time for visit	85	79	38	75	80	83	91
Q18 Consideration	86	79	46	75	79	83	89
Q19 Concern for patient	86	80	46	76	80	84	90
Q20 Self care	85	78	38	75	79	83	89
Q21 Recommendation	88	81	41	78	82	86	91
<b>About the staff</b>							
Q22 Reception staff	74	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	73	73	43	70	73	76	90
Q24 Information of services	73	70	31	67	70	73	88
<b>Finally</b>							
Q25 Complaints/compliments	66	63	31	60	64	66	86
Q26 Illness prevention	68	66	34	63	66	69	86
Q27 Reminder systems	65	65	27	62	65	68	86
Q28 Second opinion / comp medicine	66	64	30	61	64	68	87
Overall score	74	71	35	68	72	75	87

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

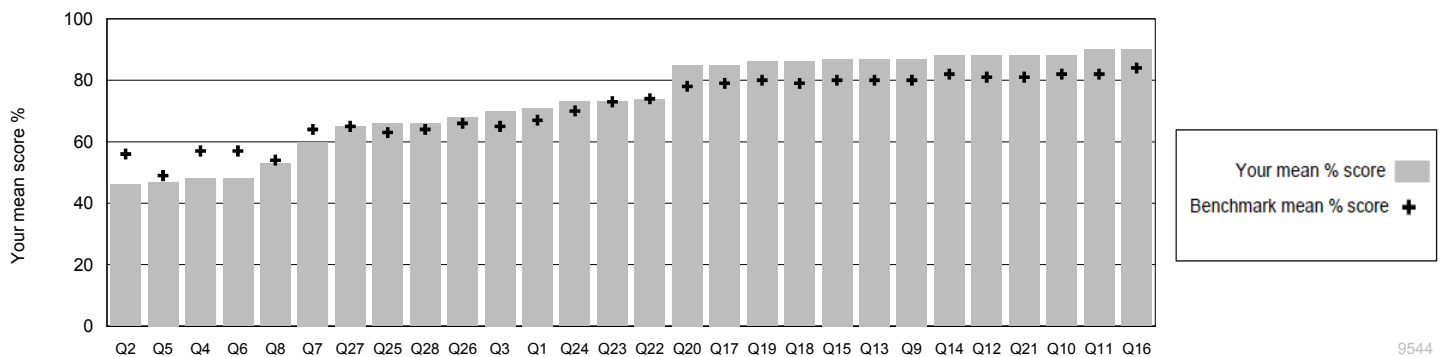
9544

\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 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	Maximum
<b>Age</b>								
Under 25	13	85	70	42	66	70	75	91
25 - 59	90	73	70	35	67	70	74	87
60 +	138	73	73	24	70	73	76	87
Blank	6	84	69	50	63	69	74	86
<b>Gender</b>								
Female	141	74	71	32	67	71	74	87
Male	95	75	73	45	69	73	77	88
Blank	11	74	69	49	65	69	74	89
<b>Visit usual practitioner</b>								
Yes	130	74	74	35	71	74	77	89
No	95	74	68	35	64	68	72	84
Blank	22	76	70	53	65	70	73	83
<b>Years attending</b>								
< 5 years	76	77	72	28	68	72	76	88
5 - 10 years	36	74	71	40	67	71	75	91
> 10 years	126	73	72	48	69	72	75	86
Blank	9	73	69	49	65	69	73	85

