

Private and Confidential

Ms Mary Simpson
Elmswood Surgery
Sherwood Health Centre
Elmswood Gardens
Sherwood
NOTTINGHAM
NG5 4AD

Improving Practice Questionnaire Report

Elmswood Surgery

January 2014



1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

t 0845 5197493
f 01392 824767

e enquiries@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

Ms Mary Simpson
Elmswood Surgery
Sherwood Health Centre
Elmswood Gardens
Sherwood
NOTTINGHAM
NG5 4AD

20 January 2014

Dear Ms Simpson

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=166468>

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	3	24	55	83	44	2
Q2 Telephone access	33	47	56	44	29	2
Q3 Appointment satisfaction	10	26	52	62	58	3
Q4 See practitioner within 48hrs	21	31	48	60	42	9
Q5 See practitioner of choice	23	49	63	40	23	13
Q6 Speak to practitioner on phone	8	33	62	41	33	34
Q7 Comfort of waiting room	2	25	70	62	51	1
Q8 Waiting time	7	37	53	66	36	12
Q9 Satisfaction with visit	1	6	35	57	105	7
Q10 Warmth of greeting	1	4	26	61	111	8
Q11 Ability to listen	1	3	31	49	120	7
Q12 Explanations	1	7	32	53	110	8
Q13 Reassurance	1	9	40	52	101	8
Q14 Confidence in ability	1	7	30	56	109	8
Q15 Express concerns/fears	2	8	31	59	101	10
Q16 Respect shown	1	4	27	47	127	5
Q17 Time for visit	0	12	44	52	95	8
Q18 Consideration	1	9	32	62	90	17
Q19 Concern for patient	1	6	37	58	97	12
Q20 Self care	3	7	38	52	93	18
Q21 Recommendation	2	5	29	51	110	14
Q22 Reception staff	1	13	46	77	68	6
Q23 Respect for privacy/confidentiality	3	11	53	72	65	7
Q24 Information of services	2	12	46	75	53	23
Q25 Complaints/compliments	2	21	50	55	38	45
Q26 Illness prevention	4	16	57	67	45	22
Q27 Reminder systems	8	21	49	55	41	37
Q28 Second opinion / comp medicine	6	13	49	43	31	69

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

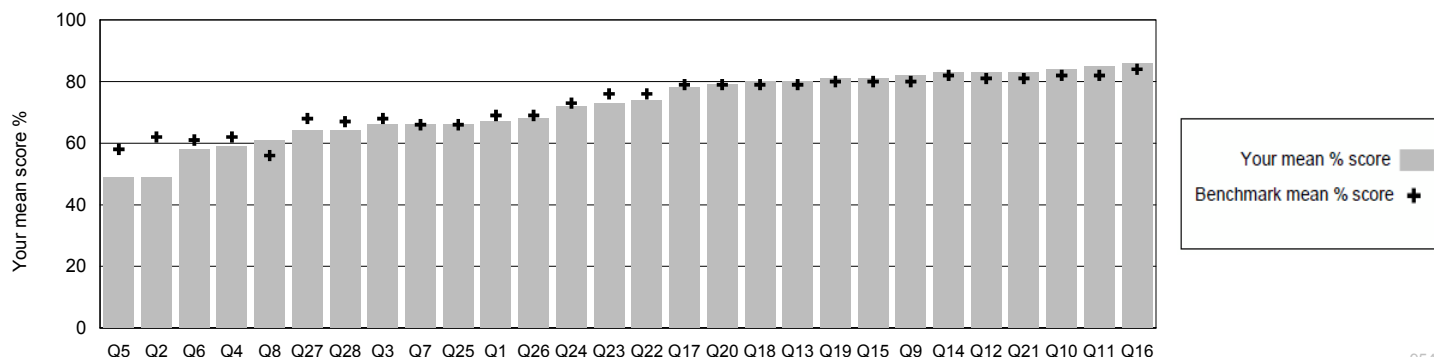
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	69	23	64	68	73	92
Q2 Telephone access	49	62	13	53	63	71	92
Q3 Appointment satisfaction	66	68	23	63	68	74	92
Q4 See practitioner within 48hrs	59	62	18	54	62	70	96
Q5 See practitioner of choice	49	58	22	48	57	65	95
Q6 Speak to practitioner on phone	58	61	25	54	61	67	92
Q7 Comfort of waiting room	66	66	27	60	66	71	90
Q8 Waiting time	61	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	85	82	46	78	83	87	97
Q12 Explanations	83	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	81	80	45	76	81	85	96
Q16 Respect shown	86	84	49	80	85	88	98
Q17 Time for visit	78	79	38	75	80	84	96
Q18 Consideration	80	79	41	75	79	83	98
Q19 Concern for patient	81	80	43	76	80	84	97
Q20 Self care	79	79	38	75	79	83	97
Q21 Recommendation	83	81	41	78	82	86	99
About the staff							
Q22 Reception staff	74	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	73	76	43	72	76	80	96
Q24 Information of services	72	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	64	68	27	63	68	72	96
Q28 Second opinion / comp medicine	64	67	30	62	67	71	96
Overall score	72	73	35	69	73	77	95

