

Private and Confidential
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Improving Practice Questionnaire Report

Hollymoor Medical Centre

May 2019



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09 May 2019

Dear Mrs Casson

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.

A guidance template for discussion of these local survey findings and an action plan have also been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. 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=229910>

Please contact the office on 01392 927005 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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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 have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	14	50	81	45	10	0
Q2 Telephone access	51	58	61	28	2	0
Q3 Appointment satisfaction	18	54	81	36	7	4
Q4 See practitioner within 48hrs	56	68	45	24	5	2
Q5 See practitioner of choice	72	59	44	21	2	2
Q6 Speak to practitioner on phone	48	63	56	22	5	6
Q7 Comfort of waiting room	8	49	89	43	10	1
Q8 Waiting time	24	72	65	30	6	3
Q9 Satisfaction with visit	3	23	79	61	33	1
Q10 Warmth of greeting	1	18	77	61	41	2
Q11 Ability to listen	3	16	67	61	45	8
Q12 Explanations	3	21	66	67	40	3
Q13 Reassurance	4	23	69	61	37	6
Q14 Confidence in ability	4	18	71	63	41	3
Q15 Express concerns/fears	3	18	74	62	41	2
Q16 Respect shown	1	15	68	59	52	5
Q17 Time for visit	3	22	66	61	42	6
Q18 Consideration	3	18	74	63	37	5
Q19 Concern for patient	4	20	62	70	39	5
Q20 Self care	2	24	61	62	40	11
Q21 Recommendation	4	22	58	67	39	10
Q22 Reception staff	6	22	55	84	32	1
Q23 Respect for privacy/confidentiality	5	19	60	79	33	4
Q24 Information of services	4	27	63	76	23	7
Q25 Complaints/compliments	10	34	86	45	8	17
Q26 Illness prevention	5	28	87	52	11	17
Q27 Reminder systems	10	26	87	48	14	15
Q28 Second opinion / comp medicine	7	29	79	42	9	34

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

Your patient feedback

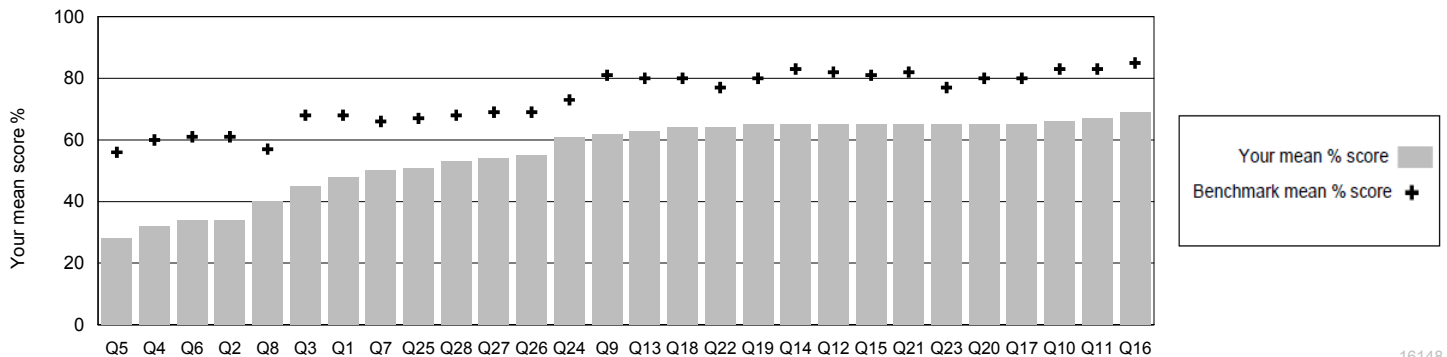
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	48	68	44	64	68	73	92
Q2 Telephone access	34	61	21	51	62	71	97
Q3 Appointment satisfaction	45	68	36	63	68	74	96
Q4 See practitioner within 48hrs	32	60	24	52	60	68	98
Q5 See practitioner of choice	28	56	24	47	56	65	97
Q6 Speak to practitioner on phone	34	61	27	54	61	67	89
Q7 Comfort of waiting room	50	66	38	61	66	72	89
Q8 Waiting time	40	57	28	50	56	63	90
About the practitioner							
Q9 Satisfaction with visit	62	81	49	77	82	86	97
Q10 Warmth of greeting	66	83	49	79	83	87	98
Q11 Ability to listen	67	83	50	79	84	88	98
Q12 Explanations	65	82	51	78	82	87	98
Q13 Reassurance	63	80	50	76	81	86	97
Q14 Confidence in ability	65	83	51	79	84	88	98
Q15 Express concerns/fears	65	81	50	77	82	86	97
Q16 Respect shown	69	85	51	81	85	89	98
Q17 Time for visit	65	80	47	76	81	85	97
Q18 Consideration	64	80	50	75	80	85	96
Q19 Concern for patient	65	80	50	76	81	85	97
Q20 Self care	65	80	50	76	80	84	95
Q21 Recommendation	65	82	48	78	83	87	98
About the staff							
Q22 Reception staff	64	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	65	77	52	72	76	81	98
Q24 Information of services	61	73	47	69	73	78	95
Finally							
Q25 Complaints/compliments	51	67	41	62	67	72	91
Q26 Illness prevention	55	69	45	65	69	73	94
Q27 Reminder systems	54	69	43	63	69	73	93
Q28 Second opinion / comp medicine	53	68	43	63	68	72	92
Overall score	56	73	49	69	74	78	94

