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Improving Practice Questionnaire Report

Streatfield Health Centre

December 2013



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04 December 2013

Dear Mr Johnson

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).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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=163628>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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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	9	9	82	61	27	4
Q2 Telephone access	19	41	61	45	21	5
Q3 Appointment satisfaction	13	34	57	50	33	5
Q4 See practitioner within 48hrs	25	39	55	33	29	11
Q5 See practitioner of choice	39	54	42	32	18	7
Q6 Speak to practitioner on phone	18	35	59	40	26	14
Q7 Comfort of waiting room	16	47	73	36	15	5
Q8 Waiting time	8	51	68	37	20	8
Q9 Satisfaction with visit	1	12	58	56	61	4
Q10 Warmth of greeting	3	8	65	54	58	4
Q11 Ability to listen	1	8	50	56	71	6
Q12 Explanations	1	11	54	61	60	5
Q13 Reassurance	2	13	58	61	53	5
Q14 Confidence in ability	2	9	52	62	60	7
Q15 Express concerns/fears	3	20	47	61	55	6
Q16 Respect shown	1	9	52	54	72	4
Q17 Time for visit	3	23	57	55	50	4
Q18 Consideration	4	6	58	58	49	17
Q19 Concern for patient	4	7	53	60	49	19
Q20 Self care	2	15	45	57	49	24
Q21 Recommendation	2	12	50	53	58	17
Q22 Reception staff	0	13	49	60	60	10
Q23 Respect for privacy/confidentiality	3	11	53	54	56	15
Q24 Information of services	3	18	56	45	49	21
Q25 Complaints/compliments	6	29	63	42	26	26
Q26 Illness prevention	3	20	69	49	27	24
Q27 Reminder systems	7	22	63	50	28	22
Q28 Second opinion / comp medicine	5	17	58	38	23	51

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

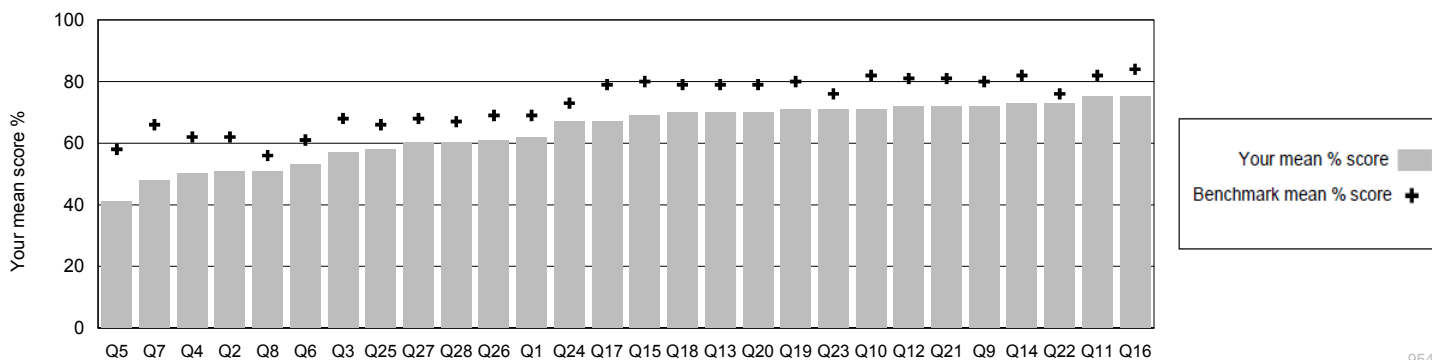
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	62	69	23	64	68	73	92
Q2 Telephone access	51	62	13	53	63	71	92
Q3 Appointment satisfaction	57	68	23	63	68	74	92
Q4 See practitioner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

