

**Private and Confidential**

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# Improving Practice Questionnaire Report

Parklands Surgery

December 2013



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16 December 2013

Dear Mrs Cristofoli

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Of a total of 207 patients who responded to this survey, 182 filled out a paper questionnaire and 25 completed a questionnaire online. 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=164405>

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

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

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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	11	28	83	51	32	2
Q2 Telephone access	37	53	60	37	19	1
Q3 Appointment satisfaction	14	27	62	63	38	3
Q4 See practitioner within 48hrs	36	33	60	39	36	3
Q5 See practitioner of choice	50	51	55	25	20	6
Q6 Speak to practitioner on phone	16	30	73	39	33	16
Q7 Comfort of waiting room	4	32	88	60	22	1
Q8 Waiting time	6	39	85	42	32	3
Q9 Satisfaction with visit	2	4	23	65	112	1
Q10 Warmth of greeting	1	4	21	60	120	1
Q11 Ability to listen	3	3	18	56	125	2
Q12 Explanations	1	5	21	64	114	2
Q13 Reassurance	2	4	30	53	113	5
Q14 Confidence in ability	3	3	18	59	122	2
Q15 Express concerns/fears	5	3	23	63	107	6
Q16 Respect shown	2	2	18	51	129	5
Q17 Time for visit	2	7	39	62	93	4
Q18 Consideration	2	5	29	60	103	8
Q19 Concern for patient	2	3	24	59	111	8
Q20 Self care	2	6	26	60	100	13
Q21 Recommendation	2	5	20	53	120	7
Q22 Reception staff	9	28	50	67	41	12
Q23 Respect for privacy/confidentiality	11	26	45	61	54	10
Q24 Information of services	13	15	63	52	49	15
Q25 Complaints/compliments	17	22	74	39	35	20
Q26 Illness prevention	5	28	69	52	33	20
Q27 Reminder systems	13	34	72	39	33	16
Q28 Second opinion / comp medicine	10	17	51	38	28	63

