

Private and Confidential

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

Improving Practice Questionnaire Report

Brook Lane Surgery

November 2013



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@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

11 November 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=161989>

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

Yours sincerely



Helen Powell
Survey Manager

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

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	6	55	133	89	25	2
Q2 Telephone access	84	111	68	35	8	4
Q3 Appointment satisfaction	18	67	119	69	34	3
Q4 See practitioner within 48hrs	103	86	73	22	18	8
Q5 See practitioner of choice	83	103	73	27	11	13
Q6 Speak to practitioner on phone	62	74	68	27	3	76
Q7 Comfort of waiting room	8	59	145	85	13	0
Q8 Waiting time	41	115	87	28	12	27
Q9 Satisfaction with visit	2	14	57	119	111	7
Q10 Warmth of greeting	0	8	48	113	131	10
Q11 Ability to listen	1	5	55	95	141	13
Q12 Explanations	1	9	53	108	127	12
Q13 Reassurance	1	12	47	108	129	13
Q14 Confidence in ability	0	8	47	97	149	9
Q15 Express concerns/fears	1	16	54	95	129	15
Q16 Respect shown	0	5	42	96	155	12
Q17 Time for visit	2	14	62	96	126	10
Q18 Consideration	1	13	64	96	103	33
Q19 Concern for patient	0	11	55	95	113	36
Q20 Self care	0	15	59	95	103	38
Q21 Recommendation	2	10	53	93	120	32
Q22 Reception staff	2	25	110	102	50	21
Q23 Respect for privacy/confidentiality	2	30	114	92	50	22
Q24 Information of services	9	39	127	75	39	21
Q25 Complaints/compliments	9	47	113	63	16	62
Q26 Illness prevention	7	37	126	77	23	40
Q27 Reminder systems	20	39	109	69	21	52
Q28 Second opinion / comp medicine	7	33	89	44	17	120

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

Your patient feedback

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

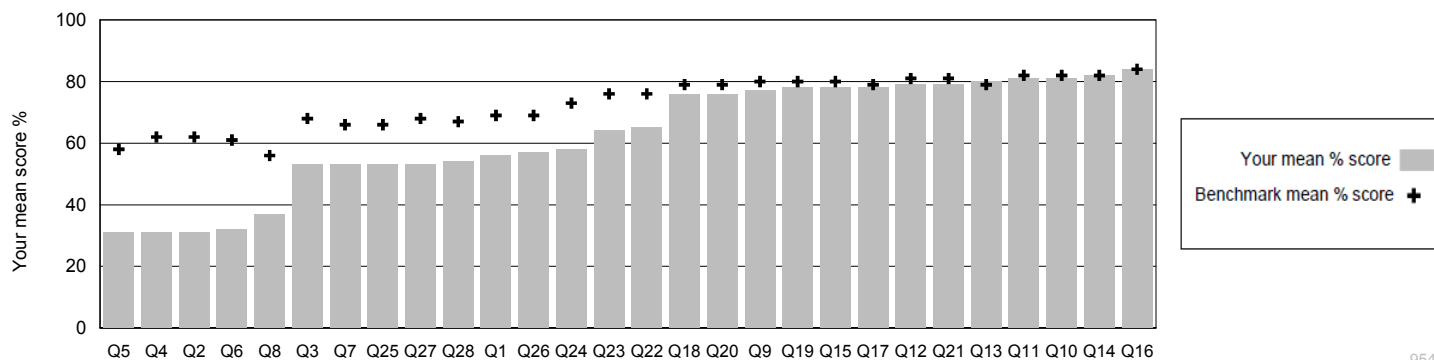
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	56	69	23	64	68	73	92
Q2 Telephone access	31	62	13	53	63	71	92
Q3 Appointment satisfaction	53	68	23	63	68	74	92
Q4 See practitioner within 48hrs	31	62	18	54	62	70	96
Q5 See practitioner of choice	31	58	22	48	57	65	95
Q6 Speak to practitioner on phone	32	61	25	54	61	67	92
Q7 Comfort of waiting room	53	66	27	60	66	71	90
Q8 Waiting time	37	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	77	80	41	76	81	85	97
Q10 Warmth of greeting	81	82	45	78	82	86	96
Q11 Ability to listen	81	82	46	78	83	87	97
Q12 Explanations	79	81	42	77	81	85	97
Q13 Reassurance	80	79	41	75	80	84	98
Q14 Confidence in ability	82	82	43	79	83	87	99
Q15 Express concerns/fears	78	80	45	76	81	85	96
Q16 Respect shown	84	84	49	80	85	88	98
Q17 Time for visit	78	79	38	75	80	84	96
Q18 Consideration	76	79	41	75	79	83	98
Q19 Concern for patient	78	80	43	76	80	84	97
Q20 Self care	76	79	38	75	79	83	97
Q21 Recommendation	79	81	41	78	82	86	99
About the staff							
Q22 Reception staff	65	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	64	76	43	72	76	80	96
Q24 Information of services	58	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	53	66	31	62	66	70	96
Q26 Illness prevention	57	69	34	64	68	72	96
Q27 Reminder systems	53	68	27	63	68	72	96
Q28 Second opinion / comp medicine	54	67	30	62	67	71	96
Overall score	63	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



