

Private and Confidential

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Improving Practice Questionnaire Report

Holbrook and Shotley (Dr Dineen and Partners)

September 2013



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26 September 2013

Dear Mrs Moody

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=160775>

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

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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	7	17	92	103	37	3
Q2 Telephone access	5	24	93	82	49	6
Q3 Appointment satisfaction	1	19	72	99	64	4
Q4 See practitioner within 48hrs	10	50	62	76	54	7
Q5 See practitioner of choice	22	60	68	67	32	10
Q6 Speak to practitioner on phone	8	41	79	52	29	50
Q7 Comfort of waiting room	2	19	85	106	45	2
Q8 Waiting time	7	37	93	74	28	20
Q9 Satisfaction with visit	1	2	45	87	123	1
Q10 Warmth of greeting	0	3	29	101	123	3
Q11 Ability to listen	0	6	29	87	134	3
Q12 Explanations	1	5	38	95	117	3
Q13 Reassurance	2	5	42	93	111	6
Q14 Confidence in ability	1	4	35	85	133	1
Q15 Express concerns/fears	0	5	34	92	124	4
Q16 Respect shown	0	1	20	90	145	3
Q17 Time for visit	1	7	35	93	120	3
Q18 Consideration	1	4	42	85	109	18
Q19 Concern for patient	0	2	43	77	122	15
Q20 Self care	0	2	43	87	109	18
Q21 Recommendation	1	3	32	80	128	15
Q22 Reception staff	3	4	39	94	110	9
Q23 Respect for privacy/confidentiality	2	5	37	95	106	14
Q24 Information of services	0	13	49	88	86	23
Q25 Complaints/compliments	3	9	59	80	52	56
Q26 Illness prevention	2	10	65	89	61	32
Q27 Reminder systems	3	15	59	89	58	35
Q28 Second opinion / comp medicine	4	12	54	71	46	72

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

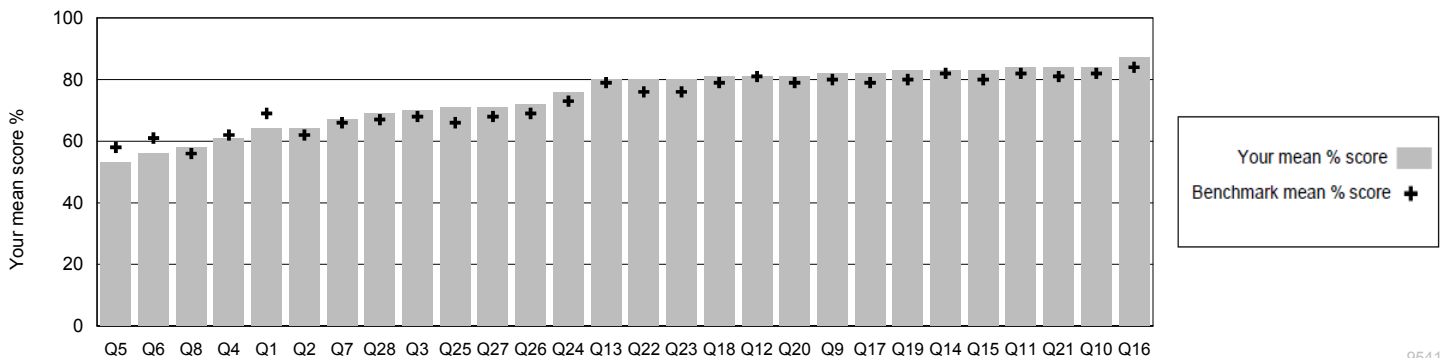
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	64	62	13	53	63	71	92
Q3 Appointment satisfaction	70	68	23	63	68	74	92
Q4 See practitioner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