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

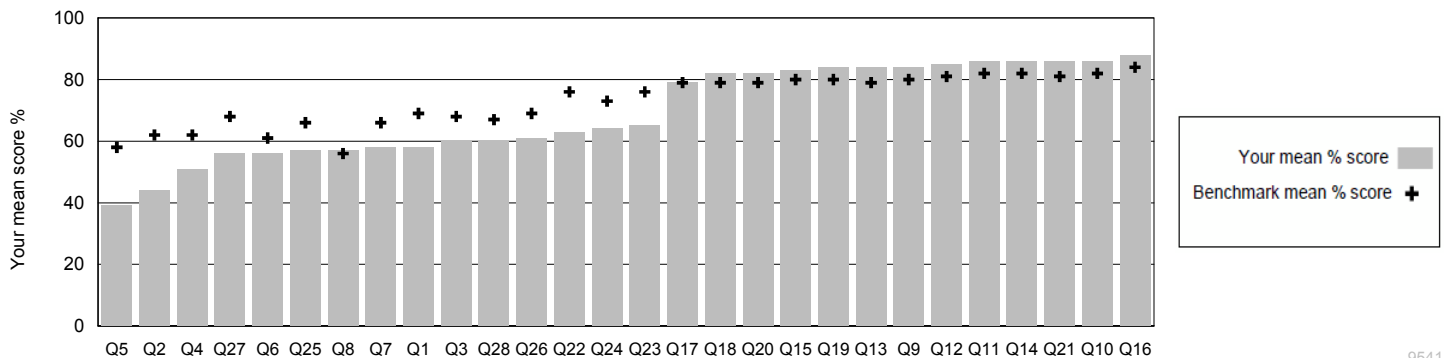
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	58	69	23	64	68	73	92
Q2 Telephone access	44	62	13	53	63	71	92
Q3 Appointment satisfaction	60	68	23	63	68	74	92
Q4 See practitioner within 48hrs	51	62	18	54	62	70	96
Q5 See practitioner of choice	39	58	22	48	57	65	95
Q6 Speak to practitioner on phone	56	61	25	54	61	67	92
Q7 Comfort of waiting room	58	66	27	60	66	71	90
Q8 Waiting time	57	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	41	76	81	85	97
Q10 Warmth of greeting	86	82	45	78	82	86	96
Q11 Ability to listen	86	82	46	78	83	87	97
Q12 Explanations	85	81	42	77	81	85	97
Q13 Reassurance	84	79	41	75	80	84	98
Q14 Confidence in ability	86	82	43	79	83	87	99
Q15 Express concerns/fears	83	80	45	76	81	85	96
Q16 Respect shown	88	84	49	80	85	88	98
Q17 Time for visit	79	79	38	75	80	84	96
Q18 Consideration	82	79	41	75	79	83	98
Q19 Concern for patient	84	80	43	76	80	84	97
Q20 Self care	82	79	38	75	79	83	97
Q21 Recommendation	86	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	63	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	65	76	43	72	76	80	96
Q24 Information of services	64	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	57	66	31	62	66	70	96
Q26 Illness prevention	61	69	34	64	68	72	96
Q27 Reminder systems	56	68	27	63	68	72	96
Q28 Second opinion / comp medicine	60	67	30	62	67	71	96
Overall score	70	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
<b>About the practice</b>							
Q1 Opening hours satisfaction	58	67	49	64	68	71	76
Q2 Telephone access	44	57	22	51	59	64	78
Q3 Appointment satisfaction	60	66	39	62	67	71	79
Q4 See practitioner within 48hrs	51	59	29	53	59	67	80
Q5 See practitioner of choice	39	53	26	47	54	59	78
Q6 Speak to practitioner on phone	56	59	36	54	60	65	78
Q7 Comfort of waiting room	58	64	42	59	64	68	82
Q8 Waiting time	57	54	30	49	55	59	72
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	51	76	81	84	92
Q10 Warmth of greeting	86	81	52	78	82	86	95
Q11 Ability to listen	86	82	52	79	83	87	95
Q12 Explanations	85	81	52	77	81	85	94
Q13 Reassurance	84	79	52	76	80	84	94
Q14 Confidence in ability	86	82	53	79	83	86	95
Q15 Express concerns/fears	83	80	52	76	81	85	95
Q16 Respect shown	88	84	53	80	85	88	95
Q17 Time for visit	79	79	48	75	80	83	91
Q18 Consideration	82	78	51	75	79	83	96
Q19 Concern for patient	84	79	51	76	80	84	95
Q20 Self care	82	78	52	75	79	83	94
Q21 Recommendation	86	81	51	78	82	86	95
<b>About the staff</b>							
Q22 Reception staff	63	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	65	74	50	71	74	77	85
Q24 Information of services	64	70	49	68	71	74	82
<b>Finally</b>							
Q25 Complaints/compliments	57	64	43	61	64	68	75
Q26 Illness prevention	61	67	47	65	67	71	79
Q27 Reminder systems	56	66	47	63	66	70	77
Q28 Second opinion / comp medicine	60	65	44	63	65	68	81
Overall score	70	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

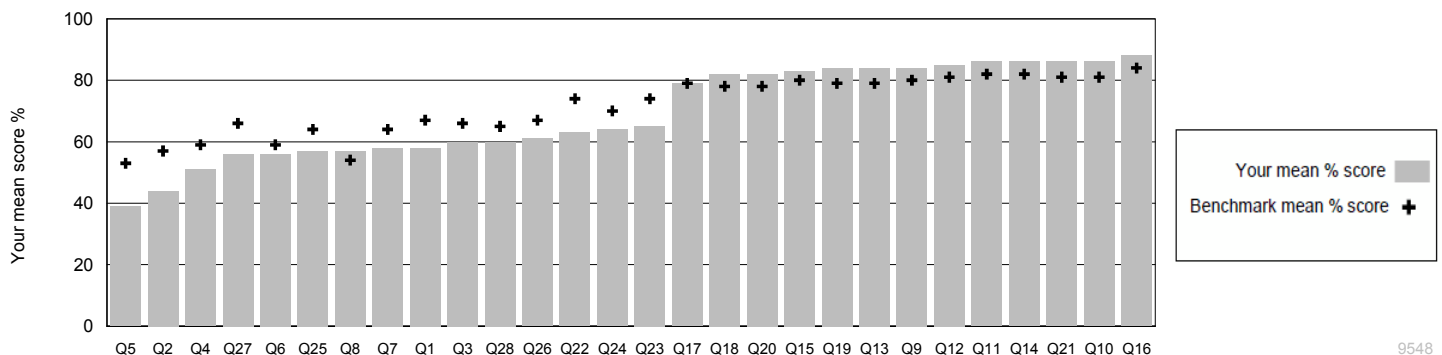
9548

\*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)