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

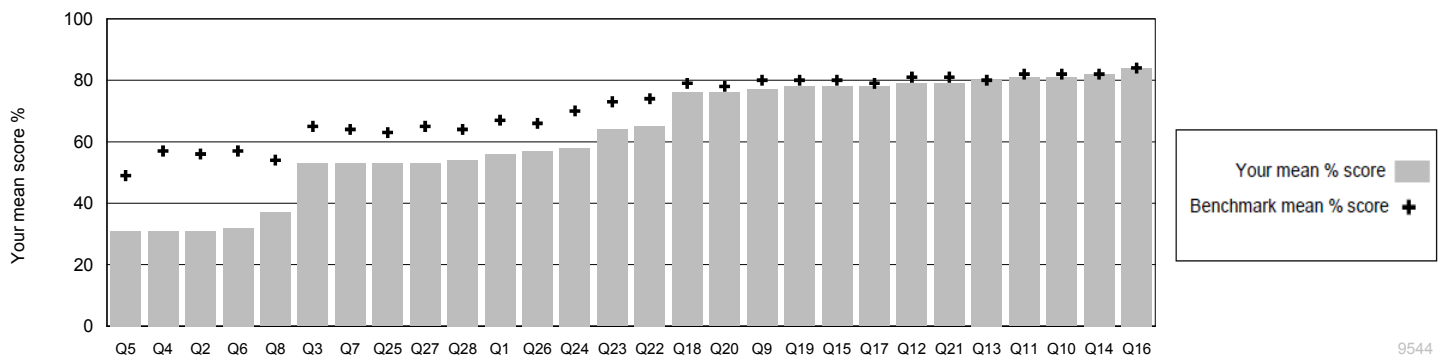
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	56	67	23	64	68	71	88
Q2 Telephone access	31	56	13	47	58	65	78
Q3 Appointment satisfaction	53	65	23	62	65	69	85
Q4 See practitioner within 48hrs	31	57	18	52	58	64	83
Q5 See practitioner of choice	31	49	22	44	48	55	84
Q6 Speak to practitioner on phone	32	57	25	52	57	63	85
Q7 Comfort of waiting room	53	64	27	60	65	69	86
Q8 Waiting time	37	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	77	80	41	76	81	84	91
Q10 Warmth of greeting	81	82	45	78	83	85	93
Q11 Ability to listen	81	82	46	79	83	87	94
Q12 Explanations	79	81	42	77	81	85	92
Q13 Reassurance	80	80	41	76	80	84	91
Q14 Confidence in ability	82	82	43	79	83	86	92
Q15 Express concerns/fears	78	80	45	77	81	84	91
Q16 Respect shown	84	84	56	81	85	88	93
Q17 Time for visit	78	79	38	75	80	83	91
Q18 Consideration	76	79	46	75	79	83	89
Q19 Concern for patient	78	80	46	76	80	84	90
Q20 Self care	76	78	38	75	79	83	89
Q21 Recommendation	79	81	41	78	82	86	91
About the staff							
Q22 Reception staff	65	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	64	73	43	70	73	76	90
Q24 Information of services	58	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	53	63	31	60	64	66	86
Q26 Illness prevention	57	66	34	63	66	69	86
Q27 Reminder systems	53	65	27	62	65	68	86
Q28 Second opinion / comp medicine	54	64	30	61	64	68	87
Overall score	63	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)



