

Private and Confidential

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Improving Practice Questionnaire Report

Elmswood Surgery

February 2013



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27 February 2013

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).

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=148837>

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 (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	3	19	72	88	48	3
Q2 Telephone access	17	43	75	63	30	5
Q3 Appointment satisfaction	6	24	60	84	54	5
Q4 See practitioner within 48hrs	14	46	62	56	45	10
Q5 See practitioner of choice	24	58	67	43	24	17
Q6 Speak to practitioner on phone	7	22	81	48	42	33
Q7 Comfort of waiting room	4	18	87	73	48	3
Q8 Waiting time	8	40	73	71	30	11
Q9 Satisfaction with visit	0	6	33	84	105	5
Q10 Warmth of greeting	0	5	36	75	115	2
Q11 Ability to listen	0	6	31	66	129	1
Q12 Explanations	0	4	35	76	115	3
Q13 Reassurance	0	6	31	78	112	6
Q14 Confidence in ability	0	4	27	75	121	6
Q15 Express concerns/fears	0	5	41	75	106	6
Q16 Respect shown	0	5	24	66	136	2
Q17 Time for visit	0	8	40	80	97	8
Q18 Consideration	0	9	33	83	99	9
Q19 Concern for patient	0	5	33	77	112	6
Q20 Self care	0	7	33	88	94	11
Q21 Recommendation	0	6	28	70	120	9
Q22 Reception staff	0	17	49	82	79	6
Q23 Respect for privacy/confidentiality	2	16	53	70	81	11
Q24 Information of services	1	18	55	75	69	15
Q25 Complaints/compliments	3	22	71	68	38	31
Q26 Illness prevention	0	17	74	74	48	20
Q27 Reminder systems	2	31	57	69	48	26
Q28 Second opinion / comp medicine	5	17	53	54	31	73

