

**Private and Confidential**

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# Improving Practice Questionnaire Report

Elmswood Surgery

February 2012



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28 February 2012

Dear Mrs 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).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or [reports@cfep.co.uk](mailto:reports@cfep.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

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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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	14	78	81	49	3
Q2 Telephone access	14	49	67	61	31	5
Q3 Appointment satisfaction	4	23	56	83	55	6
Q4 See practitioner within 48hrs	13	40	64	56	41	13
Q5 See practitioner of choice	17	53	73	45	25	14
Q6 Speak to practitioner on phone	5	32	66	56	32	36
Q7 Comfort of waiting room	3	37	93	54	36	4
Q8 Waiting time	6	41	94	55	25	6
Q9 Satisfaction with visit	0	7	40	73	104	3
Q10 Warmth of greeting	0	4	32	79	107	5
Q11 Ability to listen	1	4	38	68	111	5
Q12 Explanations	1	4	44	64	107	7
Q13 Reassurance	0	7	48	68	99	5
Q14 Confidence in ability	1	3	36	75	107	5
Q15 Express concerns/fears	0	5	46	64	103	9
Q16 Respect shown	0	4	29	70	120	4
Q17 Time for visit	1	6	39	75	99	7
Q18 Consideration	1	3	45	69	91	18
Q19 Concern for patient	1	6	42	59	99	20
Q20 Self care	1	5	39	78	81	23
Q21 Recommendation	2	4	31	67	102	21
Q22 Reception staff	1	7	54	92	66	7
Q23 Respect for privacy/confidentiality	1	9	57	71	78	11
Q24 Information of services	1	19	58	68	65	16
Q25 Complaints/compliments	3	13	56	62	44	49
Q26 Illness prevention	2	10	53	74	63	25
Q27 Reminder systems	6	10	63	72	41	35
Q28 Second opinion / comp medicine	4	9	51	55	35	73

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

## Your patient feedback

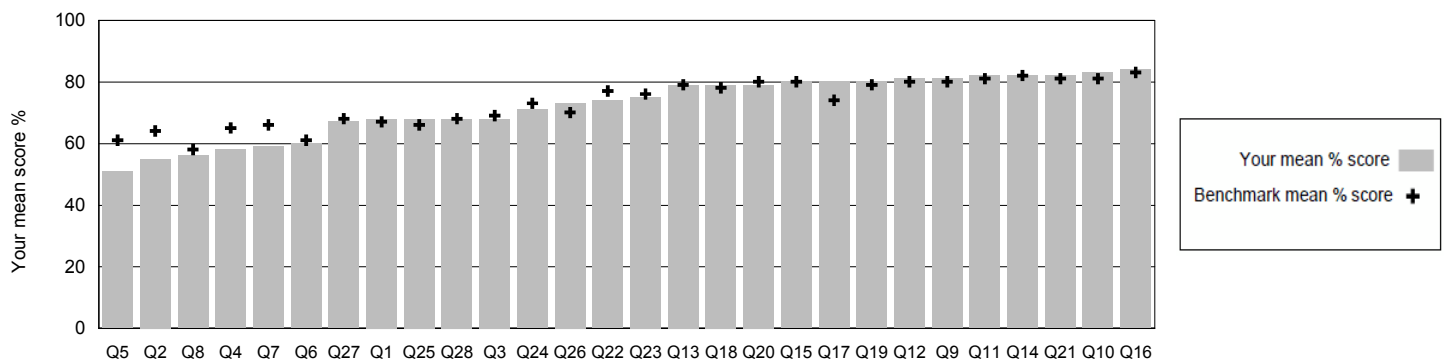
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	68	67	44	62	66	71	99
Q2 Telephone access	55	64	24	56	64	72	99
Q3 Appointment satisfaction	68	69	37	64	69	74	99
Q4 See practitioner within 48hrs	58	65	25	57	65	72	99
Q5 See practitioner of choice	51	61	24	53	60	69	99
Q6 Speak to practitioner on phone	60	61	31	54	61	67	99
Q7 Comfort of waiting room	59	66	31	61	66	72	100
Q8 Waiting time	56	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	81	80	49	76	80	84	99
Q10 Warmth of greeting	83	81	50	78	82	86	99
Q11 Ability to listen	82	81	50	78	82	86	100
Q12 Explanations	81	80	49	77	81	84	100
Q13 Reassurance	79	79	49	75	79	83	100
Q14 Confidence in ability	82	82	50	79	83	86	100
Q15 Express concerns/fears	80	80	50	76	80	84	100
Q16 Respect shown	84	83	50	80	84	88	100
Q17 Time for visit	80	74	46	70	74	79	100
Q18 Consideration	79	78	48	74	78	82	100
Q19 Concern for patient	80	79	48	75	79	83	100
Q20 Self care	79	80	51	78	81	85	99
Q21 Recommendation	82	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	74	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	75	76	45	72	76	80	100
Q24 Information of services	71	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	68	66	42	62	66	71	100
Q26 Illness prevention	73	70	46	66	69	73	100
Q27 Reminder systems	67	68	43	63	67	72	99
Q28 Second opinion / comp medicine	68	68	44	63	67	72	99
Overall score	72	73	46	69	73	77	100