9544

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
Age								
Under 25	18	65	70	42	66	70	75	91
25 - 59	119	60	70	35	67	70	74	87
60 +	160	65	73	24	70	73	76	87
Blank	13	56	69	50	63	69	74	86
Gender								
Female	192	63	71	32	67	71	74	87
Male	104	64	73	45	69	73	77	88
Blank	14	57	69	49	65	69	74	89
Visit usual practitioner								
Yes	121	65	74	35	71	74	77	89
No	149	62	68	35	64	68	72	84
Blank	40	62	70	53	65	70	73	83
Years attending								
< 5 years	96	65	72	28	68	72	76	88
5 - 10 years	39	61	71	40	67	71	75	91
> 10 years	159	62	72	48	69	72	75	86
Blank	16	64	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.

9544

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	18/01/2013	08/12/2011	05/12/2008
Q1 Opening hours satisfaction	56	70	73	71
Q2 Telephone access	31	50	61	65
Q3 Appointment satisfaction	53	65	70	70
Q4 See practitioner within 48hrs	31	49	59	60
Q5 See practitioner of choice	31	51	56	58
Q6 Speak to practitioner on phone	32	52	53	53
Q7 Comfort of waiting room	53	65	65	65
Q8 Waiting time	37	50	55	50
Q9 Satisfaction with visit	77	81	86	86
Q10 Warmth of greeting	81	83	88	87
Q11 Ability to listen	81	85	89	87
Q12 Explanations	79	84	88	85
Q13 Reassurance	80	83	86	84
Q14 Confidence in ability	82	84	88	87
Q15 Express concerns/fears	78	83	86	86
Q16 Respect shown	84	85	89	89
Q17 Time for visit	78	83	85	79
Q18 Consideration	76	82	85	83
Q19 Concern for patient	78	83	85	84
Q20 Self care	76	81	85	--
Q21 Recommendation	79	83	88	86
Q22 Reception staff	65	71	72	74
Q23 Respect for privacy/confidentiality	64	72	73	74
Q24 Information of services	58	71	72	73
Q25 Complaints/compliments	53	65	65	68
Q26 Illness prevention	57	70	70	72
Q27 Reminder systems	53	68	68	69
Q28 Second opinion / comp medicine	54	67	67	71
Overall score	63	72	76	75

-- 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.

Any comments about how this practice could improve its service?

- In my view the waiting area is poor. Lack of ventilation. Lack of pleasant view etc. I would also consider a way of letting the patients know how many people are in front of them.
- Fresh air with opening window in the waiting room not just a fan which wafts the germs around.
- Very difficult to get through by phone and to get an appointment. Too many patients since other practices closed.
- NB. Due to closure of local surgery, obviously this surgery is busting at the seams with appointments. Overworked doctors and nurses will reflect on us the public.
- Have more options available if there is no appointments.
- It would be useful to be allowed to provide a correspondence address if you are not at your registered address any longer - I moved house and some important test results were sent to my old address I could not supply my new address as it is out of area.
- Offer more walk-in days so that Mondays aren't quite so hectic. Since taking on Locks Road Surgery patients, the surgery has become increasingly busy.
- There should be people on the reception at all times. Reception should be open all day with staggered lunch times. Any service area should have cover all the time. Answer the telephone it just keeps ringing then cuts off. People who work don't always have access to a phone to constantly try to get through. Better voice answer system can't always make out what is said.
- Open weekends.
- Sometimes only one receptionist on the desk with massive queue. Could do with two receptionists at busy times. Hard to get through on phone - either engaged or continuously rings.
- My visit was for blood test and flu jab only so cannot really comment - the nurse was lovely though!
- Keep to appointment times, i.e. not start 20-30 late. Answer the phone, make sure you can get an appointment when you want one. Make up appointment book about a month before, if the doctor asked you to come back in a month you can't make a appointment when you want one.
- Better telephone service. More doctors appointments as we often has to wait 4 weeks for requested doctor.
- Car parking post office people use it. Job to get a space. Job to get answer on phone in morning.
- Run two telephone times - one is always busy, the other gets no reply.
- Used to be all good. Now patients have to wait at least two weeks for doctor or nurse! All downhill since closure of Locks Road Surgery!
- Waiting ages to get through on telephone. Engaged and then rings for a long time. Not able to make an appointment to see a doctor with a couple of days for something causing pain etc but not emergency. Hot in waiting room (needs more ventilation!). Would like to see own doctor for long term conditions. Long frequent queues.
- More receptionist to answer phone.
- Another doctor - experienced.
- Please make car park bigger. Had to park on turning space.
- I think this surgery provides an excellent service for its patients. There is a very good selection of modern and up to date toys for young children that are visiting. The library that has just been introduced is an excellent service in addition because people have full-time lives and very busy lives and it doesn't include time to browse book shops or go to libraries.
- Allow appointments to be made more than one week in advance.
- Telephone always busy! No privacy when talking to reception.
- Better answer phone message - you cannot understand or hear the scratchy message voice. Quicker at answering the phone.

