

Private and Confidential

Mrs Liz Robinson

Drs Brennan and Ahmed

Wilmslow Health Centre

Chapel Lane

Wilmslow

CESHIRE

SK9 5HX

Improving Practice Questionnaire Report

Drs Brennan and Ahmed

February 2012



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
Guidance template for discussion of local survey findings and action plan
Feedback form

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	0	6	55	105	84	8
Q2 Telephone access	6	37	55	89	65	6
Q3 Appointment satisfaction	0	1	51	93	107	6
Q4 See practitioner within 48hrs	3	13	48	76	109	9
Q5 See practitioner of choice	2	23	55	87	80	11
Q6 Speak to practitioner on phone	6	32	53	65	41	61
Q7 Comfort of waiting room	5	22	82	85	58	6
Q8 Waiting time	0	25	57	88	83	5
Q9 Satisfaction with visit	1	2	14	66	174	1
Q10 Warmth of greeting	2	2	16	66	168	4
Q11 Ability to listen	1	1	13	57	183	3
Q12 Explanations	0	3	19	69	164	3
Q13 Reassurance	0	4	21	79	150	4
Q14 Confidence in ability	0	3	12	69	173	1
Q15 Express concerns/fears	2	2	22	77	150	5
Q16 Respect shown	1	1	15	56	180	5
Q17 Time for visit	0	2	32	65	152	7
Q18 Consideration	0	4	21	74	153	6
Q19 Concern for patient	2	3	16	72	161	4
Q20 Self care	2	2	24	72	145	13
Q21 Recommendation	2	2	11	61	177	5
Q22 Reception staff	0	10	57	103	74	14
Q23 Respect for privacy/confidentiality	3	12	52	102	74	15
Q24 Information of services	0	23	57	91	67	20
Q25 Complaints/compliments	1	12	66	68	55	56
Q26 Illness prevention	1	10	70	72	61	44
Q27 Reminder systems	6	20	53	76	68	35
Q28 Second opinion / comp medicine	1	8	44	54	43	108

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

Your patient feedback

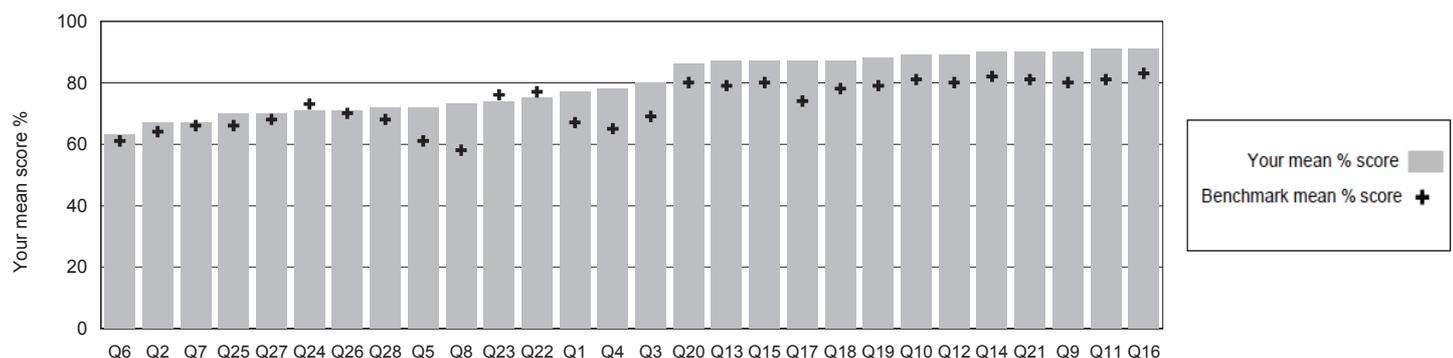
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	77	67	44	62	66	71	99
Q2 Telephone access	67	64	24	56	64	72	99
Q3 Appointment satisfaction	80	69	37	64	69	74	99
Q4 See practitioner within 48hrs	78	65	25	57	65	72	99
Q5 See practitioner of choice	72	61	24	53	60	69	99
Q6 Speak to practitioner on phone	63	61	31	54	61	67	99
Q7 Comfort of waiting room	67	66	31	61	66	72	100
Q8 Waiting time	73	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	90	80	49	76	80	84	99
Q10 Warmth of greeting	89	81	50	78	82	86	99
Q11 Ability to listen	91	81	50	78	82	86	100
Q12 Explanations	89	80	49	77	81	84	100
Q13 Reassurance	87	79	49	75	79	83	100
Q14 Confidence in ability	90	82	50	79	83	86	100
Q15 Express concerns/fears	87	80	50	76	80	84	100
Q16 Respect shown	91	83	50	80	84	88	100
Q17 Time for visit	87	74	46	70	74	79	100
Q18 Consideration	87	78	48	74	78	82	100
Q19 Concern for patient	88	79	48	75	79	83	100
Q20 Self care	86	80	51	78	81	85	99
Q21 Recommendation	90	81	46	77	81	85	100
About the staff							
Q22 Reception staff	75	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	74	76	45	72	76	80	100
Q24 Information of services	71	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	70	66	42	62	66	71	100
Q26 Illness prevention	71	70	46	66	69	73	100
Q27 Reminder systems	70	68	43	63	67	72	99
Q28 Second opinion / comp medicine	72	68	44	63	67	72	99
Overall score	80	70	46	66	69	73	100