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

\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



## Your patient feedback

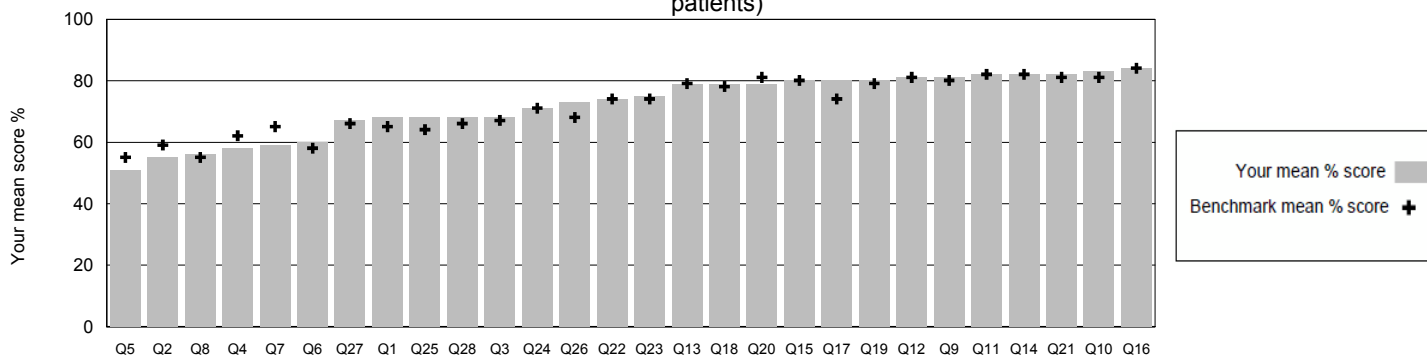
Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	68	65	50	62	66	69	94
Q2 Telephone access	55	59	31	53	61	67	93
Q3 Appointment satisfaction	68	67	49	62	67	71	92
Q4 See practitioner within 48hrs	58	62	38	56	62	68	90
Q5 See practitioner of choice	51	55	31	50	55	60	87
Q6 Speak to practitioner on phone	60	58	37	54	59	63	91
Q7 Comfort of waiting room	59	65	41	61	65	70	89
Q8 Waiting time	56	55	35	50	55	60	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	81	80	58	77	80	84	94
Q10 Warmth of greeting	83	81	60	78	82	85	93
Q11 Ability to listen	82	82	59	79	83	86	94
Q12 Explanations	81	81	57	77	81	85	93
Q13 Reassurance	79	79	58	76	80	83	92
Q14 Confidence in ability	82	82	59	80	83	86	93
Q15 Express concerns/fears	80	80	60	77	81	84	92
Q16 Respect shown	84	84	51	81	85	88	94
Q17 Time for visit	80	74	53	70	74	78	91
Q18 Consideration	79	78	57	75	78	82	93
Q19 Concern for patient	80	79	58	76	80	83	92
Q20 Self care	79	81	72	78	82	85	91
Q21 Recommendation	82	81	56	78	82	85	91
<b>About the staff</b>							
Q22 Reception staff	74	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	75	74	57	71	74	77	86
Q24 Information of services	71	71	56	68	71	74	91
<b>Finally</b>							
Q25 Complaints/compliments	68	64	50	61	64	68	94
Q26 Illness prevention	73	68	55	65	68	71	88
Q27 Reminder systems	67	66	51	63	66	69	91
Q28 Second opinion / comp medicine	68	66	48	63	66	69	94
Overall score	72	72	56	68	72	75	91