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?

- Better telephone service
- The ability to add comments when using the web ordering system would be helpful.
- The waiting time could be improved if possible.
- Yes. To improve contact for cancelling an appointment. I would suggest a separate line.
- Put 2 new doctors in Fareham Community Hospital permanently and book new patients there rather than overloading this surgery.
- No problem.
- Car parking sometimes an issue. Some staff could do with customer care training.
- PA system not very clear. Difficult to get same doctor for continuity of treatment.
- Long time to get appointment (3 weeks).
- Not trying to get through on phone quicker to get in car and come up to make appointment.
- Extra telephone lines so you can get through.
- I am rather deaf so would appreciate a visual sign when called, though nurses have been asked to come and collect me.
- Length of time waiting for telephone to be answered.
- Open at lunch time and Sat morning. Not leave you for 10 days when you have a urine infection! No doctor no nurse!
- No improvement. Very happy with the practice. Moved here a few months ago and must say very impressed with how quick I can get an appointment quicker than previous practice.
- Q7: The environment of the waiting area is very warm; not helpful if you have a someone with a spreading infection via a cough! Only one toilet in a practice this size is not very good!
- Answer the phone!
- Sometimes the phone is always engaged to book an appointment. The receptionists are very nice and helpful. The online appointment booking systems seems complicating.
- As I am relatively healthy and trying to keep so, I left some questions blank as I did not need ask myself those questions. Probably the answer should be very good.
- Waiting room could be more comfortable, chairs are older than I am I think! Electric board to show name of patient called as well as tannoy would be useful.
- Longer waiting time than expected.
- Answering the telephone! (On one occasion I called over 40 times before it was answered). On numerous occasions I have needed to see a doctor but the demand on the phone is too high for the phone system to cope with. Get more phone lines in and more staff to man them. Also not being able to get the doctor of my choice for emergency appointments.
- More parking would be nice! And someone to answer the telephone. Lol.
- Repeat prescriptions needs looking at as occasionally they get it wrong.
- The waiting room temperature is too high. Can never get through on the phone between 8-9am and 2pm. Appointments required for that/next day aren't necessarily an emergency but the wait for a next general appointment is too long. Some appointment slots should be longer so that the waiting room delay is reduced.
- There has been a great improvement in the reception staff with the new appointments, much friendlier, helpful and interested and although it seems as if they have just been swapped around maybe for someone with more interpersonal skills.

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?