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*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 (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	62	67	48	64	67	71	86
Q2 Telephone access	51	60	28	54	61	67	85
Q3 Appointment satisfaction	57	67	46	62	67	72	87
Q4 See practitioner within 48hrs	50	60	30	53	60	67	86
Q5 See practitioner of choice	41	55	28	47	55	61	84
Q6 Speak to practitioner on phone	53	59	29	53	58	66	84
Q7 Comfort of waiting room	48	64	39	60	65	69	82
Q8 Waiting time	51	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	72	80	44	76	80	84	93
Q10 Warmth of greeting	71	82	46	78	82	85	94
Q11 Ability to listen	75	82	46	79	82	86	95
Q12 Explanations	72	81	45	77	81	85	94
Q13 Reassurance	70	79	44	76	80	84	94
Q14 Confidence in ability	73	82	47	79	82	87	95
Q15 Express concerns/fears	69	80	46	77	80	84	93
Q16 Respect shown	75	84	49	80	84	88	95
Q17 Time for visit	67	79	51	76	79	83	94
Q18 Consideration	70	78	41	74	79	83	91
Q19 Concern for patient	71	79	43	76	80	84	93
Q20 Self care	70	78	46	75	79	82	91
Q21 Recommendation	72	81	47	78	82	86	95
About the staff							
Q22 Reception staff	73	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	71	75	45	72	75	78	88
Q24 Information of services	67	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	58	65	50	62	66	69	85
Q26 Illness prevention	61	67	36	64	67	71	85
Q27 Reminder systems	60	66	29	63	66	70	85
Q28 Second opinion / comp medicine	60	66	53	62	66	69	86
Overall score	64	72	45	69	72	76	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

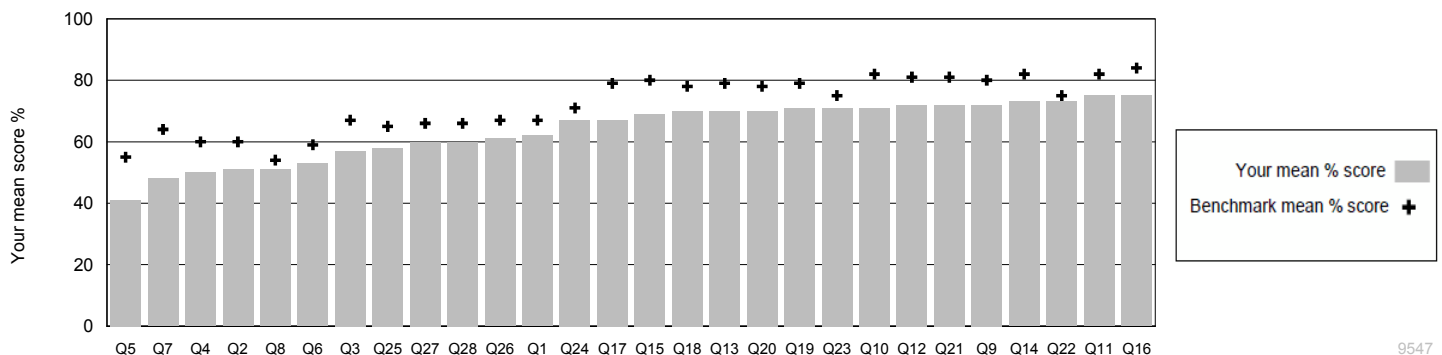
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*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

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 (6001-8000 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 (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	12	69	70	44	65	70	75	92
25 - 59	86	62	71	44	68	72	75	93
60 +	78	66	74	43	71	75	78	87
Blank	16	64	70	46	64	70	77	91
Gender								
Female	90	63	72	42	68	72	76	86
Male	74	67	73	46	69	74	77	91
Blank	28	61	71	45	65	71	75	93
Visit usual practitioner								
Yes	79	70	74	46	71	75	78	90
No	62	59	69	38	65	69	73	92
Blank	51	61	71	46	66	71	75	87
Years attending								
< 5 years	37	67	72	53	68	72	76	92
5 - 10 years	31	63	71	38	67	72	76	91
> 10 years	90	64	73	45	69	73	77	85
Blank	34	61	71	45	66	70	77	92