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

\* Based on data from 391 practices surveyed between April 2008 and February 2011 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)





## 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
<b>Age</b>								
Under 25	13	64	70	51	66	70	74	91
25 - 59	99	72	71	56	67	71	74	91
60 +	108	74	74	55	72	75	78	93
Blank	7	67	70	45	65	71	75	90
<b>Gender</b>								
Female	144	71	71	55	68	72	75	91
Male	72	75	73	52	70	73	76	91
Blank	11	67	70	49	65	71	76	100
<b>Visit usual practitioner</b>								
Yes	111	78	74	58	71	74	77	92
No	88	68	68	51	65	68	72	90
Blank	28	65	70	50	67	70	74	86
<b>Years attending</b>								
< 5 years	40	78	72	52	69	72	76	90
5 - 10 years	40	72	71	54	67	71	74	91
> 10 years	132	72	72	57	69	72	76	92
Blank	15	63	70	45	66	71	75	90

\* Based on data from 391 practices surveyed between April 2008 and February 2011 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.

## Your patient feedback

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

	Feb 2012	07/08/2008	01/10/2007	20/09/2006
Q1 Opening hours satisfaction	68	61	58	65
Q2 Telephone access	55	52	47	52
Q3 Appointment satisfaction	68	62	59	67
Q4 See practitioner within 48hrs	58	57	55	64
Q5 See practitioner of choice	51	45	44	53
Q6 Speak to practitioner on phone	60	57	55	62
Q7 Comfort of waiting room	59	58	55	58
Q8 Waiting time	56	53	49	54
Q9 Satisfaction with visit	81	76	77	83
Q10 Warmth of greeting	83	79	80	83
Q11 Ability to listen	82	80	80	84
Q12 Explanations	81	78	79	81
Q13 Reassurance	79	77	78	80
Q14 Confidence in ability	82	79	82	85
Q15 Express concerns/fears	80	77	79	81
Q16 Respect shown	84	82	83	86
Q17 Time for visit	80	69	71	74
Q18 Consideration	79	77	76	78
Q19 Concern for patient	80	77	78	81
Q20 Self care	79	--	--	--
Q21 Recommendation	82	78	81	82
Q22 Reception staff	74	71	68	69
Q23 Respect for privacy/confidentiality	75	71	67	73
Q24 Information of services	71	68	66	68
Q25 Complaints/compliments	68	60	58	63
Q26 Illness prevention	73	66	63	68
Q27 Reminder systems	67	62	64	66
Q28 Second opinion / comp medicine	68	64	62	65
Overall score	72	68	67	71

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

\*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.