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

Your patient feedback

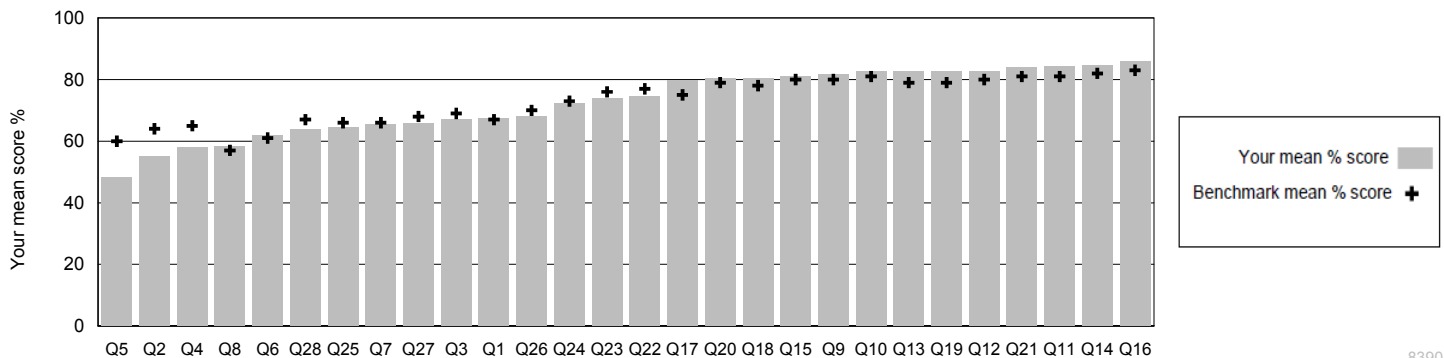
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	40	63	67	71	99
Q2 Telephone access	55	64	22	55	64	72	99
Q3 Appointment satisfaction	67	69	35	64	69	74	99
Q4 See practitioner within 48hrs	58	65	22	57	64	72	99
Q5 See practitioner of choice	48	60	23	52	60	68	99
Q6 Speak to practitioner on phone	62	61	31	54	61	67	99
Q7 Comfort of waiting room	66	66	21	61	66	72	100
Q8 Waiting time	58	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	82	80	48	76	80	84	99
Q10 Warmth of greeting	82	81	47	78	82	86	99
Q11 Ability to listen	84	81	49	78	82	86	100
Q12 Explanations	83	80	47	76	81	85	100
Q13 Reassurance	83	79	48	75	79	83	100
Q14 Confidence in ability	84	82	47	78	83	86	100
Q15 Express concerns/fears	81	80	48	76	80	84	100
Q16 Respect shown	86	83	45	80	84	88	100
Q17 Time for visit	80	75	45	70	75	79	100
Q18 Consideration	80	78	47	74	78	82	100
Q19 Concern for patient	83	79	43	75	79	83	100
Q20 Self care	80	79	51	75	80	83	99
Q21 Recommendation	84	81	46	77	81	85	100
About the staff							
Q22 Reception staff	75	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	74	76	42	72	76	80	100
Q24 Information of services	72	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	64	66	38	62	66	70	100
Q26 Illness prevention	68	70	19	66	69	73	100
Q27 Reminder systems	66	68	42	63	67	72	99
Q28 Second opinion / comp medicine	64	67	37	63	67	71	99
Overall score	73	73	44	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 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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
About the practice							
Q1 Opening hours satisfaction	67	66	44	62	66	70	94
Q2 Telephone access	55	59	22	52	60	66	93
Q3 Appointment satisfaction	67	66	35	62	67	71	92
Q4 See practitioner within 48hrs	58	61	25	55	62	68	90
Q5 See practitioner of choice	48	55	24	50	55	60	87
Q6 Speak to practitioner on phone	62	59	31	54	59	64	91
Q7 Comfort of waiting room	66	65	39	60	65	70	89
Q8 Waiting time	58	55	30	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	82	80	48	76	80	84	94
Q10 Warmth of greeting	82	81	50	78	82	85	93
Q11 Ability to listen	84	82	50	78	82	86	94
Q12 Explanations	83	80	49	77	81	85	93
Q13 Reassurance	83	79	48	76	80	83	92
Q14 Confidence in ability	84	82	50	79	83	86	93
Q15 Express concerns/fears	81	80	48	77	81	84	92
Q16 Respect shown	86	84	50	81	84	87	94
Q17 Time for visit	80	74	46	71	75	79	91
Q18 Consideration	80	78	48	75	78	82	93
Q19 Concern for patient	83	79	43	75	80	83	92
Q20 Self care	80	78	53	76	79	83	91
Q21 Recommendation	84	81	46	78	82	85	91
About the staff							
Q22 Reception staff	75	74	40	71	75	78	93
Q23 Respect for privacy/confidentiality	74	74	45	71	74	77	86
Q24 Information of services	72	71	43	68	71	74	91
Finally							
Q25 Complaints/compliments	64	64	38	61	64	68	94
Q26 Illness prevention	68	68	46	65	68	71	88
Q27 Reminder systems	66	66	43	63	66	69	91
Q28 Second opinion / comp medicine	64	66	37	63	66	69	94
Overall score	73	71	44	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

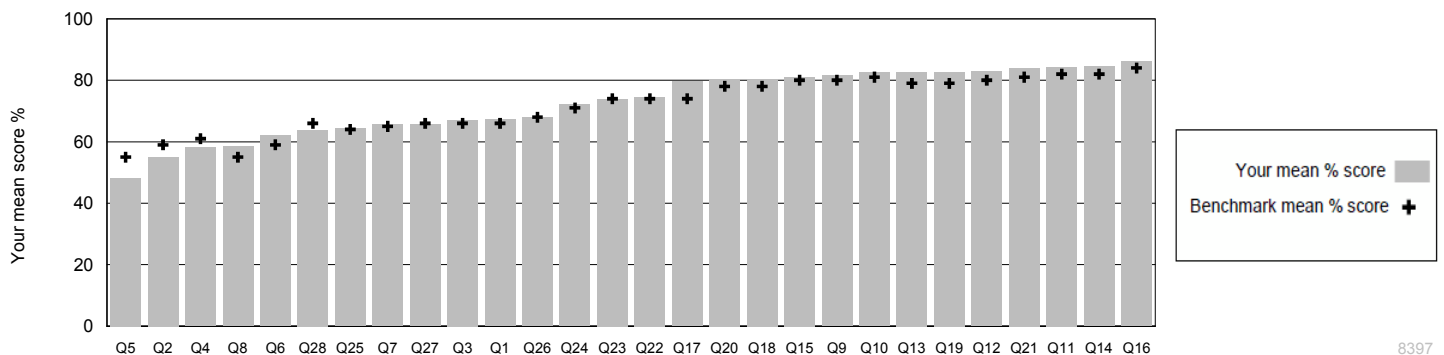
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*Based on data from 422 practices carrying out 517 surveys between April 2008 and March 2012 with 25 or more responses.