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Your patient feedback

Table 4: Your patient demographics  
 Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (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	7	83	70	41	66	71	75	90
25 - 59	83	73	71	50	68	72	75	81
60 +	110	66	73	49	70	74	77	88
Blank	7	72	70	48	66	71	75	92
<b>Gender</b>								
Female	140	70	71	49	68	72	75	83
Male	54	68	73	48	70	74	76	83
Blank	13	72	70	50	65	71	75	92
<b>Visit usual practitioner</b>								
Yes	118	73	74	51	71	75	77	85
No	67	64	69	43	65	69	73	80
Blank	22	70	71	49	67	71	75	86
<b>Years attending</b>								
< 5 years	29	77	72	45	68	73	76	82
5 - 10 years	49	61	71	48	67	71	75	83
> 10 years	118	71	72	51	69	73	76	85
Blank	11	67	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.

## 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?

- Sometimes it takes a while to get through on the telephone. Sometimes the receptionist can be a bit abrupt - very difficult to get on appointment with chosen GP for a long time.
- Always feel a bit hectic - nature of the job!
- Waiting room poor condition. Reception poor service. Manner not helpful or consideration for person taken into account.
- Reception staff need training to be much more helpful.
- Car parking!
- Making an appointment at 8am: can't get through, in the middle of commuting/starting work, old-fashioned using phone and no message system, cannot ever make an appointment 2-3 days in advance i.e. appointment is not really urgent, but needs attending to, you take a few days holiday and make doctor appt as necessary - always relies on the 8am scramble by which time they're gone.
- One doctor has been so kind and helpful.
- The doctor has been amazing in helping me with anxiety etc.
- Introduce a queuing system as the phone is often engaged in the morning. It's very hard to get an appointment with a particular doctor which is important when dealing with an ongoing problem.
- People waiting to check in at reception, can hear details of people phoning to make an appointment as receptionist repeat loudly what they are told on the phone.
- On general terms appointment system.
- I have not needed to consult a doctor or nurse for the last 18 months so it's difficult for me to assess how things are now. In the past I have always been very satisfied with the service.
- Perhaps opening the front door on a Saturday morning would be more helpful. My husband had to speak through the speaker, when he was very poorly with what turned out to be shingles. OK, he didn't actually have an appointment, but just wanted clarification of how to obtain anti viral drugs quickly.
- On the whole it is an excellent practice.
- The opportunity for continuity with my preferred doctor is very difficult. Who wants to wait three weeks to be sure of that seeing the doctor of choice?
- Personally I think the decision to keep the waiting room door shut is absurd. How many more germs will people pick up on that door handle, given that many people attending the surgery are infected with something! There is perfectly adequate privacy at the desk. If people are that sensitive I am sure they can ask to talk to one of the reception staff in privacy somewhere else. If you attend a surgery you cannot be totally private: people in the queue behind you can hear every word, and sitting in the waiting room people see you, and see who your doctor is etc. This is an unhealthy bridge too far! Now if you were to have someone standing by the door with rubber gloves on and opening it for every patient. Yes, exactly, it's going too far in pursuit of "privacy".
- Email to own doctor with a question rather than trying to get an appointment. Most reception staff friendly and helpful but just occasionally they are too brusque.
- In connection with Q23 above, there is no privacy at the reception desk. The addition of a glass panel might be the answer, similar to a bank or post office. Re Q24, the question that everyone dislikes when making an appointment to see the doctor is "what is your appointment about?". A new patient to the practice is truly shocked to be asked this question. There needs to be more transparency as to why this question is asked - please.
- Take on less new patients unless there is a good ratio of doctors.
- Ability to make online appointments alongside repeat medication request.
- Waiting times has improve.
- This service is excellent.

