

**Private and Confidential**

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**Improving Practice Questionnaire  
Report**

Hawthorn Surgery

April 2022





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20 April 2022

Dear Mrs Nelson

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Of a total of 116 patients who responded to this survey. 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.

A guidance template for discussion of these local survey findings and an action plan have also 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.

Please contact the office on 01392 927005 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you would like further information about your report.

Yours sincerely

CFEP UK Surveys Reports Team

# IPQ Report: Contents

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# IPQ Report: 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' to help you reflect on the survey results.

Your patient feedback

## Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	5	7	26	45	33	0
Q2 Telephone access	27	28	23	20	17	1
Q3 Appointment satisfaction	3	19	21	22	50	1
Q4 See practitioner within 48hrs	25	24	20	18	28	1
Q5 See practitioner of choice	20	23	32	18	22	1
Q6 Speak to practitioner on phone	14	25	21	20	33	3
Q7 Comfort of waiting room	0	14	37	28	36	1
Q8 Waiting time	4	21	26	32	30	3
Q9 Satisfaction with visit	5	6	19	22	64	0
Q10 Warmth of greeting	0	5	13	31	67	0
Q11 Ability to listen	3	5	7	26	75	0
Q12 Explanations	2	3	14	23	74	0
Q13 Reassurance	2	6	9	30	68	1
Q14 Confidence in ability	2	3	12	30	68	1
Q15 Express concerns/fears	0	8	12	27	68	1
Q16 Respect shown	0	5	9	27	75	0
Q17 Time for visit	1	9	12	25	67	2
Q18 Consideration	2	3	15	29	67	0
Q19 Concern for patient	0	8	10	31	66	1
Q20 Self care	2	5	12	33	61	3
Q21 Recommendation	2	5	9	31	67	2
Q22 Reception staff	3	14	16	38	44	1
Q23 Respect for privacy/confidentiality	2	7	14	32	60	1
Q24 Information of services	5	16	16	32	45	2
Q25 Complaints/compliments	6	16	27	27	38	2
Q26 Illness prevention	3	19	26	30	36	2
Q27 Reminder systems	4	16	26	31	36	3
Q28 Second opinion / comp medicine	3	14	30	22	36	11

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

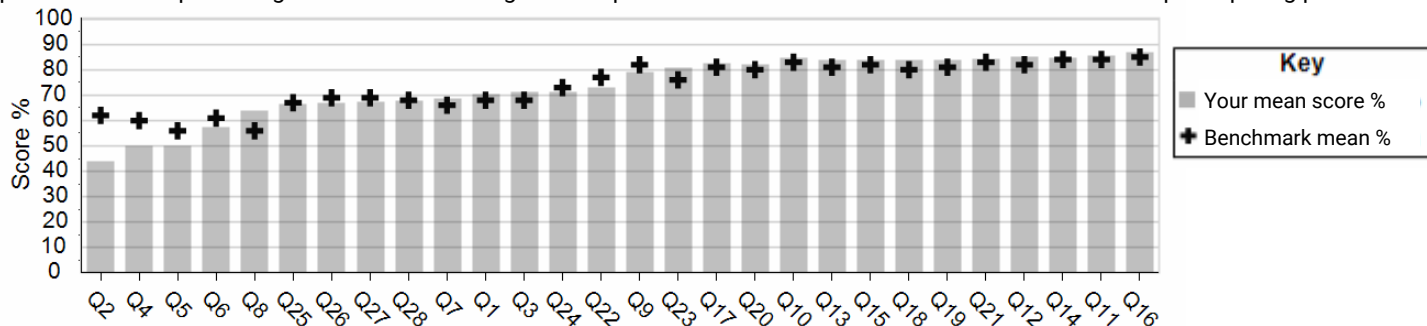
	Your mean score (%)	Benchmark data (%)*					
		Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	70	68	44	64	68	73	92
Q2 Telephone access	44	61	21	51	62	71	97
Q3 Appointment satisfaction	71	68	36	63	68	74	96
Q4 See practitioner within 48hrs	50	60	24	52	60	68	98
Q5 See practitioner of choice	50	56	24	47	56	65	97
Q6 Speak to practitioner on phone	57	61	27	54	61	67	89
Q7 Comfort of waiting room	69	66	38	61	66	72	89
Q8 Waiting time	64	57	28	50	56	63	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	79	81	49	77	82	86	97
Q10 Warmth of greeting	84	83	49	79	83	87	98
Q11 Ability to listen	86	83	50	79	84	88	98
Q12 Explanations	85	82	51	78	82	87	98
Q13 Reassurance	84	80	50	76	81	86	97
Q14 Confidence in ability	85	83	51	79	84	88	98
Q15 Express concerns/fears	84	81	50	77	82	86	97
Q16 Respect shown	87	85	51	81	85	89	98
Q17 Time for visit	82	80	47	76	81	85	97
Q18 Consideration	84	80	50	75	80	85	96
Q19 Concern for patient	84	80	50	76	81	85	97
Q20 Self care	82	80	50	76	80	84	95
Q21 Recommendation	84	82	48	78	83	87	98
<b>About the staff</b>							
Q22 Reception staff	73	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	81	77	52	72	76	81	98
Q24 Information of services	71	73	47	69	73	78	95
<b>Finally</b>							
Q25 Complaints/compliments	66	67	41	62	67	72	91
Q26 Illness prevention	67	69	45	65	69	73	94
Q27 Reminder systems	67	69	43	63	69	73	93
Q28 Second opinion / comp medicine	68	68	43	63	68	72	92
Overall score	74	73	49	69	74	78	94