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*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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	64	67	48	64	67	71	86
Q2 Telephone access	64	60	28	54	61	67	85
Q3 Appointment satisfaction	70	67	46	62	67	72	87
Q4 See practitioner within 48hrs	61	60	30	53	60	67	86
Q5 See practitioner of choice	53	55	28	47	55	61	84
Q6 Speak to practitioner on phone	56	59	29	53	58	66	84
Q7 Comfort of waiting room	67	64	39	60	65	69	82
Q8 Waiting time	58	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	82	80	44	76	80	84	93
Q10 Warmth of greeting	84	82	46	78	82	85	94
Q11 Ability to listen	84	82	46	79	82	86	95
Q12 Explanations	81	81	45	77	81	85	94
Q13 Reassurance	80	79	44	76	80	84	94
Q14 Confidence in ability	83	82	47	79	82	87	95
Q15 Express concerns/fears	83	80	46	77	80	84	93
Q16 Respect shown	87	84	49	80	84	88	95
Q17 Time for visit	82	79	51	76	79	83	94
Q18 Consideration	81	78	41	74	79	83	91
Q19 Concern for patient	83	79	43	76	80	84	93
Q20 Self care	81	78	46	75	79	82	91
Q21 Recommendation	84	81	47	78	82	86	95
About the staff							
Q22 Reception staff	80	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	80	75	45	72	75	78	88
Q24 Information of services	76	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	71	65	50	62	66	69	85
Q26 Illness prevention	72	67	36	64	67	71	85
Q27 Reminder systems	71	66	29	63	66	70	85
Q28 Second opinion / comp medicine	69	66	53	62	66	69	86
Overall score	75	72	45	69	72	76	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

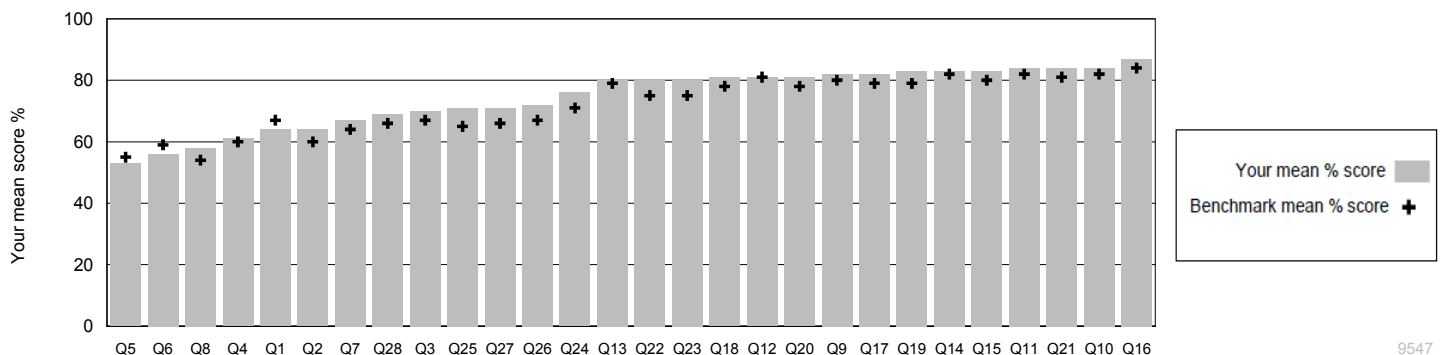
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*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

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 (6001-8000 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 (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	24	69	70	44	65	70	75	92
25 - 59	93	75	71	44	68	72	75	93
60 +	118	77	74	43	71	75	78	87
Blank	24	69	70	46	64	70	77	91
Gender								
Female	144	73	72	42	68	72	76	86
Male	93	79	73	46	69	74	77	91
Blank	22	68	71	45	65	71	75	93
Visit usual practitioner								
Yes	146	76	74	46	71	75	78	90
No	77	76	69	38	65	69	73	92
Blank	36	66	71	46	66	71	75	87
Years attending								
< 5 years	32	79	72	53	68	72	76	92
5 - 10 years	36	73	71	38	67	72	76	91
> 10 years	168	75	73	45	69	73	77	85
Blank	23	68	71	45	66	70	77	92