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	49	64	68	71	76
Q2 Telephone access	49	57	22	51	59	64	78
Q3 Appointment satisfaction	66	66	39	62	67	71	79
Q4 See practitioner within 48hrs	59	59	29	53	59	67	80
Q5 See practitioner of choice	49	53	26	47	54	59	78
Q6 Speak to practitioner on phone	58	59	36	54	60	65	78
Q7 Comfort of waiting room	66	64	42	59	64	68	82
Q8 Waiting time	61	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	82	80	51	76	81	84	92
Q10 Warmth of greeting	84	81	52	78	82	86	95
Q11 Ability to listen	85	82	52	79	83	87	95
Q12 Explanations	83	81	52	77	81	85	94
Q13 Reassurance	80	79	52	76	80	84	94
Q14 Confidence in ability	83	82	53	79	83	86	95
Q15 Express concerns/fears	81	80	52	76	81	85	95
Q16 Respect shown	86	84	53	80	85	88	95
Q17 Time for visit	78	79	48	75	80	83	91
Q18 Consideration	80	78	51	75	79	83	96
Q19 Concern for patient	81	79	51	76	80	84	95
Q20 Self care	79	78	52	75	79	83	94
Q21 Recommendation	83	81	51	78	82	86	95
About the staff							
Q22 Reception staff	74	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	73	74	50	71	74	77	85
Q24 Information of services	72	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	66	64	43	61	64	68	75
Q26 Illness prevention	68	67	47	65	67	71	79
Q27 Reminder systems	64	66	47	63	66	70	77
Q28 Second opinion / comp medicine	64	65	44	63	65	68	81
Overall score	72	72	49	69	73	76	83

