

**Private and Confidential**

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# Improving Practice Questionnaire Report

Tanfield View Medical Group

March 2014



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28 March 2014

Dear Mrs Pickering

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

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

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=171504>

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

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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': 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	4	21	94	67	48	7
Q2 Telephone access	70	74	56	27	12	2
Q3 Appointment satisfaction	23	38	88	56	30	6
Q4 See practitioner within 48hrs	58	76	50	32	20	5
Q5 See practitioner of choice	55	83	56	24	17	6
Q6 Speak to practitioner on phone	18	46	77	54	32	14
Q7 Comfort of waiting room	6	44	105	50	33	3
Q8 Waiting time	40	84	74	22	10	11
Q9 Satisfaction with visit	2	16	78	67	76	2
Q10 Warmth of greeting	1	8	72	74	83	3
Q11 Ability to listen	0	8	63	72	93	5
Q12 Explanations	1	7	60	82	80	11
Q13 Reassurance	0	14	64	78	75	10
Q14 Confidence in ability	0	9	50	84	85	13
Q15 Express concerns/fears	0	8	67	77	74	15
Q16 Respect shown	1	5	63	71	95	6
Q17 Time for visit	4	16	70	67	76	8
Q18 Consideration	1	12	71	73	65	19
Q19 Concern for patient	0	14	67	74	68	18
Q20 Self care	1	14	68	65	70	23
Q21 Recommendation	0	12	55	70	78	26
Q22 Reception staff	2	23	79	68	61	8
Q23 Respect for privacy/confidentiality	7	32	84	57	52	9
Q24 Information of services	9	41	79	53	42	17
Q25 Complaints/compliments	6	39	83	45	24	44
Q26 Illness prevention	0	36	98	50	37	20
Q27 Reminder systems	6	30	85	49	40	31
Q28 Second opinion / comp medicine	0	34	80	46	28	53

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

## Your patient feedback

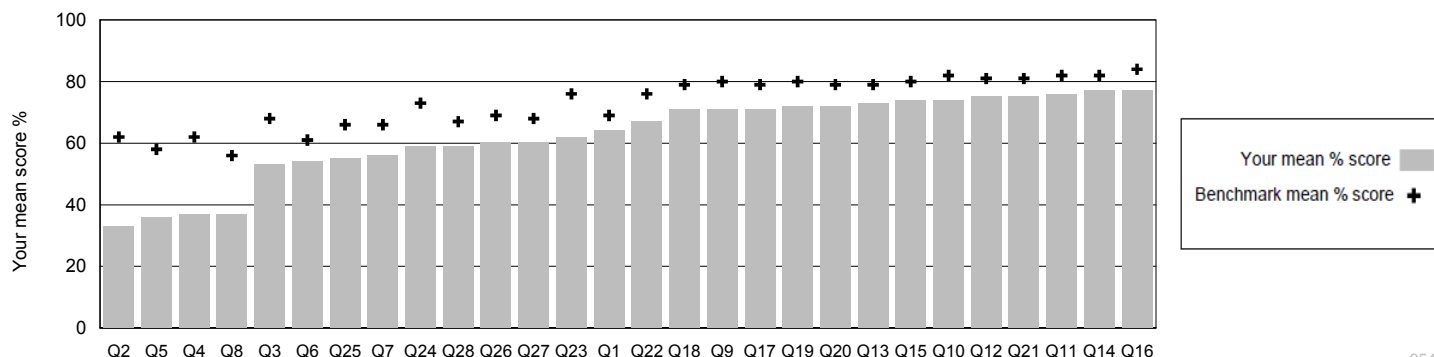
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	33	62	13	53	63	71	92
Q3 Appointment satisfaction	53	68	23	63	68	74	92
Q4 See practitioner within 48hrs	37	62	18	54	62	70	96
Q5 See practitioner of choice	36	58	22	48	57	65	95
Q6 Speak to practitioner on phone	54	61	25	54	61	67	92
Q7 Comfort of waiting room	56	66	27	60	66	71	90
Q8 Waiting time	37	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	71	80	41	76	81	85	97
Q10 Warmth of greeting	74	82	45	78	82	86	96
Q11 Ability to listen	76	82	46	78	83	87	97
Q12 Explanations	75	81	42	77	81	85	97
Q13 Reassurance	73	79	41	75	80	84	98
Q14 Confidence in ability	77	82	43	79	83	87	99
Q15 Express concerns/fears	74	80	45	76	81	85	96
Q16 Respect shown	77	84	49	80	85	88	98
Q17 Time for visit	71	79	38	75	80	84	96
Q18 Consideration	71	79	41	75	79	83	98
Q19 Concern for patient	72	80	43	76	80	84	97
Q20 Self care	72	79	38	75	79	83	97
Q21 Recommendation	75	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	67	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	62	76	43	72	76	80	96
Q24 Information of services	59	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	55	66	31	62	66	70	96
Q26 Illness prevention	60	69	34	64	68	72	96
Q27 Reminder systems	60	68	27	63	68	72	96
Q28 Second opinion / comp medicine	59	67	30	62	67	71	96
Overall score	63	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