\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 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	01/11/2013	18/01/2013	08/12/2011
Q1 Opening hours satisfaction	71	56	70	73
Q2 Telephone access	46	31	50	61
Q3 Appointment satisfaction	70	53	65	70
Q4 See practitioner within 48hrs	48	31	49	59
Q5 See practitioner of choice	47	31	51	56
Q6 Speak to practitioner on phone	48	32	52	53
Q7 Comfort of waiting room	60	53	65	65
Q8 Waiting time	53	37	50	55
Q9 Satisfaction with visit	87	77	81	86
Q10 Warmth of greeting	88	81	83	88
Q11 Ability to listen	90	81	85	89
Q12 Explanations	88	79	84	88
Q13 Reassurance	87	80	83	86
Q14 Confidence in ability	88	82	84	88
Q15 Express concerns/fears	87	78	83	86
Q16 Respect shown	90	84	85	89
Q17 Time for visit	85	78	83	85
Q18 Consideration	86	76	82	85
Q19 Concern for patient	86	78	83	85
Q20 Self care	85	76	81	85
Q21 Recommendation	88	79	83	88
Q22 Reception staff	74	65	71	72
Q23 Respect for privacy/confidentiality	73	64	72	73
Q24 Information of services	73	58	71	72
Q25 Complaints/compliments	66	53	65	65
Q26 Illness prevention	68	57	70	70
Q27 Reminder systems	65	53	68	68
Q28 Second opinion / comp medicine	66	54	67	67
Overall score	74	63	72	76

## 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.

## Any comments about how this practice could improve its service?

- The practice is excellent.
- Quicker phone answering.
- Redressing the difficulties making an appointment to see a GP. Phoning on the day a nightmare as phone constantly engaged and when you get through, all the appointments have gone.
- More telephone support.
- Everyone works very hard and the practice is run very efficiently. There is always room for improvement to make things easier for everyone.
- I am more than satisfied with this practice now especially lately as I do not have to wait so long for an appointment.
- Open on Saturdays. More people in reception. More people to answer phone. Cannot get appointments easily so more doctors.
- More telephone lines. Speedier appointments.
- More doctors/nurses. Longer opening hours to cope with many more patients. Better working hours overall.
- More phone lines.
- More fresh air.
- Cannot comment on these services, never had occasion to use these. (Q27, Q28).
- Not really.
- Doctors and nurses are marvellous people! The 'modern world' stresses and addictions are endless. Very frightening, but situations may improve, one day. People need to be educated more about the NHS.
- The car park.
- I sometimes find it very difficult to book an appointment with my doctor.
- No need, everything very good.
- Have a second phone line.
- At this time, all help and service excellent.
- To be open over the weekend.
- No, this is an excellently run practice and the staff are all very helpful.
- I am so relieved that I have been accepted by this surgery.
- Appointment waiting times are terrible.
- Open Saturdays for people who have to work weekdays and cannot take time off work.
- I am new to this practice and am delighted with the service it provides.
- Still seem to wait a long time for the telephone to be answered.
- Waiting time.
- I am registered as an online patient, which I find very helpful to book appointments or repeat prescriptions. I am pleased that Monday's open access afternoon is now open longer to 4:30pm. The only thing that doesn't seem to improve is the waiting time on the phone, it rings and rings. That service is not good.
- Telephone calls to be answered more promptly when trying to contact the surgery.
- It would be so reassuring to know that you could get an appointment the week you contact the surgery.