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

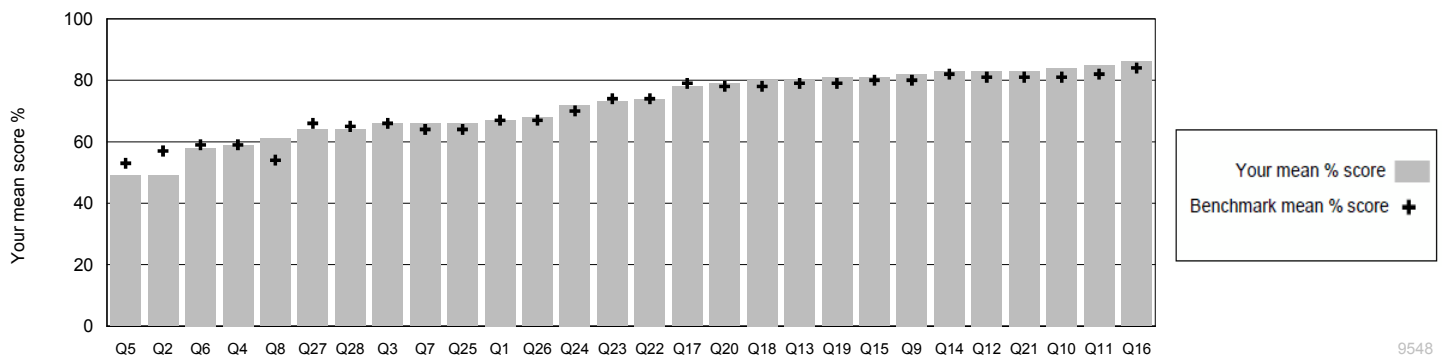
9548

*Based on data from 135 practices carrying out 202 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 (8001-10000 patients)



9548

Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	9	76	70	41	66	71	75	90
25 - 59	111	72	71	50	68	72	75	81
60 +	79	73	73	49	70	74	77	88
Blank	12	70	70	48	66	71	75	92
Gender								
Female	134	72	71	49	68	72	75	83
Male	60	74	73	48	70	74	76	83
Blank	17	66	70	50	65	71	75	92
Visit usual practitioner								
Yes	91	76	74	51	71	75	77	85
No	86	68	69	43	65	69	73	80
Blank	34	73	71	49	67	71	75	86
Years attending								
< 5 years	54	77	72	45	68	73	76	82
5 - 10 years	26	65	71	48	67	71	75	83
> 10 years	114	72	72	51	69	73	76	85
Blank	17	69	70	51	65	71	74	89

*Based on data from 135 practices carrying out 202 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.

954E

Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	08/02/2013	06/02/2012	29/10/2008
Q1 Opening hours satisfaction	67	67	68	61
Q2 Telephone access	49	55	55	52
Q3 Appointment satisfaction	66	67	68	62
Q4 See practitioner within 48hrs	59	58	58	57
Q5 See practitioner of choice	49	48	51	45
Q6 Speak to practitioner on phone	58	62	60	57
Q7 Comfort of waiting room	66	66	59	58
Q8 Waiting time	61	58	56	53
Q9 Satisfaction with visit	82	82	81	76
Q10 Warmth of greeting	84	82	83	79
Q11 Ability to listen	85	84	82	80
Q12 Explanations	83	83	81	78
Q13 Reassurance	80	83	79	77
Q14 Confidence in ability	83	84	82	79
Q15 Express concerns/fears	81	81	80	77
Q16 Respect shown	86	86	84	82
Q17 Time for visit	78	80	80	69
Q18 Consideration	80	80	79	77
Q19 Concern for patient	81	83	80	77
Q20 Self care	79	80	79	--
Q21 Recommendation	83	84	82	78
Q22 Reception staff	74	75	74	71
Q23 Respect for privacy/confidentiality	73	74	75	71
Q24 Information of services	72	72	71	68
Q25 Complaints/compliments	66	64	68	60
Q26 Illness prevention	68	68	73	66
Q27 Reminder systems	64	66	67	62
Q28 Second opinion / comp medicine	64	64	68	64
Overall score	72	73	72	68

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

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?