Your mean score for this question falls on or above the upper quartile  
 Your mean score for this question falls below the upper quartile and on or above the lower quartile  
 Your mean score for this question falls below the lower quartile

16148

\*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires. Please note the reliability of your patient feedback will be reduced if less than 25 patient ratings per question is achieved. In the event that there are less than 5 valid patient ratings for any question, this 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



16148

Your patient feedback

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

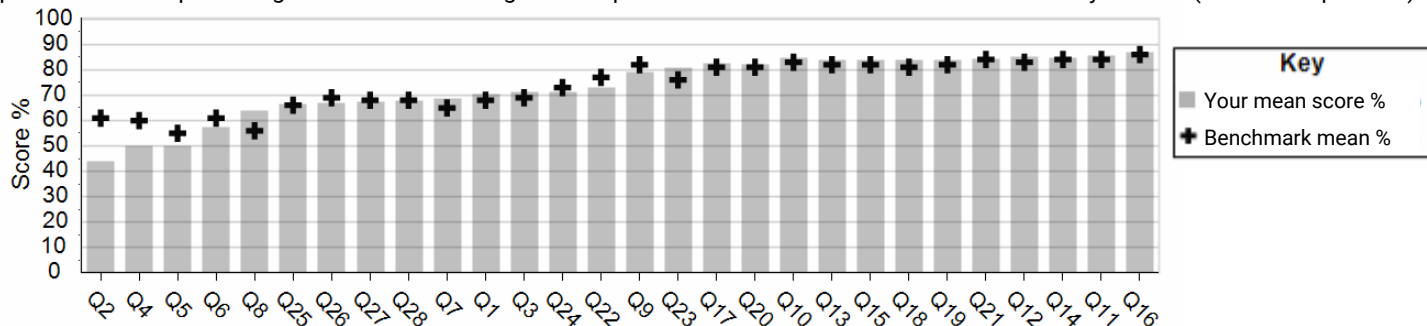
	Your mean score (%)	Benchmark data (%)*					
		Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	70	67	49	64	68	71	84
Q2 Telephone access	44	60	23	52	61	68	85
Q3 Appointment satisfaction	71	68	40	63	69	73	86
Q4 See practitioner within 48hrs	50	60	30	52	60	67	87
Q5 See practitioner of choice	50	54	28	47	55	61	87
Q6 Speak to practitioner on phone	57	60	33	54	61	66	83
Q7 Comfort of waiting room	69	65	42	59	65	70	84
Q8 Waiting time	64	55	28	49	56	62	81
<b>About the practitioner</b>							
Q9 Satisfaction with visit	79	81	56	77	82	85	93
Q10 Warmth of greeting	84	83	57	80	83	87	94
Q11 Ability to listen	86	84	56	81	84	88	95
Q12 Explanations	85	82	56	79	83	86	93
Q13 Reassurance	84	81	57	77	82	85	95
Q14 Confidence in ability	85	83	59	80	84	88	95
Q15 Express concerns/fears	84	81	57	78	82	85	92
Q16 Respect shown	87	85	59	82	86	89	95
Q17 Time for visit	82	80	56	77	81	85	95
Q18 Consideration	84	80	57	76	81	84	92
Q19 Concern for patient	84	81	58	77	82	85	92
Q20 Self care	82	80	57	76	81	84	91
Q21 Recommendation	84	83	57	80	84	87	93
<b>About the staff</b>							
Q22 Reception staff	73	77	61	73	77	81	89
Q23 Respect for privacy/confidentiality	81	76	61	73	76	80	89
Q24 Information of services	71	73	47	69	73	77	87
<b>Finally</b>							
Q25 Complaints/compliments	66	66	47	63	66	71	84
Q26 Illness prevention	67	69	48	65	69	72	83
Q27 Reminder systems	67	68	50	63	68	72	83
Q28 Second opinion / comp medicine	68	67	49	63	68	71	85
Overall score	74	73	52	70	74	77	86