## 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.

## Any comments about how this practice could improve its service?

- Please do not withhold the practice's phone number when calling me. I treat such anonymous callers as 'junk' (solar panel salesman, boiler room scams, and such-like). Please just leave a voice message, or previously agreed codeword and I will call you back. Thank you.
- Open at weekends.
- More privacy at reception desk as people waiting tend to loiter close by. Maybe longer opening hours, especially for us who work. It's always exacerbating to see the elderly sitting in waiting room for early appointment when you have to go to work and they have all day!
- The waiting room seems a bit outdated but otherwise all is good. Apart from sometimes not being able to get through on the phone.
- Get through on the phone.
- The reception staff can be quite matter of fact and not take into account most patients are there for a genuine reason and maybe anxious. More customer care and understanding.
- Out of working day hours is always a benefit to make appointment.
- More phone lines/support for booking appointments. Could do with a refurbishment.
- Great practice, great staff.
- More people answering phone.
- The practice provides an excellent service which is constantly improving.
- My only issue with this practice is regarding getting an emergency appointment. I have been challenged as to whether I really needed to see a GP by the receptionist, who offered me an appointment the next morning and when I said 'yes', was told I didn't need an emergency appointment and refused to book one. I ended up going through what was NHS direct who got me the appointment. We are often made to feel really guilty about needing an emergency appointment.
- Telephones are usually engaged and often unanswered when trying to book appointments, etc. Need more lines/staff. Appointments are often unavailable and reception can on occasion, be unhelpful.
- The waiting time in the practice is always longer than the time for appointment.
- Could do with a more private area when speaking to receptionists. Everyone in waiting room knows what tests, etc. you are going to have and being a small community, someone may know you and hear your medical problems.
- Previous trouble getting through on telephone, but today was fine.
- Additional phone lines in for making appointments. This would then provide an excellent service.
- Online/text reminders for repeat prescriptions would be helpful. Longer appointment times with doctor/nurse would mean less waiting time and more time to discuss problems, especially if more than one ailment.
- Continuity with same doctor on consultation is important and not always possible.
- No satisfactory.
- Under pressure be pleasant and still smile, to some people it's a real tonic!
- This is an excellent practice, helpful, pleasant and attentive, have been involved with many surgeries in the area, and this practice stands out from the rest, will always be seen if need be, as will my children and grandchildren. Thank you Brook Lane, wonderful.
- I think a doctor on taking phone calls in the morning would help, sometimes you only need to speak to a doctor.

## 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.

## Any comments about how this practice could improve its service?

- Administration systems and links between hospital communications have been slow! Have in last month encountered: - where fax sent by hospital to doctor regarding change to medication has been missed until I chased this - where systems again between hospital and doctor regarding medication changes failed to involve notifying patient, until they chase this up themselves - lack of privacy when speaking to receptionist maybe distressing from some. The reception is open plan to waiting room, which is I feel not ideal.
- Telephone calls to be answered more quickly. Telephone line very often engaged. Mornings very bad. If emergency would feel need to call 999.
- The telephone system is outdated compared to other practices, i.e. no call waiting - no dedicated line for appointments only. You can spend hours sometimes keep re-dialling it's easier to call in and make appointment. With a proper system in place, this could be avoided.
- Making an appointment is difficult. Too many patients to doctors?
- I am a new patient at this surgery, but so far so good!
- To be able to see doctor of choice more easily or be able to speak to a doctor on the phone, which could save a visit. Less delay on phones. Also, telephone contact at weekends.
- This practice suits all my needs and I have no problems on the way it runs.
- Cannot comment on these service, never had occasion to use these. (Q27, Q28).
- Making appointment to see your own doctor long term.
- A good clean of waiting room is drastically needed! A lick of paint to brighten the dull miserable edifice wouldn't go amiss either.
- Making telephone appointments easier?
- I have been with this practice for many years. Always happy with service. This best is opening at 7:00am on Wednesday and Thursday for telephone appointments.
- Appointment making can be troublesome at times, but this is due to the sheer number of patients.
- None at this time.
- To answer phone quicker and a bit more help from phone operator.
- Accessibility to doctors - sometimes a week plus so if anything really serious you have to keep ringing in for emergency or consider going to A&E. Appreciate this is not the surgery's fault but pressure on NHS.
- Having only transferred from another practice in the past year or so, I do not have anything poor to say and can only say how much better it is compared to another surgery.
- Improved seating in the reception area.
- Telephone appointments - get doctor to ring patient as it is impossible to get through from patient to doctor. Many doctor is waiting for patient who can't get through. It is outrageous to need to travel across the borough for weekend doctor cover to Portsmouth MIU via 111 - use local hospital in Brook Lane.
- It is the best surgery locally. Since moving to Brook Lane a year ago, I can only say how much better than another it is.
- Waiting room dark and stuffy. Almost depressing!
- Very good.
- Waited over 45 minutes after my appointment time to give blood, when I asked what was going on, I was informed 'because I was early it would have made the time I was waiting longer'!. Me being early has no bearing on being 45 minutes late! Then you lose my results and I have to do it all again!
- I cannot access the online booking service and have been unable to resolve this.
- I have had cause to complain recently and was impressed with how well this was handled.