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

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

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



Your patient feedback

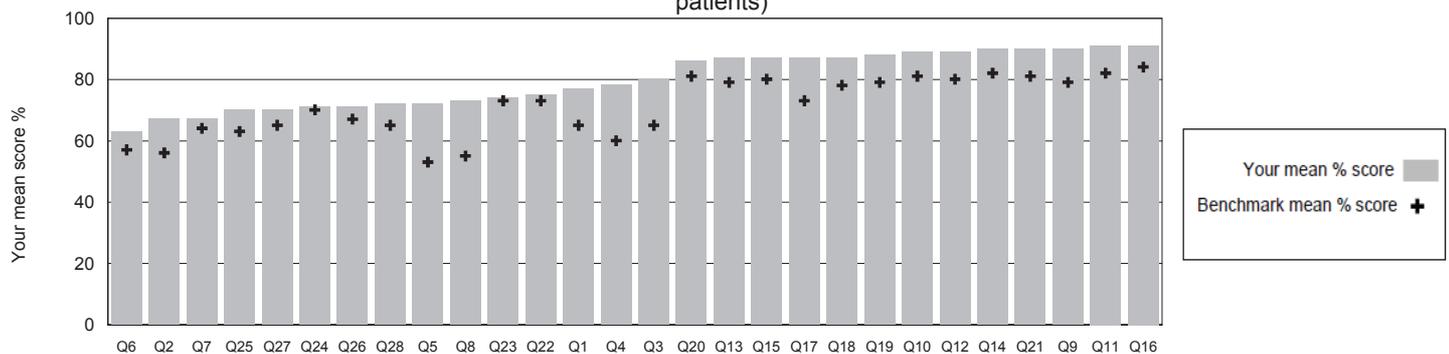
Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	77	65	52	61	65	69	82
Q2 Telephone access	67	56	25	49	58	63	79
Q3 Appointment satisfaction	80	65	44	61	66	70	81
Q4 See practitioner within 48hrs	78	60	35	54	61	67	82
Q5 See practitioner of choice	72	53	28	47	53	59	81
Q6 Speak to practitioner on phone	63	57	37	52	58	63	85
Q7 Comfort of waiting room	67	64	41	60	64	69	80
Q8 Waiting time	73	55	31	49	55	59	73
About the practitioner							
Q9 Satisfaction with visit	90	79	66	76	80	83	90
Q10 Warmth of greeting	89	81	68	78	81	84	92
Q11 Ability to listen	91	82	68	78	82	85	93
Q12 Explanations	89	80	68	77	80	83	91
Q13 Reassurance	87	79	65	76	79	82	91
Q14 Confidence in ability	90	82	70	79	82	85	93
Q15 Express concerns/fears	87	80	66	77	80	83	90
Q16 Respect shown	91	84	71	81	84	87	93
Q17 Time for visit	87	73	58	69	73	77	89
Q18 Consideration	87	78	63	74	78	81	91
Q19 Concern for patient	88	79	63	75	79	82	91
Q20 Self care	86	81	75	77	81	84	88
Q21 Recommendation	90	81	68	77	81	84	93
About the staff							
Q22 Reception staff	75	73	55	70	74	76	93
Q23 Respect for privacy/confidentiality	74	73	60	70	73	75	88
Q24 Information of services	71	70	57	67	70	73	87
Finally							
Q25 Complaints/compliments	70	63	51	60	63	66	78
Q26 Illness prevention	71	67	52	64	67	70	78
Q27 Reminder systems	70	65	51	62	65	68	78
Q28 Second opinion / comp medicine	72	65	53	62	65	67	79
Overall score	80	67	52	64	67	70	78