## Comments about how the practice could improve

- None - always satisfied.
- Being able to see the same doctor/midwife for consecutive appointments - I seem to see someone different each time and this means that the personal touch being provided is limited.
- I would like to say how welcoming the reception staff are, they make me feel at ease. The reception staff have always worked hard to ensure I get an appointment that suits me.
- None, very happy.
- Possibility of having 2 receptionists on duty at busy times.
- Well, the opening times have already been extended. One thing that used to bother me was the inability to see the display as it is immediately above the window - but I see blinds have been introduced, which decreases the glare and assists vision.
- I think the chairs could be comfy. Information about local services would be nice or what community centre has on offer.
- I would like to thank the staff for being very professional, helpful, understanding and very friendly.
- Availability when you work in an unusual pattern.
- Lovely service very helpful.
- A brilliant practice best I've ever had!
- It's good anyway.
- The staff on reception, answering the phones quicker.
- Appointments are never on time and phone is never answered. I have had to phone on average three times before getting an answer.
- The phones often take a while to be answered.
- On one occasion couldn't get an appointment quickly enough and so used NHS call in centre in Nottingham.
- The ability to see your own doctor. As others do not know your history, it can be a wasted journey i.e. keep up the medication and book an appointment to see doctor? Usual waiting time 2 weeks.
- I am very satisfied with the service at this health centre.
- Difficult to fit appointment in with work.
- Better chair. Television would also help when waiting for a while or some music.
- I am relatively new patient to this practice and so was unable to answer some of the above questions. But as a family we have been very impressed with the treatment, so far - reception staff polite and helpful.
- Very satisfied.
- It is very difficult to get an appointment with any doctor within a week of calling unless it's an emergency. The complex rules about release of appointments on various days are just ridiculous.
- More reading materials within the waiting room.
- Although this is a national issue, I wish there was some weekend service. The waiting room chairs are too low for me (I have a back problem) and I often stand to wait. Some higher chairs or some (firm) cushions available on request would help.
- To have nice cup tea or coffee when we have seen doctor. To pay small charge would be very good, every little helps.
- When phone for appointment can't get through.

## 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.

## Comments about how the practice could improve

- Excellent service, very welcoming and all staff are lovely!
- Improvement on telephone service.
- On going problems should not need a referral if you have not been for a while i.e. if needing insoles for shoes if patient has flat feet and has not seen podiatrist in the past 24/48 months.
- I had an appointment for a blood test. The service was excellent. I also wanted to collect a prescription. I had to wait a long time (over 5 minutes) but when I returned from the blood test, I was attended to quickly. It was 9:30am which I know is a time when the practice is very busy.
- Reception staff not always at the counter and can sometimes wait quite a few minutes to be seen. Very helpful when seen however. Ability to book further ahead e.g. 8 weeks in advance for maternity appointments. Haven't been able to do them there and then and then forget!
- Email/text reminder of appointment if 6 months apart. Availability to make an appointment 6 months apart.
- Avoid discussing confidential medical information at reception.
- Trying to call in the morning is awful, more staff at peak times?
- No - excellent.
- Weekend services would be a bonus! Longer times to phone for prescriptions, too rigid for those of us who work. The chairs are awful - I always have a bad back after visiting.
- If the opening time is 8:30 the phone should be answered at 8:30 and not the answer phone! When one is asking for an appointment it is not suitable to offer one in two weeks time. Also one should not have to phone at 8:30am in order to try and see the doctor the same day.
- Message on screen in waiting area was unclear as screen too short.
- Sometimes it is frustrating when phoning surgery as it can take a long time for it to be answered. Sometimes no-one to speak to in reception, but you can see staff area but no-one comes to the desk.
- No, I've been with this practice a number of years no problem at all.
- My doctor is an excellent GP: Listens and cares.
- I have always found the service satisfactory.
- Phone system; ability to make appointments over phone.
- Service is very good generally, although sometimes can be a fair wait to see same doctor regarding treatment.
- None, completely happy with all staff and GPs.
- By being a little more upbeat when answering the phone instead of sounding very sharp and uninterested.
- Very satisfactory.
- None. This service is 100% efficient.
- Very happy with services provided.
- On occasions the reception staff could be a little quicker in noting that someone requires attention (they may have their backs turned to file or chat). Not a big issue. The telephone can take some time.
- Less waiting time in terms of weeks to see chosen doctor.
- When a doctor decides on a course of treatment (i.e. antibiotics) come back and see me in 10 days time there should be some system in place to be able to do so. You go to reception on your way out to make an appointment only to be told we can't make appointment that far in front, you will have to phone nearer the time. When this happened to me it took nearly 3 months and 8 separate lots of antibiotics because I could not get any continuity of appointments.