## 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?

- You are all doing very well!
- Involve patients more in planning changes.
- Saturday morning surgeries on same basis as midweek.
- There are minor irritations. The reception staff are not always as good as they might be but on the whole they might be but on the whole they may have a lot to put up with. The nurses are good.
- As good as it gets.
- The facility to book an appointment online would be very convenient to avoid waiting in a phone line queue. My sister is able to do this at her practice.
- Better appointment system.
- More polite reception.
- Always very happy.
- Longer opening hours to suit working people and shift work.
- Texting to remind of appointments is a great idea. Thank you.
- The rush of phone calls each morning makes it very difficult to get through especially if at work myself.
- If you can text appointments to a mobile. Why cannot we email or receive emails?
- Would always recommend this practice to anyone requiring to register. Would welcome cessation of radio - but probably am alone in this! (Irritating).
- Better info re dates of e.g. flu jabs could be improved.
- Reception staff attitude not always as helpful as it could be.
- More parking access would be welcome. Very difficult to be on time when no place to leave your car.
- Please could the message left on staff training afternoons be changed to say what time the surgery will reopen.
- One should not be asked for the reason for an appointment in the reception area when other people are present.
- Not really.
- Different practice of allocating appointments in the morning - you have to call continuously at 8:30 to get through and sometimes you can't get an appointment if you are too slow.
- I do not feel that the booking system works well. Only being able to book 2-3 weeks ahead is only suited to those who come on a regular basis. For appointments less than 48 hours away, patient should ring on the day, otherwise further ahead you should be able to book as normal. I have found a member of reception staff unhelpful and almost rude on the telephone. This was in relation to a booking in advance made by another receptionist. I was wanting to change the appointment as it was no longer convenient. I was told bookings are not yet being made so far ahead and was abruptly told I should not have booked for them. I was not able to change the appointment and so had to come at a time which was inconvenient.
- More efficient and friendly (with a smile) reception staff. Nurse was very good/excellent.
- Excellent surgery.
- Think all very good.
- Practice in general could have more empathy with patients sometimes. Reception staff are much more approachable than they used to be and it is commented on by others in the waiting room. More information and fact sheets about living more healthily or support groups for health conditions would be useful if it were possible in the waiting room. The patient group did have some which were useful. The TV screen does not have that much useful information.

## Your patient feedback

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

- I often have to wait weeks to see my doctor, which is very frustrating. I think the practice should expand its medical staff, and allocate less patients per GP to improve access for continuity in health professional. It would also help if more time were allocated, specifically for working professionals. To be told there is not enough time to discuss more than one or two issues when you have waited weeks to get a time is not good enough. As a self employed individual if I don't work I don't get paid.
- Easier to understand the appointments system. I don't come often, and find the system changes each time. Why can't we book forward appointments?
- Staff could be nicer and friendly. Consistency with same doctor. I don't want to say what is wrong with me to a receptionist, they are not qualified. I don't want to discuss test results with receptionist. I want to make appointment before the day.
- More appointment pre-bookable for a week or less.
- Sometimes the phone manner of the reception staff is very stand-offish. If you ring to make an appointment it's for a reason! Sometimes they make you feel as though you should not be ringing up.
- This appointment was for a smear test so fairly straightforward. It is not so easy to get an appointment when you are actually feeling ill.
- More toy in waiting room.
- Make it easier to access appointments. I work full time and find it exceedingly difficult to access your services and have only had a few appointments in 5 years. I was not aware/have never been advised of your extended opening hours and feel your staff need to make it clear that non urgent appointments can be booked. A regular newsletter would also assist. I have tried to find out about how to access the national health check for the over 40s and your staff appeared to know nothing about it.
- Parking always a problem.
- Do away with music in the waiting room - or at least to use non-vocal music!
- Initial contact with reception is appalling. Rude, impatient, disrespectful - when they're available.
- A lot more respect and confidentiality by reception staff when making appointment in surgery or on phone.
- More telephones/receptionists for 08:30-9:00 as it took 40mins + 40 calls to busy line to get through, by then all appointments and doctors gone!
- Longer opening hours. Access to GP at weekends.
- Longer opening hours and easier contact to make appointments.
- It really helps if you can get appointment quickly so many of us leave it until it's necessary and therefore want to get it sorted quickly and on the road to recovery. Today I got my appointment in just three hours. Brilliant.
- Online appointments? If I am late going in for an appointment I would like to know why i.e. the last patient needed extra time plus a sorry would make a difference.
- We hear from friends in other areas of the UK and the media that GP practices are being asked to do annual health checks on older people. This doesn't appear to be happening here - why not? There is a practice somewhere else which has a non-appointment system, which work very well - but would our waiting room be large enough!?
- This practice now closes the door between reception and waiting room for confidentiality but people still wait in a mass to be seen - and the door bangs all the time. Can we have online appointment bookings?
- Make it easier to have blood tests done sooner than 5/7 days ahead!
- Q24 and Q26 - You need to attend the surgery to find out what's going on - it should not be assumed that everyone can access a website.
- It would be good not to have to wait weeks to be seen by your normal doctor who started the treatment consultation.