- More staff on reception. Sometimes difficult to phone as not answered.
- I believe the practice would benefit from more telephone lines for people wishing to make appointments.
- Publicise further other ways of making appointments such as online to free up the phones more. Ask the receptionists to be more friendly, particularly on the phone.
- Larger car park.
- I think the check in system is great, saves queuing. Only feedback is calling often takes a number of tries as it's engaged. Service of reception and doctors and nurses is excellent.
- It would be helpful to have the opportunity to make appointments on a Saturday morning. It would be helpful to be able to talk to a doctor or nurse over the phone when worried.
- Getting on alright.
- Better waiting room speakers!
- Had to wait 10 min for car parking space, so better parking facilities. 40 min wait for the nurse is extremely long!
- Air con.
- We have a great surgery, although overcrowded at the moment, don't spoil it. Also, at least our doctors care, as they took on patients from another practice that didn't seem to have the care and empathy our practice does. Well done.
- The tannoy system! Very crackly at moment. Either clearer/new tannoy or electric screen which flashes name or a number is needed. Have had to wait 2 and a half weeks to see a doctor, as I didn't consider my possible chest infection to be an emergency. Next time will just have to say it's an emergency!
- So far I had but the best treatment from all the doctors or nurses in this practice (Brook Lane Surgery) especially from one doctor whom I am grateful for the time they gave me and for referring me for a second opinion where needed. Thank you also to the one of the nurses and all the other doctors and nurses and admin in this practice. What to improve on is the constant busy line/phone.
- I tried calling from 07:55 this morning and called repeatedly. The line was constantly engaged until 11:30 when I was advised of open access times. This is the norm when trying to call for an appointment. I can see why people call 999 for ambulance.
- Understand reasons why doctors work part-time but in this day and age think practice should take on sufficient part-time/full-time staff to be able to offer more extended hours/weekend opening as required for modern lifestyles. Impossible to get a routine appointment within couple of days if ill - need to use emergency appointments in order to see doctor in reasonable timescale, which seems strange way to operate appointments system. Reception area too open - lack of privacy on check-in. Give patients longer appointment times reduce waiting times.
- Access to next day appointments, as I am unable to call on the morning due to working some distance from home. Advice of approximation wait on arrival.
- It takes a very long time to get through on the phone to make an appointment and every time I have been there has only been one receptionist on the desk and a long queue.
- Phone for appointment with doctor to be quicker as always engage. Would like appointments more available. Open hours would help at weekends. Overall I am happy with the service.
- This is the first time attending this surgery - I have been horrified at the lack of appointment, having to call only to be told next appointment is in two weeks time - come in today for Monday emergency session. However in the Summer holidays I made appointments for my daughter who was given an appointment the next day of ringing. Not sure if this is due to her being a child or that it was a quieter time of year?
- Even though this visit to the doctors was very good, I have in the past had bad experiences with two doctors and waited over two hours in the past. One person in reception can be very rude.
- I have called many times and been spoken to very rude. Once I really needed to see a doctor that day and I was told "what bit of we do not have any appointments do you not understand" also once I was ask what was wrong with me and when I wouldn't tell them they said they couldn't get me an appointment then. Very rude.

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?

- To be able to contact by telephone more consistently. Sometimes I can't get through. One day I tried all day to get an appointment and no answer. I eventually visited the surgery and had to wait 20 mins to be assisted.
- Would be useful to have your name and room appear on a screen when your doctor is ready for you in addition to the tannoy as you can't always hear it clearly.
- Any chance to somehow have more car parking spaces. When waiting room is busy doctors/nurses need to speak louder on the call system so we can hear names clearly. Or say name twice. Waiting room can be too hot most of the time.
- Reception staff manner varies. Half seem rude and dismissive, whereas the other half could not be more helpful. I rarely attend the doctors but on the two occasions I have this year, the doctors have been outstanding but the reception staff have been questionable.
- Opening on Saturdays. I haven't tried booking online yet but maybe making that service easier would be good.
- Phone lines should stay open between 1 and 2 pm - very outdated and annoying. Monday PM drop in - dreadful queuing system. Make some laminate numbers to pick up and hand in when it's open again. Can't run around after toddler or use loo or sit down as we lose place in queue!
- Telephone answering system. Online prescription requests. Parking.
- Telephone lines that let you wait in a queue and advise how many calls in front of you. 4 hours this morning to get through. Tried coming by car, car park full struggled to turn and get out.
- Making an appointment over the phone is hopeless.
- Get more telephone lines as extremely frustrating constantly having to ring back to get through. Also very difficult to get an appointment within a couple of days unless constantly on phone for appointment that day.
- Waiting times always seem to be very long.
- More parking spaces.
- Answering telephone - I have been cut off a number of times when ringing for an appointment. Longer window for phoning up for repeat prescriptions. Saturday morning opening. Lack of continuity when seeing GP for follow up recently I saw 3 GPs for same problem and having to repeat history.
- It's too busy - difficult to get through on the phone; very few short notice appointments (on more than one occasion I have had to wait for well over an hour in the waiting room to see a doctor at the end of surgery). Today no parking spaces. I would suggest increasing surgery hours and staff to meet demand. Also would help if patient could book appointments online.
- Waiting too long for available appointment.
- It's a ridiculous situation in that you have to wait 2 weeks for an appointment to see a doctor. This is obviously due to the increase in patients relocating from Locks Road surgery closing!
- Trying to get through via telephone, took half an hour continuous trying raising my very high BP still higher.
- Waiting room layout is unattractive and seats uncomfortable.
- I always feel that there is very little ventilation in the waiting room - this could be improved.
- To be able to see the same doctor within two to three days. Not two weeks.
- Have been happy with the experiences I've had so far, no criticism that I can think of. Waiting room dated and in need of brightening up.
- Improve ventilation in waiting room and lighting. Toilets need updating, gels need to be filled, toilet rolls to be tidied.
- Well women and men clinics. Parking has started to be an issue. Put a box for these surveys to be put in instead of waiting for a free receptionist.
- Shorten time to get an appointment.