## 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.

### Any comments about how this practice could improve its service?

- Grateful for all they have done for me and my family.
- Very satisfied.
- Open for longer periods, don't like the idea of out of hours service contracted out. Run a fat clinic.
- A better telephone answering system and the reception staff not trying to make doctors decisions.
- Not able to get through on the telephone. The reception is very open, anyone can hear the conversation. I did book online for the original appointment. Follow up for nurse was booked at reception without any problems.
- The state of reception, especially when busy, is not acceptable.
- Make answering the phone a priority.
- Upgrade waiting area, especially lighting. Very happy with online appointment service and repeat scripts.
- I am completely satisfied with this practice.
- Waiting area hasn't been updated for 20 years.

## 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.

## Any comments about how the doctor/nurse could improve?

- I feel the question "Is it urgent for today?" unsatisfactory, e.g. on a Friday it may not be urgent, but if left (i.e. the problem) until the Monday it will be detrimental to patient health to leave it that long. It is not easy for a lay person anyway to decide what is urgent. Feel this should be reconsidered.
- Absolutely none!
- Waiting in reception to see doctor could be improved as even though have an appointment, sometimes have to wait 30 minutes, although has improved lately.
- One doctor's care and after care was excellent.
- I am very happy, thank you.
- Very pleased overall.
- Perfect doctor; bedside manner excellent, etc. Less stress is very much needed in the medical profession. British - many of them - should 'wake up' to the NHS establishment, and pay more from their wages.
- Doctor and nurses have always been excellent.
- I consider all help to be of the highest standard.
- None whatsoever.
- I have always found Brook Lane Surgery, and all working there, to do all they can to help me when I have needed it. Over approximately 40 years, so thank you.
- None, she's perfect!
- All staff at this practice are very polite and helpful there is only one GP I wouldn't wish to see as his bedside manner towards my mother was not satisfactory.
- Excellent service.
- First time seeing this doctor - he was brilliant!
- The GPs and nurses are great!
- The first doctor I saw was excellent, however on my second visit with my daughter, I was not pleased. I will not be seeing said doctor again!
- Two professionals absolutely fantastic. However, other doctors previously seen seem disinterested in their career choice.
- One doctor and nurse were amazing, professional, yet made me feel at ease with appropriate humour. Excellent!
- No satisfactory.
- Excellent care and consideration given.
- More time to discuss problems especially if there is more than one problem would help.
- The majority of doctors/nurses are excellent. It's just the time taken to make an appointment. When you are ill, you really don't want to wait days.
- Keep up the good work.
- I wish they were all like her.
- Again very happy with service.
- Doctors and nurses in the practice are excellent but insufficient number to cope with patient numbers after another surgery closed.
- No, service is 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.

### Any comments about how the doctor/nurse could improve?

- No - all the staff are excellent and always have been.
- Staff are excellent.
- My doctor today was extremely helpful and effective knowing me for many years and my symptoms for current illness over the last few years makes visits reassuring and informative.
- Doctors appointment for results made to wait for over one hour after my appointment time, no reason why, just 'doctor is running late'. I know this! Eventually saw the doctor who did not say sorry for making wait over one hour!
- No, all very good.
- In my opinion, no need for improvement.
- The nurse was excellent.
- How can you improve on perfection.
- No. Very polite and friendly attitude (blood test only). Put me at ease.



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 = 247

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	13	67	105	57	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (13 \times 25) + (67 \times 50) + (105 \times 75) + (57 \times 100)}{(247 - 3)} = 17,250/244$$

Your mean percentage score for Q1 = 71%

### 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	71

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

9541

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 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

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: 11600**

**Surveys Completed: 247**

has completed the

## Improving Practice Questionnaire

Completed on 17 March 2015



**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.