\*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



## Your patient feedback

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

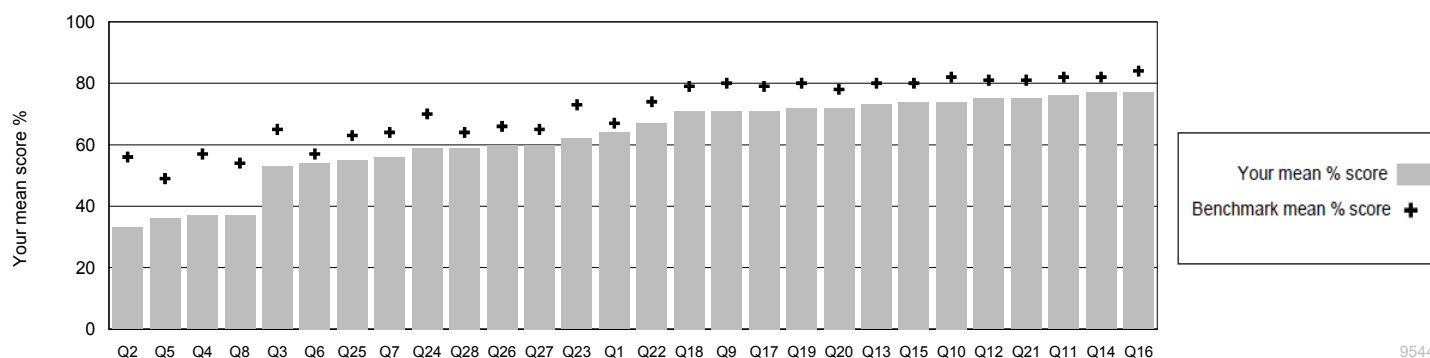
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	67	23	64	68	71	88
Q2 Telephone access	33	56	13	47	58	65	78
Q3 Appointment satisfaction	53	65	23	62	65	69	85
Q4 See practitioner within 48hrs	37	57	18	52	58	64	83
Q5 See practitioner of choice	36	49	22	44	48	55	84
Q6 Speak to practitioner on phone	54	57	25	52	57	63	85
Q7 Comfort of waiting room	56	64	27	60	65	69	86
Q8 Waiting time	37	54	26	49	54	59	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	71	80	41	76	81	84	91
Q10 Warmth of greeting	74	82	45	78	83	85	93
Q11 Ability to listen	76	82	46	79	83	87	94
Q12 Explanations	75	81	42	77	81	85	92
Q13 Reassurance	73	80	41	76	80	84	91
Q14 Confidence in ability	77	82	43	79	83	86	92
Q15 Express concerns/fears	74	80	45	77	81	84	91
Q16 Respect shown	77	84	56	81	85	88	93
Q17 Time for visit	71	79	38	75	80	83	91
Q18 Consideration	71	79	46	75	79	83	89
Q19 Concern for patient	72	80	46	76	80	84	90
Q20 Self care	72	78	38	75	79	83	89
Q21 Recommendation	75	81	41	78	82	86	91
<b>About the staff</b>							
Q22 Reception staff	67	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	62	73	43	70	73	76	90
Q24 Information of services	59	70	31	67	70	73	88
<b>Finally</b>							
Q25 Complaints/compliments	55	63	31	60	64	66	86
Q26 Illness prevention	60	66	34	63	66	69	86
Q27 Reminder systems	60	65	27	62	65	68	86
Q28 Second opinion / comp medicine	59	64	30	61	64	68	87
Overall score	63	71	35	68	72	75	87

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

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\*Based on data from 103 practices carrying out 153 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 (10001-12000 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 (10001-12000 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	24	66	70	42	66	70	75	91
25 - 59	136	63	70	35	67	70	74	87
60 +	64	61	73	24	70	73	76	87
Blank	17	63	69	50	63	69	74	86

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	157	63	71	32	67	71	74	87
Male	63	62	73	45	69	73	77	88
Blank	21	63	69	49	65	69	74	89

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	88	64	74	35	71	74	77	89
No	115	61	68	35	64	68	72	84
Blank	38	62	70	53	65	70	73	83

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	28	63	72	28	68	72	76	88
5 - 10 years	43	68	71	40	67	71	75	91
> 10 years	151	61	72	48	69	72	75	86
Blank	19	62	69	49	65	69	73	85

\*Based on data from 103 practices carrying out 153 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.