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

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires. Please note the reliability of your patient feedback 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	48	66	48	62	66	70	81
Q2 Telephone access	34	54	24	47	56	63	79
Q3 Appointment satisfaction	45	65	39	59	65	70	80
Q4 See practitioner within 48hrs	32	56	31	48	57	63	82
Q5 See practitioner of choice	28	50	24	43	50	59	81
Q6 Speak to practitioner on phone	34	58	34	53	59	63	79
Q7 Comfort of waiting room	50	64	42	59	64	68	83
Q8 Waiting time	40	54	33	50	54	60	79
About the practitioner							
Q9 Satisfaction with visit	62	80	49	76	81	85	92
Q10 Warmth of greeting	66	81	49	78	82	86	93
Q11 Ability to listen	67	82	53	79	83	88	94
Q12 Explanations	65	81	51	78	82	86	93
Q13 Reassurance	63	80	51	76	80	85	91
Q14 Confidence in ability	65	82	52	79	83	87	93
Q15 Express concerns/fears	65	80	50	77	81	86	92
Q16 Respect shown	69	84	51	81	85	89	94
Q17 Time for visit	65	79	47	75	80	84	91
Q18 Consideration	64	79	51	75	80	84	91
Q19 Concern for patient	65	80	52	76	80	84	91
Q20 Self care	65	79	50	75	79	83	91
Q21 Recommendation	65	81	51	78	83	86	92
About the staff							
Q22 Reception staff	64	74	50	71	75	78	84
Q23 Respect for privacy/confidentiality	65	74	52	71	74	78	83
Q24 Information of services	61	70	49	67	71	75	81
Finally							
Q25 Complaints/compliments	51	64	45	60	64	68	78
Q26 Illness prevention	55	66	48	63	67	70	78
Q27 Reminder systems	54	66	46	62	67	71	80
Q28 Second opinion / comp medicine	53	65	46	61	65	69	81
Overall score	56	71	49	68	72	75	82