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 256 practices surveyed between April 2008 and January 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (10001-12000 patients)



Your patient feedback

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

Comments about how the practice could improve

- None at all.
- Nothing to criticise.
- Everything fine.
- Very satisfied.
- Review reminder systems! Explain reminder arrangements or make more explicit.
- The practice is very well run and the services across the spectrum are second to none.
- The practice is well organised and run.
- Much more comfortable seating in the waiting room! As it used to be! No magazines any more?
- More reception staff! Clear notice if you want to speak privately to reception staff.
- Waiting room changes are great - makes a positive difference - although now the sign-in screen is in a strange place in between seats - a bit difficult to sign in when busy.
- No improvement necessary.
- Fine as it is.
- Reception staff are not always approachable, many times with certain members of staff. I would not want to discuss anything with them as they are not sympathetic to patients and their needs.
- The friendliness and efficiency of this practice is second to none and I cannot think of any way in which it could be improved. We are exceptionally lucky to have such caring doctors and staff looking after us!!
- Childrens' play area/toys/books etc!
- Both my husband and I cannot complain and are very happy with the service we have now.
- More spaces for Blue Badge holders in the car park.
- I have had appointments with the trainee doctors but have always had to return for a second opinion.
- It would be nice if they could serve the patients quicker in the pharmacy.
- This medical practice is first class. We are very lucky to have such a wonderful caring centre.
- Always seen very quickly which is rare these days. Excellent in all departments!
- As a family we are completely satisfied with the level of service across the practice. From reception to doctors, sisters all marvellous. It is the best practice we have been registered with by far.
- Toys/books/TV needed for children as they become restless waiting and then become a problem for other patients.
- I am truly impressed by this surgery from the reception to the advice of the doctors.
- Telephone number is often engaged.
- Can't think of any way in which the practice could improve its service!
- Toys/DVD/books for children would make it much easier when waiting.
- Overall excellent service as always. Very impressed by minor surgery clinic on Saturdays.
- Very pleased.
- I have never been to a surgery where it closed over a lunch time and you were unable to pick up an already waited for prescription.