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)



8397

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	81	69	45	65	70	74	91
25 - 59	117	72	70	42	67	71	74	91
60 +	94	73	74	49	71	75	78	95
Blank	13	78	70	28	65	70	75	90
Gender								
Female	151	72	71	45	68	72	75	91
Male	63	74	73	44	70	73	76	91
Blank	19	74	70	40	65	71	76	100
Visit usual practitioner								
Yes	110	76	74	49	71	74	77	92
No	87	69	68	36	65	68	72	90
Blank	36	73	70	43	66	71	75	86
Years attending								
< 5 years	48	73	72	47	68	72	76	90
5 - 10 years	44	75	71	40	67	71	75	91
> 10 years	121	72	72	43	69	73	76	92
Blank	20	71	70	41	66	71	75	90

*Based on data from 422 practices carrying out 517 surveys between April 2008 and March 2012 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.

8397

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	15/07/2011	07/08/2008	01/10/2007
Q1 Opening hours satisfaction	67	68	61	58
Q2 Telephone access	55	55	52	47
Q3 Appointment satisfaction	67	68	62	59
Q4 See practitioner within 48hrs	58	58	57	55
Q5 See practitioner of choice	48	51	45	44
Q6 Speak to practitioner on phone	62	60	57	55
Q7 Comfort of waiting room	66	59	58	55
Q8 Waiting time	58	56	53	49
Q9 Satisfaction with visit	82	81	76	77
Q10 Warmth of greeting	82	83	79	80
Q11 Ability to listen	84	82	80	80
Q12 Explanations	83	81	78	79
Q13 Reassurance	83	79	77	78
Q14 Confidence in ability	84	82	79	82
Q15 Express concerns/fears	81	80	77	79
Q16 Respect shown	86	84	82	83
Q17 Time for visit	80	80	69	71
Q18 Consideration	80	79	77	76
Q19 Concern for patient	83	80	77	78
Q20 Self care	80	79	--	--
Q21 Recommendation	84	82	78	81
Q22 Reception staff	75	74	71	68
Q23 Respect for privacy/confidentiality	74	75	71	67
Q24 Information of services	72	71	68	66
Q25 Complaints/compliments	64	68	60	58
Q26 Illness prevention	68	73	66	63
Q27 Reminder systems	66	67	62	64
Q28 Second opinion / comp medicine	64	68	64	62
Overall score	73	72	68	67

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

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

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

Comments about how the practice could improve

- Book sooner appointments, accept bookings over phone any time.
- Staff are very friendly, always happy to help. Doctors are very good, happy to spend time with patients.
- To open on Saturdays!
- It could open at weekends etc. It could do something about the delay in replying to telephone requests for a same-day appointment - annoying recorded messages! It could have fewer notices up. If you read all of them you can end up a hypochondriac.
- Telephone service poor - waiting in queue easier before the change over.
- After sitting in the old chairs with a bad back, absolutely fabulous.
- Only problem was making the appointment. The person who took the call made the appointment for the wrong day.
- The new method of telephone answering seems less helpful than the old one in some ways. The waiting and then being cut off while waiting and having to start again at the beginning is frustrating.
- I do find making appointments quite stressful. I feel sometimes I have to say things are urgent because it is the only way you can get an appointment within a reasonable time frame i.e. 3-5 days.
- The appointments system is frustrating. Particularly if an urgent appointment is needed. It is often difficult, if not impossible, to get through for the surgery by phone.
- Some magazines would be nice but by no means essential.
- Reading material in waiting room e.g. poems/magazines. Water to drink.
- None really as all practitioners and colleagues here treated me with respect. This is the best GP practice I have ever been registered with. Thank you.
- I would love to be able to leave feedback on the website or NHS website as I think this practice is excellent and the level of care and compassion shown by my GP is outstanding.
- None at the moment.
- I have no problems with the practice.
- I feel that the hours given to order a repeat prescription needs extending. I work in a school and cannot phone in the morning and don't always have access to a computer. Receptionists do not like it when you phone out of hours!
- Appointment text reminders would be good.
- It's very hard to get through on the phone.
- It is not always easy to get through to order a repeat prescription in time before the line closes. When ordering my repeat prescription, it bothers me that my medication is repeated to me along with my address as I don't wish people in the waiting area who may know me to know I take regular medication.
- So rare I visit that I cannot comment but over the years have always been pleased with the quality of service.
- Doctor should stay here permanently, they are really good. Thank you.
- No, it's a wonderful surgery and we are lucky to have such wonderful staff.
- Fabulous practice, service is always excellent and opening hours are reflective of need to work e.g. early appointments etc.
- I think this practice is exemplary. I am always treated with care, compassion and professionalism. The staff here really know their stuff and I have nothing but respect and admiration for them and the job they do. They really don't need my advice but they do deserve my gratitude.
- It would be nice to see the doctor more quickly when making an appointment, i.e. within a day or two not over a week if wanting to see a doctor of your choice. I know this may be difficult.