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## Your patient feedback

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

	Current scores	22/03/2013	16/02/2012	13/02/2009
Q1 Opening hours satisfaction	64	58	61	62
Q2 Telephone access	33	27	36	36
Q3 Appointment satisfaction	53	51	55	54
Q4 See practitioner within 48hrs	37	34	40	43
Q5 See practitioner of choice	36	28	36	37
Q6 Speak to practitioner on phone	54	47	47	49
Q7 Comfort of waiting room	56	52	60	46
Q8 Waiting time	37	37	42	42
Q9 Satisfaction with visit	71	73	73	77
Q10 Warmth of greeting	74	76	76	78
Q11 Ability to listen	76	78	75	80
Q12 Explanations	75	75	73	80
Q13 Reassurance	73	74	73	79
Q14 Confidence in ability	77	77	76	82
Q15 Express concerns/fears	74	76	74	80
Q16 Respect shown	77	79	78	83
Q17 Time for visit	71	73	73	71
Q18 Consideration	71	74	71	76
Q19 Concern for patient	72	74	72	78
Q20 Self care	72	73	72	--
Q21 Recommendation	75	77	74	80
Q22 Reception staff	67	67	69	66
Q23 Respect for privacy/confidentiality	62	61	64	60
Q24 Information of services	59	60	63	60
Q25 Complaints/compliments	55	51	58	54
Q26 Illness prevention	60	58	63	63
Q27 Reminder systems	60	59	63	58
Q28 Second opinion / comp medicine	59	57	61	58
Overall score	63	62	63	64

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

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

## Your patient feedback

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

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

- Sometimes need to wait up to 2 weeks just to be seen.
- Answering service on phones instead of ringing and ringing.
- Appointments are a problem if you are unable to get one of the appointments at 8.30am that day.
- Could improve the appointment system. Rarely same day appointments left, then on other occasions no appointments for two weeks when it's non-urgent.
- If possible keep the weekend opening hours.
- Staff to be a little considerate when applying for a visit to doctors.
- Always difficult to get appointment on the same day if you phone. Usually constantly engaged then when finally answered no appointments available and not able to make appointment for the following day.
- When you phone you can not get appointment for two week when you need to see doctor earlier.
- Trying to arrange an appointment by phone is impossible for me I can never get through.
- Being able to access appointments without having to ring up at 8.30 on a morning.
- Problems getting appointments - meant to book same day but when ring between 8.40 8.45 - all appointments are gone.
- Possibility of more late night appointments.
- Very difficult to get through on the phone on a morning, possibly a queuing system on the phone lines.
- More phone lines or staff.
- Getting an appointment for working adults almost impossible or not suitable times.
- Answer phone calls. Be able to see or make appointment when needed and not have to wait or be told when you get through on phone that they is no appointments.
- Nothing it's all very good.
- Does not cater well for workers - i.e. no opportunity for advance appointments.
- I note the number of people not turning up is very high. What can the practice do about this?
- Admin staff bend over backwards to help. Very busy first thing on a morning - frustrating.
- Recorded message to say how many waiting/options rather than either constantly engaged or ringing and ringing. Be tougher on non-attenders and those who abuse the system.
- Must improve ability to make an appointment, feel as though I am begging when trying to get an appointment, very poor. Must improve when appointment with doctor is changed to another doctor, recently had appointment for vertigo test, but doctor was off sick and stand in doctor did not know why I was here and could not do the test due to being untrained. My partner wasted holiday time to bring me when a call could have allowed me to rebook the practice may be busy, but that is disgraceful customer service, taking patients for granted.
- Making appointments are a nightmare, it's like a free for all if you need a same day appointment. The waiting room needs a good revamp with a new carpet and get rid of the awful TV.
- Getting into the surgery.
- Try and improve 'making an appointment procedure', it's unfair at present.
- More same day appointments. More comfortable seating.
- Less patients calling for none urgent things 'or' fine a person that has DNA.
- Corridors, lighting and decor need attention.