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

- Be good to have some magazines in the waiting room.
- Online appointment booking would be helpful.
- To sum up, I have no reservations about the quality of service offered by the practice - overall excellent.
- First class practice.
- During normal hours when calls are blocked a courteous explanation would be better rather than "If it is an emergency phone..."
- I think we have the best practice in the country. We are extremely privileged.
- Polite staff when making appointment, e.g. I had been told to come in a letter - "Well, what does the letter say?" Also, repeat prescriptions quicker (same day).
- It seems excellent to me. Everyone is always very helpful and patient.
- I am very happy with the health centre. I never have any difficulty making an appointment and waiting times are fine.
- More parking spaces for disabled people.
- Notification of usual health checks i.e. blood tests, etc.
- This is a first class practice.
- At present, I am very satisfied with this practice and am grateful to be able to see a doctor like this one who really seems to listen - not all the doctors here do that.
- Make patients aware of delays rather than ignoring the waiting patients.
- Magazines in waiting room!
- During my many years as a patient here I have always had first class advice and treatment from doctors and nursing staff.
- It would be very nice to have house calls like they used to and a weekend practice. If each doctor did one weekend in six, depending how many doctors there are this would be good, but only doctors from this practice, not from other ones, after all what do strange doctors know about you as a person.
- Never had the need to complain.
- Easier access by phone to practice nurses. i.e. some half hour periods not enough.
- Never had any problem getting an appointment over many years.
- More comfy seating. Good "lick" of paint!
- Excellent.
- Telephone communication of some of the reception staff could be better.
- More early morning clinics (I think they are only available on one day a week at present?)
- Lack of privacy at reception when discussing personal details and booking appointments in waiting area - seating too close to desk. Limited time for telephoning nurses to obtain results of blood tests etc - phone line continually engaged.
- Consistency in friendly and sympathetic reception by reception staff. Great this visit, but has varied historically.
- The address system for calling patients is not always clear enough or loud enough especially for those with hearing aids.
- Label/sign post the "postbox" outside for repeat prescriptions.

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

- A Saturday morning surgery would be very helpful.
- I have been very pleased with everything about the practice.
- The TV is pretty pointless, it should have more localised weather or just be on a TV channel.
- Some magazines would be great!
- I do not attend the practice very often so I sometimes find the doctor not very helpful as they do not know my history. Do they check before you arrive? More punctual timing would be a help.
- Only been with the practice a short time so some questions not applicable. But overall service extremely good.
- Very happy customer!
- I have always found the service to be satisfactory.

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

- My doctor is first class. Oh yes, he could make me a cup of tea.
- I have complete confidence in the doctor and deal with no other.
- All fine.
- I am happy with my doctors' service.
- The doctor is doing an excellent job.
- No improvements needed. The doctor was excellent.
- Outstanding. A1. Cheers.
- A fantastic doctor.
- No improvement necessary.
- Excellent treatment and respect given.
- The doctor continues to give excellent care and his practice is second to none.
- I usually see the same doctor each time but on occasions have seen the other doctors in this practice and find them all most helpful and friendly.
- Small play area for children and music in reception.
- I do like all the doctors but this doctor is one of the best and I do really like and respect him.
- I think you need longer slots for visits to be able to discuss issues without feeling rushed.
- Water machine in waiting room.
- The doctor was very good indeed.
- Very nice to deal with.
- Very pleased.
- Could explain what private options are available when NHS cover is not applicable.
- The doctor is excellent.
- The doctor, whom I always see, was, as usual excellent. He is always friendly, informative and never hurries me. I think he is an extremely good doctor.
- Stay as good as you are!
- This doctor is fantastic. Don't like to complain as appreciate all that the doctors do, but would be more comforting if one of the doctors (not this one) was a little less abrupt.
- No improvements required for usual doctor.
- Closer liaison with the pharmacy? I have had mix ups with the rules between the practice and the pharmacist.
- This doctor is excellent.
- Excellent service from this doctor.
- This consultation was with this doctor. My experience with the other doctors in this practice hasn't been positive.
- The doctor can be a bit short with people.
- This doctor was grumpy.

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

- The doctor was excellent.
- I was very happy with the doctor's consideration and advice.
- Impossible to improve on perfection!
- The doctor I now usually see is very good. Others I have seen have been less so. They have listened.
- Another doctor I saw before was quite difficult to understand.
- I like the fact that I can see any doctor in the practice, not just the one I registered with.
- The nurses are very helpful. Some of the doctors do not make you very confident when diagnosing a problem and I give up. My doctor today was very good.
- Certainly not.
- None at all - excellent.
- Very happy customer!
- All the doctors I have seen have been most helpful.