*Based on data from 171 practices carrying out 247 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	14/01/2013	16/12/2011	13/11/2008
Q1 Opening hours satisfaction	64	65	67	67
Q2 Telephone access	64	68	71	72
Q3 Appointment satisfaction	70	71	75	75
Q4 See practitioner within 48hrs	61	65	70	75
Q5 See practitioner of choice	53	56	63	61
Q6 Speak to practitioner on phone	56	59	65	62
Q7 Comfort of waiting room	67	68	71	69
Q8 Waiting time	58	57	61	60
Q9 Satisfaction with visit	82	80	82	80
Q10 Warmth of greeting	84	81	84	80
Q11 Ability to listen	84	81	83	80
Q12 Explanations	81	79	81	79
Q13 Reassurance	80	79	79	77
Q14 Confidence in ability	83	81	83	81
Q15 Express concerns/fears	83	79	81	78
Q16 Respect shown	87	84	84	83
Q17 Time for visit	82	78	81	72
Q18 Consideration	81	76	79	77
Q19 Concern for patient	83	79	79	77
Q20 Self care	81	77	80	--
Q21 Recommendation	84	81	82	79
Q22 Reception staff	80	80	82	80
Q23 Respect for privacy/confidentiality	80	76	81	79
Q24 Information of services	76	75	77	75
Q25 Complaints/compliments	71	66	68	67
Q26 Illness prevention	72	67	72	70
Q27 Reminder systems	71	66	69	69
Q28 Second opinion / comp medicine	69	66	68	67
Overall score	75	73	76	74

-- 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?

- With reference to Q28: this is an especially strong area for these local practices.
- Unlike some practices (dental, for instance) the punctuality of appointments much appreciated.
- The Shotley dispensing team always are late dispensing tablets, and I often have to go back a second/third time.
- Cut red tape.
- The person on the phone comes across rude sometimes, depending on who answers it.
- Dispensary staff could listen and be more polite.
- Easier to contact by phone. Repeat prescriptions by phone. We mostly resort to travelling the 3 miles to get here and use face-to-face.
- Nurse and blood test appointment online. Change the telephone answer message - needs to be made friendly and welcoming.
- Have been using this practice a number of years under various GP very good!
- More sessions would help.
- Really kind doctors and staff.
- I don't feel that I am confident I could see a practice doctor on the day if I feel really ill but not a 999 emergency. Also I don't know if doctors still do home visits if necessary.
- Repeat prescriptions should be for longer than one month - at our previous practice it was three months.
- Keep the online appointments booking scheme.
- More open hours possibly Sat mornings.
- Be able to get the doctor of ones choice more easily.
- Cannot talk directly to the dispensary on the telephone. Cannot request repeat prescription. By phone (I use internet but not suitable for all).
- I have no complaint at all I have always found all staff polite, considerate and attentive.
- This doctor and one other doctor are both excellent doctors.
- Saturday surgery would be an improvement.
- Waiting area could do with some modernisation!
- I've been with the practice for two and a half years and when I joined I had problems with iron stores - also have an underactive thyroid. I don't think either of these conditions have been monitored effectively or as effectively as my previous practice. I have also never had my blood pressure checked certainly not routinely. My previous surgery had a machine in the waiting room where patients could check their blood pressure and then take a printed slip in with them to the doctor. I found this very useful.
- More evening surgery, appointments would be useful for people who works full time.
- Question 28: I'm not sure this is ever offered as an option. Question 23: reception desk pharmacy and waiting room doesn't really allow for privacy due to all being one room.
- There has been a change in reception staff recently, change has to happen, but don't feel as comfortable about discussing issues as I have been. I appreciate staff are busy, but don't find this as a need to be short or inflexible in their approach. I have had times where/when receptionists have gone the extra mile to help, which I have very much appreciated. Hope as the newer staff settle things maybe become as it was!
- None. Very satisfactory.
- An extra day of late surgery opening times.