*Based on data from 171 practices carrying out 247 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	29/04/2004
Q1 Opening hours satisfaction	62	60
Q2 Telephone access	51	57
Q3 Appointment satisfaction	57	65
Q4 See practitioner within 48hrs	50	69
Q5 See practitioner of choice	41	51
Q6 Speak to practitioner on phone	53	56
Q7 Comfort of waiting room	48	58
Q8 Waiting time	51	63
Q9 Satisfaction with visit	72	79
Q10 Warmth of greeting	71	79
Q11 Ability to listen	75	81
Q12 Explanations	72	78
Q13 Reassurance	70	76
Q14 Confidence in ability	73	80
Q15 Express concerns/fears	69	78
Q16 Respect shown	75	82
Q17 Time for visit	67	71
Q18 Consideration	70	76
Q19 Concern for patient	71	76
Q20 Self care	70	--
Q21 Recommendation	72	78
Q22 Reception staff	73	70
Q23 Respect for privacy/confidentiality	71	71
Q24 Information of services	67	67
Q25 Complaints/compliments	58	61
Q26 Illness prevention	61	66
Q27 Reminder systems	60	61
Q28 Second opinion / comp medicine	60	62
Overall score	64	70

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

*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?

- It is very difficult to make an appointment to see a specific doctor.
- This surgery they offering excellent care I am really happy with the doctors and the nurses.
- Always please with this practice.
- Confidentiality at reception is difficult, because of the very poor waiting area for reception. The staff are very good in reception, but the space they have to work in is very cramped and airless. The staff area and patients waiting in queues in reception is not really satisfactory.
- This practice is very bad.
- To make telephone number a normal number.
- I don't know it all seem to have been ironed out.
- Two receptionist at counter at all times. Have an allocated doctor. No trainee doctors return to old telephone number. I very seldom phone too expensive.
- I find that this practice works efficiently and has a caring feeling about the way patients are treated generally.
- Very good.
- When making appointment by phone they always seem to be none by 8:10 in morning.
- Reception staff always helpful. No need for improvement.
- None whatsoever.
- It would help many people facing financial hardship, especially in cold season, landline telephone to be changed to standard charge tariff 0208. Thank you.
- The layout of the first floor is very poor. Previously when visiting the doctors and waiting in the room upstairs. I could hear everything being said to a patient in the room on the far side.
- Booking appointments, the system doesn't work. It's hard to get an appointment when working full time.
- If you please make the telephone number of practice 0208 not 0844 because it's really costly to call GP and some people can't afford to call. Thank you.
- Have more specialised doctors.
- Better availability of doctors I want to see.
- Upstairs waiting can be improve and made bigger.
- When you make an appointment and sign in on arrival and there is no delay, you rarely are seen on time!
- More time with a doctor.
- Soundproof doors to each doctors room, as we can hear everything from the waiting room. I had to call the surgery myself to check whether my chest x-ray results had come through - would have been nice if I had been called to be told that the results were ready.
- The reception staff could be more friendly and helpful. On this visit the reception staff were nice but for all other visits, they were unhelpful, miserable and unprofessional.
- The appointments system needs to improve, we should be able to book an appointment for a requested doctor in advance, every time I tried I have been declined.
- My appointment was delayed by 50min. I was not informed of the delay 5-10m I can understand but nearly an hour.
- There should be some toys or story book which parent can share with the children when waiting for in the waiting room. Waiting time should be reduced.
- Keep up the good work.