- Had very bad experience with reception staff in the past. When complained to doctor didn't feel complaint was really listened to.
- Use the blinds when it is sunny. Cut waiting time to see a GP.
- Should be able to book appointments online.
- No availability of water whilst in waiting room. I do not mind who I see, so I do not think this a problem.
- Thank you - very good service each time.
- Open one or 2 days a week later to allow people who work 9-5 or later time to come.
- Perhaps a look at the problems in getting through to the practice. It took an hour this week.
- This is an excellent service. Well organised and patient focussed. Hard to see how it could improve - maybe a little more on lifestyle.
- Minor point - maybe better toys/books for children in waiting area. More imaginative.
- Very satisfied.
- Open weekends appointments.
- I am extremely satisfied with the care I have and do receive from the practice.
- Less waiting time - often over 30 minutes. Less staff using car park (use own park) never space in park or road.
- On waiting time for your appointment.
- The answer phone is a little irritating - e.g. 'thank you for waitin' (should be waiting). Also waiting for the telephone to be answered is sometimes too long - 7 minutes sometimes.
- All ok.
- The only problem is length of time for appointments.
- Been able to make an appointment when you ring up at anytime. It is not always convenient to ring up at 8:30am.
- Making it easier to make definite appointments with a doctor of your choice, even if it is in advance. Thanks.
- Difficult to get through for repeat prescriptions. Attitude of reception staff. I refuse to tell them why I want to see doctor or why it's urgent. Reception not private, breach of confidentiality as I can hear conversations - read stuff behind desk.
- Not have full name shown on display screen when called and ask patient about how they want their name displaying, i.e. an ID number showing - with either surname showing next, and should carry out survey to find out.
- Just improve the availability of appointments, i.e. if you want to see a particular doctor you may have to wait sometimes over a month.
- This practice is rightly recognised as one of the best in Nottingham. The only comment I would make is that it is sometimes difficult to get routine appointments and waiting to see the doctor of your choice can take up to two weeks. If this could be looked at, that would be great. I am however very happy with the care I receive.
- Being able to dismiss other health issues in one appointment.
- None, very happy with everyone.
- Phone service - difficult to get through.
- Music in waiting room = awful! Classic FM would be better.
- I am so happy with my surgery and staff.

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?

- Water machine.
- Home visits!
- Very good, feel happy to speak to any nurse/doctor at the practice. Struggle to get appointments to suit me sometimes and have to wait a long time for appointments on occasions.
- Improve waiting area. Make appointments available early morning and evening at least one day a week.
- When calling to make an appointment, to be given an appointment there and then instead of telling patient to 'call back in the morning' or 'later that day' would mean the phone would not be constantly engaged first thing in morning as everyone will be trying to get through.
- None - brilliant practice.
- Though there are early and late appointments they are quite often taken up and they are the ones that fit in with work.
- The computer booking system, please be aware - if you have a booked nurse appointment this comes up as 2 slots on your webpage and the computer won't allow you to book an appointment with a doctor. Answering phones!
- Wait times for appointments and to be seen once in the surgery have definitely lengthened in recent years, in my experience. I'm not sure if this is due to staffing issues within the practice or broader demographic issues. I had to wait over 1/2 hour for the appointment (which was made two weeks earlier) but the doctor was very helpful.
- Shorter waiting times for non-urgent appointments - without having to continuously call back.
- I am really pleased with my visit with the doctor this morning. They asked me to return in 3 weeks to see how I'm getting on.
- More privacy. More staff at busy times. Apologise for waiting time.
- This is the best doctors I have ever attended.
- Less stressed/busy GPs who are actually able to give the patient the time and service they need.
- Easier to contact by phone. Easier to make non-urgent appointment.
- Reception not aware about online registration, needed 3 people to find info. Getting an appointment is a nightmare here!
- It could make same day appointments more available (this is bound to be at the cost of seeing a specific doctor). Some of the receptionists could be more welcoming. We usually have to wait more than 10 minutes past our appointment time.
- One question, why can't you make an appointment at the NHS reception, when a hospital visit/treatment is recommended?
- Telephone - I get put through to the same options even though I have selected. This especially happens in morning.
- I cannot comment on number 4, as taking my medical needs into consideration I can usually get an emergency appointment. Since joining the surgery 2 years ago, I have always received an excellent service from all the staff.
- For a normal appointment is around 10 days waiting. If emergency, one has to keep calling in morning, phone usually engaged. A very impractical system.
- Would much prefer to see the same doctor each time for continuity and building a relationship that is more satisfying for patient and doctor.
- Quality of care is beyond reproach.
- I have been a very satisfied member of this practice for many years and am very impressed with improvements made over the years. I am always satisfied with the quality of care given by all the current staff. Thank you.
- Being able to get through by telephone for prescriptions or making appointments could be improved. I usually come in to the practice rather than battle with the telephone - however, the receptionists are always helpful and pleasant.