Your mean score for this question falls on or above the upper quartile  
 Your mean score for this question falls below the upper quartile and on or above the lower quartile  
 Your mean score for this question falls below the lower quartile

16181

\*Benchmarks are based on data from 306 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 56,931 patient questionnaires. Please note the reliability of your patient feedback will be reduced if less than 25 patient ratings per question is achieved. In the event that there are less than 5 valid patient ratings for any question, this score will not be illustrated. Please 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: 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 (%)*				
			Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile

Age

Under 25	5	61
25 - 59	71	74
60+	34	74
Blank	6	74

72	45	67	72	77	89
73	51	69	74	77	87
75	53	71	75	79	88
71	43	66	72	77	93

Gender

Female	78	73
Male	32	74
Blank	6	81

73	50	69	74	77	86
74	54	70	75	79	88
72	40	66	73	78	93

Visit usual practitioner

Yes	51	74
No	55	72
Blank	10	78

75	57	72	76	79	89
70	48	67	71	74	92
72	50	68	72	77	88

Years attending

Less than 5 years	28	78
5 - 10 years	20	76
More than 10 years	64	70
Blank	4	--

74	48	70	75	78	91
73	48	69	73	78	90
74	53	70	74	78	88
-	-	-	-	-	-

\*Benchmarks are based on data from 306 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 56,931 patient questionnaires.

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 will be reduced if less than 25 patient responses per category is achieved. In the event that there are less than 5 valid patient responses in any category, this score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