## 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.

### Comments about how the practice could improve

- The length of time before appointments can be made is appalling.
- My only difficulty has been accessing the surgery by telephone. This is maybe inevitable? My alternative has been to make appointments in person.

## 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.

## Comments about how the doctor/nurse could improve

- None - always satisfied.
- I cannot fault any doctor or nurse. I have always been satisfied with level of care and support I have received.
- No complaints.
- I was offered to be referred to the central hub for further help on weight loss/fitness etc but this was not made clear exactly what services are offered. That would be good for people to know i.e. diabetic services etc. Thank you.
- I do not think you could improve.
- All doctors and nurses are very good at understanding impact on day to day life. Well done all.
- Same for the doctors and nurses - very helpful, professional and friendly. This surgery is excellent and I'm very happy to be a patient here - thank you.
- At times listen more and have more time for the patients.
- Doctors and nurses are great, shame about administration.
- No, very good.
- Aware one visit with one complaint. Would double appointments be available for two complaints.
- Very satisfied.
- The doctor on this occasion wasn't able to operate the online hospital appointments system during the consultation.
- None - they are brilliant!
- Very satisfied GPs and NPs.
- Fantastic.
- No - both excellent.
- No. Most are lovely!
- Have been extremely happy with quality of nursing care, which have had lots of recently. So nothing to improve!
- No, always the same, no need for improvement.
- The doctor on my last visit was quite abrupt, have had complaints from other patients about their attitude, no smile! Talks down to you.
- I've found doctors and nurses always polite and patient and helpful.
- Possibly, if one of the nurses had discussed my circumstances before she undertook the procedure, she might have predicted the difficulties that arose - however she was very prompt in the necessary referral to a doctor - but I would rather have discussed the reason for a repeat appointment with the receptionists without having a man standing right next to me at the desk.
- Thank you so much to the doctor. I appreciate the time you give to patients and also your efficiency. I am happy to wait as I know you are giving patients the time we all need. This is better than rushing people.
- Very good.
- This service is 100% effective.
- Very happy with services provided.
- Could be better to see your own doctor sooner.
- I always receive excellent attention from my doctor.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Comments about how the doctor/nurse could improve

- When a PCT nurse holds a surgery it would be advantageous that they turn up in/on time with adequate notification in which room/surgery they will be occupying on that day. It would also be helpful if they were to pay attention to the patient's needs instead of spending half the time complaining about surgery staff and lack of facilities.
- None whatsoever.

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 = 227

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	14	78	81	49	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (14 \times 25) + (78 \times 50) + (81 \times 75) + (49 \times 100)}{(227 - 3)} = 15,225/224$$

Your mean percentage score for Q1 = 68%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### 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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	68	44	62	66	71	99

\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a 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"/>

SAMPLE ONLY  
PLEASE DO NOT COPY

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"/>

**SAMPLE ONLY  
PLEASE DO NOT COPY**

**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**



# Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).  
Please retain this form for future reference and to present to your PCT if required.

## **PART 1: 2011/2012**

### **A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

## B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

## PART 2: 2012/2013

(To be completed after completion of second survey)

### **A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?



4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

## B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

# Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-  
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

# *Certificate of Completion*

This is to certify that

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

**Practice List Size: 9000**  
**Surveys Completed: 227**  
has completed the

**Improving Practice Questionnaire**

Completed on 28 February 2012



**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.