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 doctor. Excellent "perceptions".
- This health centre (Sherwood) as my thinking is a very centre, because all staff are so helpful and have the concern and care for everything. No comment, is already up to date.
- Improve reception in both answer times on phone which for me have been very long, and also improve availability of receptionists at the desk. Mostly they stand away from it. One person there at all times would be good.
- More early surgeries far too busy working mums! I understand how unpopular this might be with the busy working parents who work here but it would really help me.
- Training for receptionists - one is good, but another is poor, unwelcoming and gives the impression patients are a nuisance.
- More appointments for working people with their own doctors.
- Get rid of that awful male voice on your answering machine that repeatedly thanks us for "waitin".
- Excellent.
- Patients summary should be checked with patient or I disagreed that important information wasn't included i.e. having had two major illnesses and the latter would be very important information if I was urgently admitted to hospital - sometimes it is difficult to get an appointment within 48 hours unless it's an absolute emergency. Sometimes you need to see a doctor in this time scale, but don't like to take emergency appointments.
- Improve the reception staff and get one to answer the telephone quickly and come to the desk straight away rather than leaving us to wait 5-10 minutes!
- Make it much easier to find reception (there are no signs); make the electronic sign in more prominent/obvious. Make a better distinction between health centre and GP practice (very confusing for new patients) in terms of receptions and services offered. Reception staff should draw attention to the electronic display that tells you when to see the doctor as we found this out by accident.
- Sometimes when making appointment there is a wait of 2 weeks or more but I guess this is more about NHS judging of amount of doctors/nurses per area than a fault of the practice.
- Have given up trying to phone for appointment as can't get through, tend to 'pop in' to sort appointments, probably not best use of resources in morning.
- The new telephone system is not efficient as the old one. You have to wait sometimes for a long time to get the staff at reception or phone cuts off.
- Telephone - sometimes kept waiting to get through, could do with being a bit more private at reception desk. Otherwise brilliant health centre.
- It is sometimes a long wait to see your doctor of choice.
- The doctor was very professional and caring but I am constantly aware how little time there is in an appointment. Not the doctors choice but a factor of the service.
- The reception staff could be a bit more happy with a smile to greet you!
- Cleanliness of waiting room and toilets is great. Sometimes there are magazines and I like this when having to wait as it makes the time pass quickly, makes me less anxious.
- The time we wait for an appointment was long on my visit, sometimes it can be an hour long wait, not very good.
- Nothing to add, could not fault it.
- I am happy with service.
- I feel from time to time the level of service the Sherwood Health Centre provides does drop due to staff - this could relate to what time of day they may be have, what type of mood staff are in or how they are feeling etc. I feel be professional at all times counts for a lot.
- None. Very impressed with this surgery.