-- score not provided

- benchmark data not available

## Your patient feedback

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

	Current Scores	June 2020	March 2019	February 2018
Q1 Opening hours satisfaction	70	76	75	72
Q2 Telephone access	44	68	63	63
Q3 Appointment satisfaction	71	78	68	62
Q4 See practitioner within 48hrs	50	66	50	51
Q5 See practitioner of choice	50	62	53	59
Q6 Speak to practitioner on phone	57	79	68	69
Q7 Comfort of waiting room	69	79	77	76
Q8 Waiting time	64	69	63	59
Q9 Satisfaction with visit	79	86	81	77
Q10 Warmth of greeting	84	87	85	80
Q11 Ability to listen	86	87	84	80
Q12 Explanations	85	87	84	79
Q13 Reassurance	84	85	82	78
Q14 Confidence in ability	85	87	84	82
Q15 Express concerns/fears	84	85	83	79
Q16 Respect shown	87	88	87	83
Q17 Time for visit	82	83	81	75
Q18 Consideration	84	84	82	79
Q19 Concern for patient	84	84	82	78
Q20 Self care	82	82	83	77
Q21 Recommendation	84	86	87	79
Q22 Reception staff	73	83	83	81
Q23 Respect for privacy/confidentiality	81	82	83	82
Q24 Information of services	71	81	78	81
Q25 Complaints/compliments	66	78	75	71
Q26 Illness prevention	67	80	75	74
Q27 Reminder systems	67	77	76	71
Q28 Second opinion / comp medicine	68	78	74	71
Overall score	74	80	77	74

\*Dates in the table relate to the date on which your completed questionnaires were returned to the CFEP office.

## Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

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

- Current system not user friendly for people who struggle with internet and mobile telephones.
- The practice and its staff are excellent. Many of the above did not apply to my recent visit however, every visit met my specific needs.
- It's 100 percent.
- Booking appointments is a nightmare. I have to start ringing at 7.30pm without success, trying for at least an hour or more without success. Trying next day again without success! Please try and correct this terrible situation.
- Excellent service especially during the pandemic. Staff are very good and give great service.
- I have never had to use the complaints service so I can't say, but listening to other people from other surgeries we have nothing to complain about. Excellent all round thank you.
- This is an excellent practice and the only downside if there is one at all, is sometimes first thing on a morning it can be difficult to get through on the telephone, as it is either engaged or you are put in a queue for a long time. If you ring later on in the day to avoid this, all the phone appointments with a doctor have gone, and you have to start the same procedure the next day. I feel it is a situation where whoever is lucky enough to get through to the surgery when they open, will get a call back from the doctor that day. I have tried many a time to get through to be told when I have, that all the call back appointments have gone and to try again tomorrow or after lunch, so it's no guarantee that you will be lucky enough to get through the next day and so on. That is my only grievance, otherwise it's excellent.
- As you can see I am completely satisfied with this practice.
- This practice is priceless, I wouldn't change anything that they are already doing very well. Thank you very much.
- Keep up the good work you're all doing a fantastic job I appreciate all your help in such difficult circumstances.
- To see on their computer what you are suffering with?
- Answering the telephone a bit quicker on some occasions.
- There needs to be more appointments available to book online - I had to book two weeks in ahead of the appointment for a doctor. Online booking easier as phones are usually too busy to get through. Nurse appointments should be able to be booked online too.
- Hawthorn Surgery has continued to provide an incredible level of normal service throughout the pandemic. I have never felt I needed to go without care and the face to face appointments are still available. If I've needed a timed ring back due to work I've just asked. My children have been seen throughout if necessary too. The good practice at Hawthorn, compared to other surgeries across Leeds, should be upheld and used as an example of how to balance needs during this awful time. I've no doubt this is due to the excellent staff across the practice.
- Doctors don't seem to listen.
- Can't fault this practice at all, was consulted over the phone and appointed with an on going referral within 24 hours. Great reception and medical staff thank you so much.
- The doctor told me my prescription would be sent immediately to the pharmacy downstairs. When I got there they told me this doesn't happen. I saw another customer had the same problem. I had to go back to the reception of the surgery to get a slip printed for my prescription as the digital version hadn't worked. The receptionist seemed to know it wouldn't work, I think the doctor needs this feedback. It was a waste of time and caused some discomfort as walking is difficult with my current illness.
- Very satisfied.
- Prescriptions not sent to pharmacy three times in a row. By the time it was sent properly it had shut. Also I struggle to get through on the phone lines most of the time and when you finally get through you are told all of the appointments have gone for that day and to ring back tomorrow and when you do just that you are told the same again to ring back tomorrow and that is if you get through at all.
- Doctor was really good. I think just appointment was delayed by 20 minutes. Not an issue for me personally but other people may find this affects their daily routines.
- Phone not answered, doctors not seeing patients, no appointments, long waits for appointments some (not all) reception staff unhelpful.
- Shorter waiting time on the phone in the morning to book an appointment (or an online booking service for same day appointments).

## Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

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

- This is the best doctors I've ever used they are efficient reliable considerate polite and always go that extra mile to help you or guide in the right direction I've recommended to my friends as they are the best.
- Overall the whole of the staff are helpful and caring. I would recommend family and friend to this practice.
- Difficulty contacting the surgery initially by phone but after about 25 calls I got through, service excellent once contact made.
- I find the practice to be good clean, has lovely receptionist, my doctor is great. Spends time listening and giving their best advice I feel.
- If it's not broke don't mend it.
- Actually being able to make an appointment to see a doctor when you really need it, not a week after. For people that work full time it's quite difficult to see a nurse out of your working hours.
- Longer time with nurse for diabetic review.
- Direct telephone number for nurses.
- Still not back to face to face appointments. And impossible to get through on a morning to book a call back. Not good enough! I've been with the practice nearly 30 years and it's the worst it's ever been with more doctors.
- If phone appointments could be allocated that would be easier, just being advised that someone will contact you that day makes it difficult to organise if at work.
- Answer the phone and offer face to face appointments please. Thank you.
- Online and/or in-app ability to book GP and nurse appointments within the upcoming 2-4 week period. Having to call on the morning of every time is what clogs up the phone lines and makes getting an appointment more difficult. I have seen a full online appointment booking system work tremendously well so I know it can be done. Not all doctors appointments are urgent same-day so the current booking process is quite cumbersome. The current system also doesn't factor in that people work throughout the day and waiting for a call back at a time you're not informed of has often left me missing the call because I'm in a work meeting and can't get out of it. Again, being able to better select day/time to fit my schedule/need would be much more appreciated.
- The quality and consideration by all staff has/is always very good. The phone system to access the service needs improvement. I had to wait four days before been able to arrange an appointment on the daily call back system. There needs to be more receptionist on early morning starts to allocate appointments and/or the system needs extending so they can forward book for the next 24 hours or 48 hours without ringing each day to take the pressure off this daily peak call time. However it's a better service than other practices. Please don't ever go to a walk-in service it does not work and creates more waiting issues and no continuity if you have a GP preference! The link to any follow on local services is very disjointed and their status and availability is a black hole once you are sign posted. There needs to be regular reviews/updates to GPs so they are aware of capacity and patient status. I was signposted to other local services and had to wait 10 weeks for a "fast track" and very simple consultation. The COVID situation is being blamed for everything?! The lack of face to face is damaging and masking patient needs. In particular for those with mental health needs. Assessment over the phone and prescribing antidepressants is compounding the problem. Not my experience here. But it is something widespread across communities and needs addressing urgently. I don't know if/what forums GPs feedback into about community health and common problems but there should be one for each area.
- I was only there for a routine appointment but the service was excellent. Thank you.
- No, the extent of improvement on this visit alone has been extremely positive.
- The phone system is horrific! On at least two occasions I have been left in pain and needing antibiotics or medication as when I have eventually got through to make an appointment they have all been taken and reception staff are borderline rude at times.
- No problem with the practice at all. Full respect for all staff.
- Better appointment availability online.
- We are really pleased with the practice and all staff. We have been going for many years and can't imagine going with anyone else. Even the GP changes have all been exemplary. No issues at all.
- Would be good if I could have internet access to my son's medical details in order to book appointments and message the doctor, allowing the phone to be kept clearer.

## Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

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

- The booking system for appointments is appalling. I have tried for three days prior to my appointment today and eventually managed to arrange a call-back after 137 calls to the practice this morning. The reception staff will not assist in advance booking of appointments, constant referrals to 111, unwilling to pass a message to a doctor. With ongoing health conditions under investigation it is better for me to have one point of contact and I don't expect to have an appointment at that very moment but I should be able to book in advance to see a doctor on a different day.
- No, always a good experience and easy to make an appointment, reception staff always friendly and helpful.
- Took 30 minutes to get through during the day to book an appointment for a smear, wasn't thanked for waiting that length of time and then was told nurse would contact me with an appointment, which they did but I found odd that I couldn't choose day/time. Nurse appointment for smear was quick but felt too quick for it to be a successful visit, test wasn't explained was just given a piece of paper to read. Nurse did not ask any open questions, only direct questions relating to the test.
- Good for the times we are experiencing at this time. Thank you very much.
- No I would say that I think it is run very well.
- I am very pleased with the service you provide.
- The current system whereby appointments to see a GP must be made in the morning and it is few that manage to get through get the appropriate medical care. The remainder receive no care at all, regardless of need. This system is seriously flawed and has the potential for serious consequences for patients un seen.
- To have the GPs back in their surgeries for face to face appointments.

## Any comments about how the clinician could improve?

- Be more understanding about my medical conditions.
- All the doctors I have seen are very helpful.
- A first class service.
- Fantastic.
- They are very empathetic. They listen.
- No, they are professional, open to listening and provide good care already.
- None they were great.
- They were lovely.
- Clinical is good.
- None. The doctor is a brilliant doctor. They always goes out of their way to help.
- No, they're perfect.
- Only the phone, takes a long time to get through.
- Can't answer this about all clinicians as I've only seen one doctor and one nurse who are both brilliant.
- No, they were kind and courteous, listened and helped set out next steps for diagnosis and treatment.
- Was great service so no improvements. Identified.
- Resume face to face appointments and humanise us as patients.
- No I have no doubt that if it could improve anywhere it would.
- No, they were excellent.
- Couldn't improve, excellent.
- Not at all they were extremely thorough and knowledgeable.
- No she was excellent.
- No I think they are doing a very good service.

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%. Non-rated responses (blank/spoilt) are not used in the score calculations. (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 the questionnaire was defaced).

Example from your Q1 Opening hours satisfaction

Total number of responses = 116

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	5	7	26	45	33	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of client responses} - \text{number of non rated responses})} = \frac{(5 \times 0) + (7 \times 25) + (26 \times 50) + (45 \times 75) + (33 \times 100)}{(116 - 0)} = \frac{8150}{116}$$

Your score for Q1 = 70%

## Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data.

The median, cuts the data set in half and around which lies the middle 50% of the data.

Upper quartile, above which lies the top 25% of the data

Question	Your score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q1 Opening hours satisfaction	70	44	64	68	73	92

16148

\*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

## Page by page guide to report interpretation

## 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 will be 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 valid 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 so that you can compare your achieved scores against those of other practices with a similar number of patients. Evidence indicates that list size can have an effect on how practices perform in this survey, which is why we have provided you with this additional information.

## 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 data 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.

All written patient comments have been included in their entirety but, to protect patient anonymity, all attempts have been made to remove details that could identify a specific patient. 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



Example  
Example

## You can help this general practice improve its service

1. This practice would welcome your honest feedback
  2. Please read and complete this survey after you have seen the doctor
  3. 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.
  4. 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 checked="" 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 within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor of your choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor 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 (whom you have just seen)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor'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'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'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 was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor 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 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 (continued...)**

		Poor	Fair	Good	Very good	Excellent
18	This doctor'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'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 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 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 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.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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**Thank you for your time and assistance**



# *Certificate of Completion*

This is to certify that

**Hawthorn Surgery**  
Wortley Beck Health Centre  
Ring Road  
Leeds  
West Yorkshire  
LS12 5SG

**Practice List Size: 6100**  
**Surveys Completed: 116**

has completed the

## Improving Practice Questionnaire

Completed April 2022



**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.