## 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?

- Make it easier to telephone for an appointment. It would be better if one doctor had responsibility for me. I have seen or talked to a number of doctors over the years. This results in very little understanding of the patient's situation and this can have a great bearing on the treatment.
- The appointments service is unsuitable and difficult to use. Constantly calling at 8:30am in the hopes that you may actually get through is unacceptable.
- Patients' toilet seat is loose - suggest servicing it, lest someone slips. Increase size of car park - possibly purchase adjoining land S of surgery; currently undeveloped.
- Practice nurse is excellent in caring for me. I can freely talk to them.
- Ability to get a call back when free from telephone instead of having to redial continually - especially between 8:30am and 9:00am.
- Make it easier to see own named doctor.
- Reception staff to be more professional.
- Ref point 26 above - This used to be very good at Parklands. Now that the Patient Participation Group is due to restart I hope that public talks by doctors and visiting speakers will restart. Computer surgery in system never works for me.
- Either more doctors/nurses or fewer patients.
- Ease of accessing appointment system. On telephoning at 0830 the line is ALWAYS busy and it takes up to 20 minutes (occasionally longer) of repeat dialling to speak to a receptionist. I think that more use could be made of the website and email, both in arranging an appointment and in consultations. I recognise that this would not work for all patients and so the telephone system would still have to be available.
- Better link between doctor and receptionists, e.g. doctor advises making appointment in advance, reception says this is not possible.
- Appointments out of hours for patients who, like me, commute to work would be helpful.
- Receptionist attitude can at times be somewhat unacceptable/unhelpful. Time to get an appointment is extremely poor i.e. up to 3 weeks to get an appointment.
- Need greater ability to book appointments in advanced.
- Staff (doctors and nurses) couldn't be more helpful.
- Reception staff could be more helpful when speaking to them generally sometimes quite rude.
- Email/web appointments. Second line for appointments.
- Very good service.
- Why so difficult to get an appointment with doctor of choice? Is the practice understaffed with doctors? How do we know what doctors are available and what their specialities are? What has happened to the old custom whereby a patient had a GP who knew the patient and there was continuity in the relationship?
- The waiting room needs to have an air circulatory system which vents fresh air in and stale air out. I am sure in the winter the germ count is high in the waiting room.
- Unable to make next day appointment, told call back and make appointment on same day. When called back no appointments available offered next day appointment so why could I as a working person who has to take a day off work to see a doctor make a next day appointment. As it was I could not see a doctor, week later had an emergency heart attack (close to death) your appointment system is putting life at risk when said this to your doctor they said yes I know the booking system is poor so why not do something about it. Had the same problem trying to book appointments after I came out of hospital. I have been with your practice all my life and hardly ever seen you until this year. Are you only interested in people who are well?