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

- Receptionist got caught up giving me this questionnaire and didn't book me in on the system so have waited over an hour to see the doctor. They apologised.
- Possibly extend times that you can order repeat prescriptions - sometimes difficult to call in restricted times although I do know there is an internet option.
- Can you have several lines so patients ringing in can get through quickly?
- The phone service - very difficult to make an appointment with anybody, shouldn't have to walk up the hill to make one at the desk. Waiting 2 days for a written prescription.
- Opportunity for home visits rather than having to drive over.
- Being able to see a regular doctor? Not always available.
- None: I have had excellent help. Thank you.
- I think this is an excellent practice. My only criticism is it is difficult to get things by phone.
- Opening at weekends and longer in the evening to reduce the inevitable pressures on out of hours and A&E. It is a national problem but affects our surgery.
- I do sometimes find it difficult to get through on the phone at busy times and sometimes have difficulty being able to get an appointment at short notice. - However not on this occasion?
- It would be useful for me to have a late night or weekend practice, as sometimes difficult to get back for appointments for work issues.
- I always find it frustrating when ringing in on the day when you need an urgent appointment to be questioned, also the recorded message is annoying.
- Telephone facility. Ability to obtain the doctor of ones choice.
- Serve a gin and tonic! Cool!
- If you could see doctor of your choice within approximately 2 weeks, not being told to ring every day in case there is a place.
- Extended hours to order repeat prescriptions.
- I've noticed a recent improvement in the general neatness and appearance with a number of out of date and tatty notices removed. Simplify the system of making appointments.
- I have been to other GP's in Nottinghamshire but Elmswood Gardens Health Centre is the best ever.
- Online service not working, possibly extend service to allow booking of next day appointments?
- Reception.
- My one concern is the length of time required to wait to see a doctor of choice. This is normally 2+ weeks in my experience. Continuity of care can be an issue.
- Quicker appointments with chosen doctor.
- Perfectly satisfied.
- I work 2 hours away. I find it frustrating when I can't arrange an early appointment, and give me a chance to complete my working day e.g. today the earliest appointment was 10:20 and by this time I have been seen - go to chemist - catch trains I wouldn't be able to get to work much before 13:00.
- I would like to see this GP practice remain in public hands.
- It is currently very good.
- None - very satisfied (over many years!).

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

- More time?
- No, I think the doctor/nurses here are excellent!
- I just hope that all the facilities we enjoy in this practice will remain with the practice of the NHS.
- This is the best surgery and group of NHS staff I have had the pleasure of visiting. I have lived all over but never known such a caring place. Well done all!
- One doctor was very caring and supportive.
- My appointment was with nurse and they were brilliant. No improvement needed!
- Only being able to order prescriptions in a limited window is hard for me to get.
- Become less obsessive about smoking - there are other causes of illness.
- None. I'm very happy with my doctor.
- Doctors, nurses, receptionists are always very kind, helpful, polite and caring, concern to the patients requirement. I feel that Sherwood Health Centre is a very very good centre.
- One doctor is lovely and a great GP.
- In my families eyes you cannot improve it any more, the doctors who are very good. Nurse and staff are great, and we have been with them many years.
- Excellent.
- When booking in advance it is not always possible to get the doctor of your choice.
- Increase knowledge of alternative ways to manage/treat my health condition - but this is true of the NHS in general as overall knowledge is very poor.
- One doctor is a great doctor, I feel 'looked after' but appointments tend to run 1/2 hour late - a problem when I'm due in work.
- I am satisfied with the service, I feel I am cared for with respect and my doctor is friendly and takes time. It is only sometimes difficult to get my doctor and the waiting time can be up to 2 weeks. I prefer to see the same doctor.
- Sometimes it's too hard to get past the reception and to a doctor, otherwise this practice is amazing, especially one doctor.
- All very good.
- Not sure.
- No improvements necessary, one staff member was fantastic!
- None needed.
- The doctor or nurse can or may improve by being warm and welcoming to their patients, offering advice and asking questions to the patient so that the patient feels cared for.
- Very good.
- Doctor was fantastic!
- Excellent doctors, nurses and practice staff at this practice. We have been with the surgery for many years including the old surgery off Mansfield Road.
- They are so cool!
- If you can see the doctor of your choice within approximately 1 week, but not keep phoning to try and see your 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

- Always excellent professional treatment.
- Two doctors and the nurses are at this practice are very fair and very caring. I am so grateful to have them in my life.
- None. They were very good!
- Satisfied.
- I have no problem seeing a different doctor, as in my experience I have found the level of satisfaction for all doctors to be excellent. I no longer feel the need to see the same doctor.
- Excellent staff.

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 = 233

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	19	72	88	48	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (19 \times 25) + (72 \times 50) + (88 \times 75) + (48 \times 100)}{(233 - 3)} = 15,475/230$$

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
40	63	67	71	99

8390

*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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.

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

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

Practice List Size: 9000
Surveys Completed: 233
has completed the

Improving Practice Questionnaire

Completed on 27 February 2013



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.