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?

- Answering phone quicker and not always a 2 week wait.
- If you need urgent appointment all the staff are brilliant. If it's a routine then it can be up to two weeks. One of the reception staff was very abrupt and rude.
- Could open on a Saturday morning.
- All staff are very friendly, willing to help and usually have a smile on their faces and in their welcome.
- Regarding question 22: I scored the receptionist as 'fair' because their voice tone and facial expression were neutral to me, rather than 'interested' or 'engaged'. I was not offended by this.
- It can be very difficult to get through by phone. Now I am retired I can phone at quieter times, but if I need an urgent (same day) appointment it can be slow. The nurse was not clear why I was having my urine tested today. I have received excellent care since registering with this GP practice. I did find it difficult to get appointments with one doctor but it has been easier since I have been seeing another. The appointment system is sometimes difficult to fathom. Mostly I need routine visits that can be planned ahead but often cannot do this because appointments haven't been released. That means having to make another phone call - before the next batch of appointments have gone.
- Mornings are very busy!
- Excellent service.
- Saturday/Sunday accessibility, if only for part of the weekend. Illness does not work to the calendar.
- Thank you for the service I get no improvement.
- It is first class.
- Somehow to improve the length of time it takes to get a routine appointment to see any doctor for non-urgent problems. Even worse to see a specific doctor.
- Difficult to see regular GP, sometimes 3 1/2 weeks, to see any GP, usually same day. Pres line always busy.
- Waiting room isn't very comfortable. Seating is not supportive.
- A tea and coffee vending machine in the waiting area, and a small bar for us drinkers (only joking on that one).
- Getting an appointment can be a frustrating process, otherwise very good.
- Booking times could be improved to meet customer requirements.
- Open more hours I work 8-6.
- Telephone!
- Quicker emergency appointments if available.
- Cool man and far out!
- A small bell on reception counter.

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?

- Doctors always good.
- No problems at all, always treat me very well with a feeling of support and kindness. Thank you.
- No - excellent service!
- Very satisfied.
- One practitioner very poor taking blood - one very good and student very good.
- Everything fine.
- Be being able to spend more time with you.
- Use postcodes and house numbers to confirm details rather than ask for full address/or repeat full address over the phone.
- The doctor is amazing!
- None, they are excellent.
- The doctor is one of the best doctors I have ever been to. Their care and understanding is to be commended as once again after a year since I last saw them they made me feel at ease.
- More toys in waiting room for children.
- None - treated brilliant again!
- Don't know how to solve your appointment system but it's really frustrating calling for over 40 minutes to get through!
- Appointment very rushed as the doctor was running 30 minutes late. No apology.
- Send me information via email it's easier for me as my child has special needs and collects people's mail.
- None at all, all the doctors I've seen over time have been very good.
- Not really, they have a hard and difficult job and see you when they can.
- N/A, excellent service.
- Very satisfied.
- I think my doctor is brilliant!
- Receptionists need to be more customer patient focussed. Some are great, others!?
- It is first class.
- None, thanks to all doctors.
- I always find two doctors, caring, considerate, respectful, and they offer a fantastic 1000% service, doctors you can trust and rely on at any time with any problem.
- None - the staff are excellent.
- Consistency of 'care' during the visits. I have always had very good doctors/conversations. My wife has had a very different experience.
- Very good standards already.
- Think positive and live for the day.

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 = 211

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	24	55	83	44	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (24 \times 25) + (55 \times 50) + (83 \times 75) + (44 \times 100)}{(211 - 2)} = 13,975/209$$

Your mean percentage score for Q1 = 67%

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	67

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>
-----------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Elmswood Surgery
Sherwood Health Centre
Elmswood Gardens
Sherwood
NOTTINGHAM
NG5 4AD

Practice List Size: 9200
Surveys Completed: 211
has completed the

Improving Practice Questionnaire

Completed on 20 January 2014



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.