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?

- Saturday morning opening would be an improvement.
- More people on reception. Very difficult to get through on the phone most mornings.
- The doctor is wonderful.
- Problem with making phone appointments and re-ordering prescriptions.
- Tried to use internet booking but first appointment offered was in 10 days time.
- See people on time.
- Reminders for health checks for conditions such as high blood pressures are not being done by nurses. Similarly doctors also need to improve the practice by monitoring blood, for example, liver function tests for patients on certain drugs that can cause harm to the liver.
- My early experience with one of the nurses was poor as they were running very very late, but my subsequent experience was better as they were on time. The doctor has been on time. This is why I marked down length of time waiting in the practice. Also they both ran late today. On previous visits the announcement system has not always been clear. Also the announcements are only made once - which can be unfortunate if there is noise at the same time.
- No points I would like to raise.
- Only by extended opening, particularly at weekend.
- It is difficult to make an appointment at reasonably short notice with the doctor of your choice. The waiting room is poorly lit both by daylight and artificial light, the colours are dark and gloomy. Ventilation is poor. The only problem is a shortage of time, but I do understand that this is something the practice has little influence over.
- Parking.
- Knock down existing building and replace it with one that has better wheelchair access, more comfortable seating and more disabled parking bays. Clearer announcements for waiting patients.
- Overcrowded.
- Just answering the telephone.
- Very difficult to see a doctor within one week. Arrangements for repeat prescription is very confusing.
- To install automatic doors for main entrance which is very essential. So that I have watched disabled and elderly couples really struggling. Air freshener in main seating area please.
- Waiting time.
- Comfier chairs in the waiting room.
- When trying to get to make appointment first thing in morning can be a little busy.
- Difficulty for patients to book appointments in advance. Having to phone up every day to book can be difficult when you work full time and need to plan in advance, especially as it can take a long time to get through on the phone in the morning.
- Better appointment making not everyone can call at 8am.
- More appointments, more phone lines.
- Better car parking.
- Have more people answering the phone.
- Better PA system.

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?

- Improve telephone contact. Actually unreasonable to a point, try and align to same doctor as patient is already seeing.
- Getting an appointment is difficult and not soon enough.
- Answer the telephone! Allow appointments to be booked more than 2 weeks in advance. The normal waiting time I have found to see a doctor recently is nearly 2 weeks. It is difficult to get in!
- Reception staff are generally short and sharp with a computer says no attitude i.e. phone at 7am to book an appointment at 7:30am same day why is it not possible to book 7:30am the day before.
- The waiting room is physically comfortable but lighting and ventilation is poor.
- Improve telephone booking at 8:00. Phone > 100 times 3 times rang then no answer.
- Car park. Since taking on Locks Road Practice the car park is overloaded meaning late arrivals.
- Cannot think of anything.
- Saturday morning service! Early morning i.e. before 7:30am.
- Personal contact of doctor and nurses - very good.
- Light shades dusty. Waiting room dingy. Fan should be turned off - both cold and can affect the eyes. Background music to provide more privacy. Backup for reception when long queues. Cleanliness - cobwebs etc.
- Early morning phone in for appointment needs to be improved.
- More phone lines.
- Not enough natural light.
- By installation of a queuing system on the phone the current system is poor and particularly bad when one is ill and trying to get an emergency appointment. The problem is major the resolution simple.
- Open (or be available) at weekends.
- It is absolutely crazy that trying to get an appointment online the earliest one was nine days away and the doctor was seventeen days.
- Remove all magazines dated 2007!
- Clearer voice announcements when being called to doctor's surgery. Quicker response to prescription phone line.
- Increase the number of doctors available. Open surgeries more often. Early morning and early evening surgeries.
- Shorter wait to see a doctor/nurse. Shorter time in waiting room. (Both reliant on human resources I realise).
- Ability to see a doctor of choice within a 48 hours time-limits but I realise this may be impossible to achieve.
- Not able to get through to reception for 30 mins (slots all gone!).