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

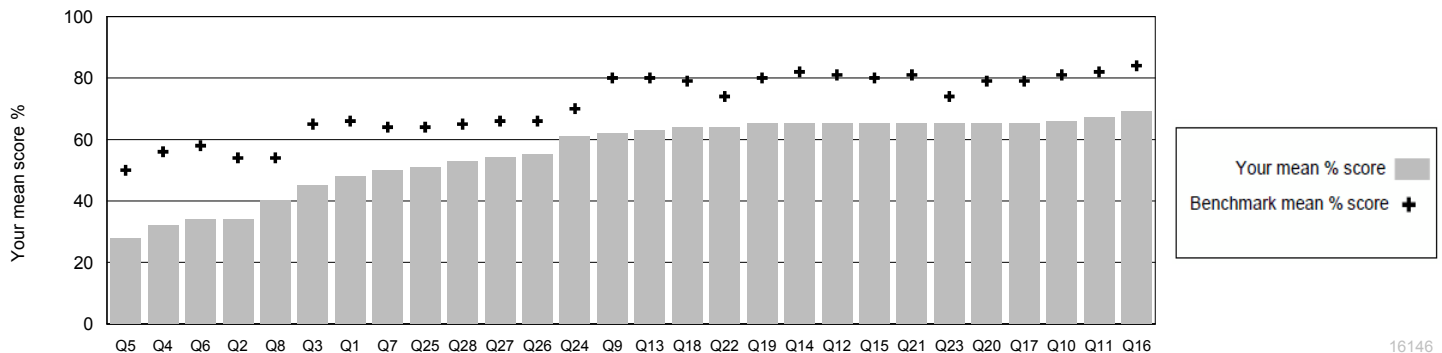
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*Benchmarks are based on data from 210 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 47,215 patient questionnaires.

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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	22	55	70	46	65	71	76	87
25 - 59	98	56	71	49	67	72	75	83
60+	63	57	73	42	70	74	77	83
Blank	17	49	70	43	64	70	76	87

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	126	56	71	48	68	72	76	81
Male	53	58	72	48	69	73	77	86
Blank	21	49	70	44	64	71	76	88

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	66	59	74	51	70	74	77	87
No	96	55	68	47	64	69	73	81
Blank	38	52	70	47	65	71	76	87

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Less than 5 years	37	60	72	48	68	74	77	87
5 - 10 years	56	54	71	49	66	71	75	86
More than 10 years	83	57	72	51	68	72	76	82
Blank	24	49	70	45	64	70	76	94

*Benchmarks are based on data from 210 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 47,215 patient questionnaires.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	24/09/2014	16/09/2013	02/08/2012
Q1 Opening hours satisfaction	48	61	65	60
Q2 Telephone access	34	37	45	41
Q3 Appointment satisfaction	45	49	55	52
Q4 See practitioner within 48hrs	32	43	48	46
Q5 See practitioner of choice	28	36	41	38
Q6 Speak to practitioner on phone	34	48	55	52
Q7 Comfort of waiting room	50	61	67	53
Q8 Waiting time	40	42	46	38
Q9 Satisfaction with visit	62	70	75	70
Q10 Warmth of greeting	66	73	76	73
Q11 Ability to listen	67	75	77	73
Q12 Explanations	65	73	75	72
Q13 Reassurance	63	71	73	71
Q14 Confidence in ability	65	75	78	75
Q15 Express concerns/fears	65	73	75	72
Q16 Respect shown	69	77	80	76
Q17 Time for visit	65	72	75	70
Q18 Consideration	64	72	74	71
Q19 Concern for patient	65	72	75	71
Q20 Self care	65	72	74	71
Q21 Recommendation	65	74	76	73
Q22 Reception staff	64	67	71	68
Q23 Respect for privacy/confidentiality	65	68	71	67
Q24 Information of services	61	64	69	63
Q25 Complaints/compliments	51	56	62	56
Q26 Illness prevention	55	60	67	62
Q27 Reminder systems	54	59	64	60
Q28 Second opinion / comp medicine	53	59	64	62
Overall score	56	63	67	63

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?