## 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?

- Re prescriptions - it makes excellent sense to allow prescription to be collected at a convenient pharmacy, why not allow repeat prescriptions to be dropped off at the pharmacy? It is all about convenience yet we still have to go the practice!
- It can be difficult to make appointments by phone to find it continually engaged or receptionist reasons i.e. doctor not on duty or training days on no appointment vacancies.
- Improve the admin which is very poor: telephone long wait; no email address for away from home contact when needed; not using text to confirm appointment; lack of privacy at reception; receptionist trying to classify needs - with no medical training; availability at weekends; show booking process should always be available for 6-8 weeks ahead; receptionists trying to assume knowledge of medical conditions.

## 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?

- None - all excellent in service.
- More time?
- Doctors and nurses good.
- None needed.
- Amazing doctors and great nurses but totally inadequate hours for anyone working full-time who has a job that they can't just adjust or stay away from. I start work at half past seven and often work until seven or later. There used to be a seven o'clock appointment and when I once got one, I was delayed by a retired couple who said they 'liked to get it out of the way early in the day'. Now there is no early morning or evening surgery and I have even had to resort to out of hours at the hospital.
- Thank you. You all work very hard.
- They are all excellent.
- There doesn't seem to be the opportunity to choose any particular nurse. No idea where their expertise lies. No continuity over a series of appointments. The HCAs are excellent. The whole system needs reviewing please!
- The doctors I see are terrific.
- I can only think of one way in which a doctor/nurse could improve and that is not to forget there might be a patient waiting. This applies to any doctor, and any nurse. It would be nice to get to know the nurses names. Perhaps they could introduce themselves? The same goes for reception staff, especially on the phone.
- I find them all great
- You are all doing very well!
- I find the doctors and nurses I see are fine - no complaints.
- This doctor is the nicest doctor I have ever seen they make me feel confident and has taken a lot of time to help me.
- Excellent doctor very helpful.
- No always very happy with how me and my family are looked after.
- Sometimes it would be nice not to feel rushed, if doctor/nurse is running late, it would be nice to know.
- If you have to wait it means that whoever is being seen is not being cut short and has full attention - which is appreciated.
- For me, everybody do an excellent job, especially when confronted with grumpy patients!
- All are doing their very best. They just need more time or less patients!
- The doctor is fantastic.
- Nurses are great.
- Reading the patient records beforehand. Not checking internet google or books in front of you to find out what is wrong with you. Making more use of specialists rather than sending you home and saying if it continues come back.
- All doctors and nurses, very kind and helpful, always. However, one doctor once rushed us when trying to get help for my friend a patient here and could have suggested another appointment. One nurse got agitated when I didn't know name of my medicines. I'm not medically minded.
- No. The doctors and nurses are such a lovely friendly team and feel very at ease to talk to them and make you welcome to the practice.
- Practice nurse excellent - well done.
- Very satisfied with both.

## 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?

- I have always found the doctors and nurses to be very responsive to my problems and very supportive at all times.
- No. The doctor was professional and courteous, taking the time to listen and give good practical advice.
- Consultation should be at 5mins longer than the usual 10.
- Nurses - all very good and professional. You have a very good team. Reception staff - all excellent and helpful. No comment on improvement necessary. Doctors generally very good. Not always easy to see a particular doctor.
- Allow for longer appointments
- I have always found the medical and nursing practice staff to be of a high standard and to treat the patient (me) with understanding and respect.
- No they do an excellent job.
- 10/10 exemplary.
- Doctor was excellent.
- Not really I am happy with the quality of service I receive at the surgery.
- Let the patient get pass the receptionist and nurse to see a doctor when requested. We are not all stupid.



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 = 207

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	11	28	83	51	32	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(11 \times 0) + (28 \times 25) + (83 \times 50) + (51 \times 75) + (32 \times 100)}{(207 - 2)} = 11,875/205$$

Your mean percentage score for Q1 = 58%

### 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	58

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

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



### About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

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

# *Certificate of Completion*

This is to certify that

**Parklands Surgery**

4 Parklands Road  
Chichester  
PO19 3DT

**Practice List Size: 9800**

**Surveys Completed: 207**

has completed the

## **Improving Practice Questionnaire**

Completed on 16 December 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.