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 would like to have blood tests carried out at the practice because at Harrow Weald Health Centre and Honeypot Lane Health Centre there is problem finding parking space. These centres are not walking distance from my home, public transport is expensive, so I prefer to travel by car.
- Make more appointments available before 9am and after 5pm.
- Longer opening hours.
- More late clinics.
- The phone number should be a local rate number - not premium rate! Upstairs waiting room is too small - 3 people were standing out in the corridor.
- Appointment system can be improve to make it easy to make an appointment. Also decrease the waiting time to see doctor.
- Could encourage clinics and also blood tests. Also alternative therapies information maybe e.g. acupuncture etc.
- The practice could improve its practice by increasing the number of appointments. Extended hours for weekend.
- Improvement in blood tests service is needed. One does not get appointment within a couple of days and there is a lot of transport and parking problems and it all is expensive for pensioners as well as non-pensioners to travel to Honeypot Lane and Harrow Wealdstone.
- I always seen ongoing improvement. I am glad to have this surgery as my GP. Sometimes there are issue with the automated appointment system but I am sure that's normal as it's probably IT related! But I always managed to see doctor.
- Upstairs waiting room is very small. Maybe open on Saturday.
- Blood test (pathology) should be done at the surgery. It is not easy for everybody to go to clinician.
- Send appointment reminders a day or so before, not 2 weeks ahead, as has happened on several occasions.
- Satisfactory.
- Open longer hours.
- By providing more appointments on a short notice or emergency appointments.
- Only telephone 020... good previously 0845 no good.
- It could be nice and practical to have consultations on Saturdays for those who work during weekdays.
- All received with courtesy and promptly.
- The practice was very helpful. Got an appointment straightaway.
- Stop using expensive phone number.
- Upstairs waiting room can be improve and made bit bigger.
- On a few occasions there has not been a nurse available and I have been to Northwick Park. This could be difficult for the less mobile.
- Arranging to see/consult of your choice at the required time as patient might have constrain of time as they might be working shift pattern.
- Need more consulting room on ground floor.
- Lot of improvement on the service.
- I am satisfied myself and my family as well.
- No access to complementary medicine. Need more nurse time too.

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?

- Not really. This is a first class practice.
- Easier appointments. Control wait times more effectively. Friendlier staff.
- It's obviously better. No changes.
- Regular doctors.
- Allow parents to book out of hours for their children.
- Very good in all areas, please maintain the same.
- Privacy should be respected and not shouted across reception.
- Can you kindly change your phone number to local number as agreed by Government of Health, GP surgeries should not be charging their patients for phone calls at premium rates.
- More offer for regular checks and monitory persons health overall the practice is very good.
- Reception staff are not always the same. Some are brilliant and go out of way to help. Other do not and do not give much confidence.
- Just much more to improve overall has been non good experience.
- Telephone system for appointments can be changed.

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?

- They couldn't improve!
- Look at patient not computer.
- Excellent.
- They are great.
- A little bit dismissive of me - asked to get blood test results and they showed them on a screen and explained it all - I felt disinclined to ask for a printout because they came across defensive when I asked in the first place. Don't really feel listened to - a bit patronising.
- This clinician is brilliant.
- Spend more time with doctor.
- Try and build more of a rapport with patients.
- I do not like to take up too much of the doctors time, but I expect the doctor to listen to my genuine problems and respond positively and not behave as if I am taking up too much time.
- Doctors could offer more time to listen to patient. Also I am always afraid to ask about more than one problem I have as I was told to make another appointment for it.
- Spending a little more time during consultation.
- I do not visit the surgery very often. Today's appointment, the doctor was running 30-40 minutes late. The receptionist inform us about the 30-40 minutes delay. They were told by a senior doctor not to say how long the delay was. I think the surgery should tell how long the delay is and let patients decide if want to wait!
- You're doing a great job, thanks for all your help.
- Open longer hours so we could see who we like! When we would like!
- No comments as they are very good on advice.
- Rapport doctors patient diagnose. Very less.
- No issues.
- The doctor was very effective.
- Very pleased with my treatment.
- To understand the patient well and to prescribe the medicine which is more curable.
- Nothing to say more very very good and excellent.
- Very good.
- Excellent.
- Spend more time.
- More personal/individual advice rather than generic.
- For this visit seemed, the nurse seemed to be in a rush. Some time to say hello and introduce themselves would have made the visit pleasant. The person was professional with the treatment.
- To keep our doctor, so we get to know them. Only two at the moment.

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 = 192

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	9	9	82	61	27	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(9 \times 0) + (9 \times 25) + (82 \times 50) + (61 \times 75) + (27 \times 100)}{(192 - 4)} = 11,600/188$$

Your mean percentage score for Q1 = 62%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

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	62

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

Streatfield Health Centre

1 Streatfield Road
Kenton
MIDDLESEX
HA3 9BP

Practice List Size: 7400

Surveys Completed: 192

has completed the

Improving Practice Questionnaire

Completed on 04 December 2013



Michael Greco
Director



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