- The only challenge is that sometimes when calling on the phone to book an appointment to speak to someone it takes some time as the phone will be engaged where it keeps telling you to call back instead of keeping your call in the queue.
- A card number service. How many people do not turn up for appointments. Other people want an appointment. First come first seen in order of card number. It does work.
- More appointments.
- Appointment system for people who work.
- More appointments.
- It's very hard to get an appointment and seem to have to explain to reception staff what's wrong.
- Have more doctors so you can see doctor of choice. Easier to get an appointment on the day of choice and also in an emergency during day when A&E isn't needed. To be able to collect all prescriptions (i.e. paracetamol and CDs) from chemist save having to make trip to doctors and chemist.
- Problems getting appointments - have to use walk-in centre.
- One person is wonderful receptionist. One doctor is excellent. Very good pharmacist review. Very good practice, look after my family very well. Just not enough doctors and lots of patients. They really try their best.
- Trying to book an appointment is very difficult phone at 8:00am and all appointments taken improvement please.
- Not enough doctors - booking appointments is a complete farce. Never able to book in advance. If you want to see a particular doctor you have to ask when they are in next, turn up on the day, e.g. today I was here at 7:15am there were already people here then wait until 8:00am to make the appointment, 30 people waiting! Phones open at 8:00am, e.g. called 58 times before getting through at 8:11am no appointment left!
- Reception staff should show more respect to patients, could be more friendly and helpful. Needs to be more flexible opening times - later for patients who work - more appointments.
- Always been very helpful and been given an appointment when need to see doctor.
- Length of time to answer phone for on the day appointments.
- Appointment system needs attention.
- It would be good to have an open surgery, or be able to see a doctor same day or day after - sadly this never happens.
- It is just so difficult to get an appointment, when you are a non-driver as I do believe people come to the surgery early morning to book, then when people like myself ring at 8:00am there are no appointments left (this is my only criticism).
- Everything is very good.
- Answer the phone lines promptly, have more lines. When on hold, music is boring. Takes too long to answer.
- More appointment would be nice.
- It is very good, especially in an emergency when I needed drops following eye surgery. Need more emergency appointments.
- More appointments.
- Not having just same day appointments.
- N/A never had a problem. Maybe get a doppler on site.
- I'm very happy here.
- I find it very frustrating and very difficult to get an appointment - constantly having the phone on redial - to get through often to be told no appointment left - it's very difficult sometimes.

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?

- People to be seen on time.
- Easier to make telephone appointments, e.g. less time taken to phone.
- Some of the receptionists are very nice but there is one that is very rude and not helpful.
- Results consultations as a "ring back" service - very tricky to get an on the day appointment unless emergency.
- Five stars 10/10.
- Long waiting times!
- More bookable appointments. Open Saturday mornings.
- The queue system each morning is ridiculous but can't get through on phone. I have to be late to work if I queue up at 8:00am. The book online should be more easily available. I think the biggest problem is too many patients and too few doctor hours. I would like to see weekend appointments.
- More access to appointments. Different phone system.
- Walk-in surgery.
- Very difficult to get an appointment as when the phone lines open they always say they are fully booked, but were not able to book in advance.
- All practices seem stretched. It just seems so hard to get appointments via phone - unless you turn up in person you don't get in but at times you can't keep walking up and back when you feel so poorly.
- Appointments, very poor when needed.
- Greater access to book in advance appointments, i.e. book a week before or if asked to be seen by the doctor/nurse in two weeks.
- More things for children to play.
- Not everyone can ring between 8:00am and 8:30/9:00am due to school runs so would be great if could get appointment when needed instead when all better.
- Trying to get an appointment is awful, I've got through at 8:10am when lines are open at 8:00am and all appointments have gone, I've spent more time at one practice than my own doctors. Problem is that people queue before doctors are open and appointments given to them; also the online service is useless for appointments, they only have appointments six or seven weeks later not on the day. This doctors is terrible to get appointments, they are putting people's lives at risk.
- Different contact options i.e. email.
- I wish we had more time to see the doctor about your illness etc.
- Emergency on the telephone appointments but also the options to book an appointment on a future day within appropriate time span, i.e. same week, especially if you work 10-12 hour days and have specific days off. Move the receptionist away from screened area in waiting room. As conversations of a delicate matter can be overheard. It's a myth curtains are a sound barrier, confidentiality.
- It's difficult to get on the day or within a few days appointments. Releasing on the day slots online would be easier to book.
- On the day appointments don't work when can't get appointment.
- More allowance should be made for people who work with appointments most times I ring I cannot get an appointment for that day.
- It's very hard to get an appointment by phone, when you phone in the morning by the time you get through they are all gone. So it means coming in to practice for 8:00am to get an appointment which isn't always easy.

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?