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?

- Very good overall.
- Keep to times please.
- Smile to make you feel at ease.
- Make doctor more available when you want them, keep to time. If you've got blood pressure doesn't help waiting in the waiting room for an hour. Saying I don't know what it is, but I don't think it's anything nasty, not helpful!
- All excellent.
- Open at lunchtimes and later in evening and Saturday mornings.
- No problem.
- All doctors at the practice provide very good advice and support. I have confidence in all as well as the nursing staff.
- Own doctor could not be better. Manner and approach of other doctors not respectful to patient's age and condition.
- No improvement they're all very good the ones I've seen.
- The doctor is very caring, helpful, informative/knowledge and nothing is too much trouble for them. I would like to thank them for their ongoing kindness and understanding.
- The doctor is a fantastic doctor. I fail to see any areas for improvement.
- None - have no problems with my doctor. The doctor always takes time to listen to you, always sorts the problem a great doctor.
- All very nice.
- Display screen for calling patients through. Toilet needs more frequent cleaning. Emergency appointment should be put through booking screen so reception queue is reduced. Some reception staff telephone manner makes you feel that you aren't worthy of an emergency appointment.
- The doctors and nurses are great. A senior member of staff was not understanding of my situation.
- The doctor was excellent and answered all my questions. I did have to wait a while for my appointment when booked.
- Consultations and outcome always excellent.
- Need more help.
- All doctors and nurses are very nice and friendly.
- I really cannot complain about the nurse absolutely wonderful!
- They are always excellent.
- More caring attitude - portray more active listening, really getting to know a patient irrelevant to their age - if you are young doesn't mean you are healthy.
- Everything so far provided by the doctors and nurses is just fine, good and does not need any further improvement.
- Doctors/nurses always very helpful once you get to see them. Waiting times in reception are very long. Eleven people in front of me today - although this is open access time.
- Maybe have more doctors on to cut waiting times. Would be good for community hospital to provide more treatment to help the doctors and nurses at the surgery.
- Excellent.
- It felt a bit rushed and they were 15 mins late.

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?

- Doctor's manner and treatment have always been excellent. It may help to train reception staff re medicals and fees. Both occasions I have had difficulties when trying to arrange these.
- You can't fault them.
- Again, have had positive experience. My appointment with nurse has already overrun by 15 mins. Was a bit late, but a lovely nurse, very kind and caring. 10/10.
- Give more information on what is 'normal' for your age etc.
- The doctor is excellent.
- One doctor could learn to be more understanding and professional. Another doctor - first class.
- None - they do their best.
- We consider this doctor to be an excellent doctor.
- The practice may need to improve on opportunities for emergency consultation. I have only used this service once in the evening but I do not know to what extent it is used.
- Fine.
- The doctors and nurses in this practice are excellent. Keep the good job going.
- Could do with an extra doctor to help at busy times reduce wait.
- Never really get to see the same one!
- Always fair/good.
- Listen more and don't assume patients know nothing about their conditions.
- Find the numbing spray.
- All seem excellent already.

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 = 310

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	6	55	133	89	25	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(6 \times 0) + (55 \times 25) + (133 \times 50) + (89 \times 75) + (25 \times 100)}{(310 - 2)} = 17,200/308$$

Your mean percentage score for Q1 = 56%

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	56

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

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: 11550

Surveys Completed: 310

has completed the

Improving Practice Questionnaire

Completed on 11 November 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.