## 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 can never get an appointment, sometimes you feel you have to beg.
- Not give out same day appointments to all people on front desk waiting in queues. Having more on telephone at 8.30 to give callers a chance of an appointment that day.
- Trying to keep to appointment times. I am aware sometimes that doctors 'run over' their times.
- They say to ring at half eight. I started to ring at half eight but never go to speak to anyone til ten to 9 then there was no appointments. I think they should have more people on phones.
- Trying to make an appointment at 8.30am is generally terrible by phone. Most of time you can't get through and when you do there are no same day appointments left. Trying to arrange an appointment within a week is also poor. I work in Newcastle and generally have to take 2 days off just to make and attend an appointment.
- More out of hours appointments for working people.
- Appreciate working people are often travelling between 8.30 - 9.00am - which seems the only time you can book an appointment.
- Availability of a room or special access for 'twin buggies' would make appointments for me and my children less stressful. Currently I have to ask for a 'baby sitter' from amongst the staff. And, although they are always friendly and helpful it would be better to provide for this situation.
- Longer opening times.
- A better system to contact the doctors for appointments. Sometimes have to ring 20 plus times and then no same day appointments left. It is very expensive for doctor's letters as a student I needed a letter for exam mitigation which cost £16.50 - this could be cheaper for people with low income.
- Telephone service. Unable to get appointments after 10 minutes of opening .
- Try to keep appointment times, although difficult sometimes. Have more opportunities to speak to a doctor if unable to make an appointment.
- Better appointment service!
- Appointments running on time, easier to actually book an appointment.
- When ringing up at 8.30am there is never any appointments left.
- Perhaps it could be easier to get a same day appointment.
- Ringing for an appointment - terrible.
- Appointment system needs improving.
- I think if you would let patients come in. The reception take names then they would get sent to the doctor. This way you would not get so many appointment missed i.e. 85 plus there would not bet so much delays for the appointment.
- Need to answer telephone from 8.30am. Had print out from fax/telephone one morning. In just over 15 minutes of phoning non stop over 200 calls. It's not on.
- There seems to be too few telephone lines open for too many patient callers early in the mornings. Put in place a designated telephone number for cancelling an appointment. Especially if it's early in the morning as if you need to cancel you are unable to contact surgery. Queuing outside surgery is not an option as working people have to get to work.
- Two weeks before normal appointment with any doctor could be arranged. Then had to wait over 30 minutes before doctor available.
- More doctors or less clients.
- More reception staff. It is always busy and too much going on for one receptionist.
- Make more appointments available at short notice.

## 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?

- Being seen at allotted time. Trying to get through by telephone at 10am is absolutely serious.
- Better are for waiting more space, air conditioning, happier staff on reception.
- Maybe when there is a waiting time or delays to be informed via text message, they may already do this as it has been a while since I last came to visit.
- A better system for appointments - when we are ill unless it's really serious we don't bother ringing for an appointment as we know it's hard to get one especially last minute.
- Decreased waiting times, more time given on appointments. Be more helpful with questions and medication prescriptions.
- Ability to book advance appointment with doctor of choice could be much better! Dispense the correct script at the correct time!
- If you need to see a doctor, difficult to get appointment. Several times, I have rang at 8.30am - telephone engaged. When you eventually get through, same day appointment gone and you cannot book for a future date! Advice from surgery, try and ring next morning at 8.30am! Is this system going to change!
- Move reception desk or queue away from entry door! Patients moving in queue for reception activate door annoying.
- Continued weekend opening would be beneficial, particularly for working patients.
- The staff are not doctors and should not ask what is wrong.
- Stick to appointment times. Separate reception area with confidential area.
- Hard working people should not have to have appointment on a Sunday. My only day off! Disgraceful!
- Earlier opening hours for working people.
- Appointments system too complicated.
- Improve on appointments opportunities.
- The practice is working well, no need for any changes.
- Always helpful.

## 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 think one doctor has helped me a lot lately.
- I really don't know?
- Nothing all the doctors are really good and they give you the advice you need.
- I like this doctor's no nonsense approach!
- Nothing - only doctor I like to see. She really helps.
- The doctor I saw was very good that is why I always go to him. From what I heard about and witness with other doctors, I think this one could give them lessons on how to deal with people.
- Speak more louder to hard of hearing people.
- Doctors are generally well meaning in their manner and seem to offer good level of care. Seeing a regular doctor, rather than a variety may offer better assessment and continuity of care.
- The doctor was excellent really listened to my concerns and have me advice depending on my personal situation. Confident in their ability and they offered me choice of treatments.
- None, this doctor was fantastic.
- I do think some GPs could improve their listening skills.
- I'm looking for a doctor to stay with as I have so much issues.
- Concerns about 3? Fulltime doctors and a large number of locums. Patients with a long term illness don't seem to have the continuity of seeing the same doctor as some only do two days a week. Usually when they want to see them again, no appointments are available the following week or two.
- Doctor professional and efficient with pleasant manner.
- This doctor is a first class doctor.
- Take more time when in an appointment. Run on time. Answer questions better and produce more knowledge and be more helpful with suggestions.
- On this occasion did not feel the appointment was personal/sincere had to explain what I needed although I know doctor meant well always very grateful.
- The list is endless!
- Redecorate!

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 = 241

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	21	94	67	48	7

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (21 \times 25) + (94 \times 50) + (67 \times 75) + (48 \times 100)}{(241 - 7)} = 15,050/234$$

Your mean percentage score for Q1 = 64%

### 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	64

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

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

**Tanfield View Medical Group**

Tanfield View Surgery  
Scott Street  
Stanley  
DH9 8AD

**Practice List Size: 11686**

**Surveys Completed: 241**

has completed the

## Improving Practice Questionnaire

Completed on 28 March 2014



**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.