- I think if we were to book appointments in advance it would help. As on day of calling you can't always get an appointment but online booking is terrible as it's like a month in advance before you can get an appointment.
- The appointment service needs to improve as you can't seem to get an appointment with your recommended doctor when needed or who you see regularly.
- Would be nice to be able to pre-book instead of always being book on the day.
- Appointment system awful.
- Have never had a complaint.
- More availability for future appointments.
- Availability of appointment on daily basis needs to be improved especially for children. Picture of doctors should be on waiting area so that patients know who is their doctors.
- Due to the amount of patients this practice is really stretched it is putting pressure on getting to see a doctor.
- Being able to book appointments to suit me not the doctor ability to fit in when not easy for me.
- Hard to get seen. Should keep a few appointments back for the older ones who don't wake up for 8:00am ones and after a time when the line is engaged they finally get through they have all gone.
- When telephoning for information at this centre you are told what number you are in the queue so you can decide to "hang on" or call later - a very good feature! To be recommended!
- Considerate people at work appointment availability very rare you see a practice doctors seems to be locums.
- Could do with more doctors, as can never get appointments.
- Voice tone of receptionists can be off-putting.
- Can never get an appointment. All appointments are "call on the day" and they have all gone by 8:05am. Even coming into the surgery doesn't guarantee an appointment.
- Difficult to say unless government provides more money for NHS.
- Access to appointment for those who cannot attend 9:00-3:00 would be appreciated.
- Another telephone line. Not being able to pre-book appointments and phoning at 8:00am told number one or two on list then to be told no appointments?
- Under current restrictions - very little.
- None very good.
- Re: Q2 - Contact sometimes difficult. Response regarding visit rarely positive! Re: Q3 - Can only book daytime appointment between 7:00am and 8:00am in person! Hopeless! Must improve method/system for making appointments. Being physically in practice as soon as possible after 7:00am to secure appointment on the day is far from perfect (being polite!).
- Longer opening hours.
- My wife and I have been coming to this practice for many years and have never gone away dissatisfied.
- More appointments, lots more.
- Need more appointment.
- Difficulties arranging appointments.
- Increase opening times to suit modern, working lifestyles. Improve (vastly) customer service standard from reception as this often seems a barrier here.
- Have hardly ever seen a doctor from the practice. Always a locum.

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?

- Close attention to review dates. Notification of blood and other tests that have been performed.
- I am very happy with the practice.

Any comments about how the doctor/nurse could improve?

- The doctor I have seen today is excellent and professional.
- More people like one member of staff.
- No I think they are very good as well as the reception staff.
- I saw a wonderful locum doctor who helped resolve my problem and was able to assist with my repeats and also was easy to talk to given they were a locum was a great GP!
- A ticket system for emergency appointments early in morning and afternoon. Thank you Hollymoor doctors and staff.
- Get more staff.
- All extremely good and the nurses are great!
- Everything is great.
- My doctor is excellent.
- The doctors are excellent.
- I like the triage system - this should stay.
- The waiting time to be seen, even due I understand the doctors are busy it's a stressful job.
- Amazing!
- Some doctors are very rude; and make you feel silly with the way they speak to you. Both myself and my mother have experienced this.
- Easier way of making an appointment as I work. Prefer to book via phone rather than online.
- Spend a little more time with patients or provide informative leaflet so that patients learn more about diseases.
- Not accept any more patients. Doctors are great when you see them.
- As good as any surgeries I have used!
- Usually very good.
- Most doctors are very good but there's always one who spoils the party.
- More time at surgery - seems to be only a few doctors available.
- All fine by me.
- None very good.
- Employ more permanent doctors. Improve opening hours. My last practice was open six days a week with doctors on a rota.
- No they are always helpful.

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 = 200

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	14	50	81	45	10	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(14 \times 0) + (50 \times 25) + (81 \times 50) + (45 \times 75) + (10 \times 100)}{(200 - 0)} = 9,675/200$$

Your mean percentage score for Q1 = 48%

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

Question	Your mean score (%)
Q1 Opening hours satisfaction	48

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	64	68	73	92

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Certificate of Completion

This is to certify that

Hollymoor Medical Centre

Manor Park Grove
Northfield
Birmingham
West Midlands
B31 5ER

Practice List Size: 8500

Surveys Completed: 200

has completed the

Improving Practice Questionnaire

Completed May 2019



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.