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 itself is terrific.
- More telephone lines first thing in the morning as often engaged. More private reception area.
- Sometimes it is hard to get an appointment unless I ask for an emergency one which is offered.
- Having more phone lines to book appointments first thing in the morning.
- Not applicable.
- Opportunities to book appointments.
- More toys for the children would be helpful to keep them entertained, especially when the doctors/nurses are running late as the children get restless. Also I have had to wait 45mins after my appointment time on occasions.
- I appreciate doctors get called out on emergency calls so this can delay appointments but 9 times out of 10 my appointment with the doctor is a minimum on 20 mins later than appointed. This needs to be addressed. This applies mainly to Holbrook not Shotley.
- I don't feel any improvements need to be made as always very pleased with the service provided.
- Longer hours on Saturday.
- Avoid over booking appointments as I have waited over an hour before.
- No evening surgery. Assumes nobody works and needs a doctor. 6pm should be start of evening appointments. Have to take leave to see doctor. The practice hours are part time at best.
- Always very friendly and helpful.
- The only hitches I have ever had was when I left messages with reception for a doctor to issue a prescription but this did not happen on arrival at the pharmacy. No toddler group information.
- My health is generally very good so I rarely need to see a doctor. When I have needed to visit the surgery I have always been very happy with the treatment and care received from all staff from reception, nurse, doctor and dispensary - never feel rushed or anything. It's a lovely village practice - no complaints at all.
- Saturday morning clinics.
- Quite satisfactory.
- No. Very satisfied.
- It would be very useful if appointments with the practice as well as the GPs could be booked online as I mostly use this method to book my appointments.
- An excellent service by all staff.
- First time I have used practice, so far impressed.
- Don't like the procedure when you can't get an appointment ringing up at 8:00 in the morning pure lottery. Appreciate doctor busy but always running late today 30 mins today.
- One of the best in Suffolk. We are very privileged to have this practice.
- Stay same!
- This is a truly outstanding practice.
- Weekend service.
- Nothing but praise!
- Friendlier and reassuring answerphone message perhaps.

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?

- Could open for full days rather than half days.
- I think our practice in the village is really good.
- None/very good.
- Very good service.
- This was my first visit after initial take on meeting so I was unable to answer some of the questions.
- I'm very happy. More Saturday appointments would help with working hours, or maybe one evening surgery. Not a big deal though.
- Water machine.
- Automated entry system needs repair!
- How about a coffee machine for when the wait is lengthy.
- I have always found the care and quality of staff to be first rate. Thank you.
- 24 hour access to online bookings and repeat prescriptions. E-mail communication with practice/doctors.
- Ability to book appointments in advance could be enhanced.

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?

- Music or television would be nice also make everybody sterilise their hands coming in.
- Not applicable.
- The doctor is a very caring doctor.
- More knowledge of previous treatment and medical history. Longer time for each patient. More direct medical information.
- This doctor could not be improved - he is an asset to the surgery even though he is not always available I would prefer to wait for an appointment.
- Every one can improve but nothing specific.
- No. Always polite, understanding and a great sense of humour.
- Satisfied.
- Sometimes 10 min appointments not long enough.
- Positive - particularly appreciate the range of treatment available, some alternative - e.g. counselling rather than medication. Text messaging service - excellent!
- Hard to see how excellence can be improved on.
- None very supportive and empathetic. Thank you.
- Not applicable.
- The doctor I had was excellent. I have been seeing him for several months with an ongoing problem. He is very friendly, respectful and helpful.
- None. A really nice doctor will definitely ask to see him again if usual doctor is not available.
- Some could take a little more interest in people.
- None. Very pleasant and caring.
- No. Very satisfied.
- Keep up the good work.
- Excellent doctor. No problems.
- This doctor has been GP for many years and has been a wonderful doctor who I regard as a friend too.
- I have little or no faith in one of the doctors, not this one, who is very arrogant, does not examine me physically, and makes things a bit of a joke.
- I think that he is very good.
- No improvement required the best service from a GP I have ever experienced.
- None/excellent.
- Always find the doctor to be very helpful and polite.
- No, I'm very happy with my doctor.
- None - very competent service, thank you.
- The doctors at this practice are excellent.
- I have great faith in all the doctors thus the question relating to a second opinion does not apply.

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?

- My doctor for many years was another doctor and he's everything I think a doctor should be. My latest issue has been with a different doctor again who impressed me greatly with which he handled it.
- Level of care from doctor is first rate. Thank you.

Supporting documents

Supporting documents

Details of score calculation

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

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 259

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	7	17	92	103	37	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(7 \times 0) + (17 \times 25) + (92 \times 50) + (103 \times 75) + (37 \times 100)}{(259 - 3)} = 16,450/256$$

Your mean percentage score for Q1 = 64%

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	64

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

Holbrook and Shotley (Dr Dineen and Partners)

The Surgery
The Street
Holbrook
Ipswich
Suffolk
IP9 2QS

Practice List Size: 7999

Surveys Completed: 259

has completed the

Improving Practice Questionnaire

Completed on 26 September 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.