

Private and Confidential

Ms Meenu Mittal
Open Door Surgery
47 Boundaries Road
Balham
SW12 8EU

Improving Practice Questionnaire Report

Open Door Surgery

December 2012



1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

Ms Meenu Mittal
Open Door Surgery
47 Boundaries Road
Balham
SW12 8EU

t 0845 5197493
f 01392 824767

e enquiries@cfep.co.uk
w www.cfepsurveys.co.uk

04 December 2012

Dear Ms Mittal

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=142793>

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

Yours sincerely



Helen Powell
Survey Manager

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 |
| 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 | 28 | 78 | 80 | 104 | 1 |
| Q2 Telephone access | 1 | 19 | 93 | 81 | 87 | 10 |
| Q3 Appointment satisfaction | 3 | 22 | 68 | 88 | 98 | 12 |
| Q4 See practitioner within 48hrs | 4 | 17 | 71 | 74 | 116 | 9 |
| Q5 See practitioner of choice | 4 | 11 | 69 | 61 | 135 | 11 |
| Q6 Speak to practitioner on phone | 7 | 22 | 76 | 74 | 95 | 17 |
| Q7 Comfort of waiting room | 4 | 36 | 91 | 67 | 88 | 5 |
| Q8 Waiting time | 5 | 49 | 90 | 68 | 68 | 11 |
| Q9 Satisfaction with visit | 1 | 13 | 54 | 85 | 128 | 10 |
| Q10 Warmth of greeting | 1 | 13 | 66 | 79 | 126 | 6 |
| Q11 Ability to listen | 2 | 11 | 58 | 81 | 132 | 7 |
| Q12 Explanations | 1 | 14 | 57 | 83 | 129 | 7 |
| Q13 Reassurance | 0 | 14 | 62 | 93 | 113 | 9 |
| Q14 Confidence in ability | 3 | 14 | 48 | 81 | 139 | 6 |
| Q15 Express concerns/fears | 0 | 12 | 65 | 88 | 115 | 11 |
| Q16 Respect shown | 2 | 8 | 57 | 73 | 145 | 6 |
| Q17 Time for visit | 2 | 18 | 65 | 80 | 114 | 12 |
| Q18 Consideration | 2 | 13 | 65 | 89 | 116 | 6 |
| Q19 Concern for patient | 0 | 13 | 69 | 89 | 113 | 7 |
| Q20 Self care | 2 | 12 | 63 | 83 | 126 | 5 |
| Q21 Recommendation | 3 | 6 | 51 | 87 | 136 | 8 |
| Q22 Reception staff | 3 | 13 | 71 | 87 | 111 | 6 |
| Q23 Respect for privacy/confidentiality | 3 | 11 | 66 | 84 | 121 | 6 |
| Q24 Information of services | 1 | 18 | 82 | 66 | 116 | 8 |
| Q25 Complaints/compliments | 4 | 24 | 87 | 80 | 75 | 21 |
| Q26 Illness prevention | 4 | 16 | 84 | 73 | 102 | 12 |
| Q27 Reminder systems | 4 | 20 | 87 | 78 | 90 | 12 |
| Q28 Second opinion / comp medicine | 1 | 24 | 78 | 77 | 81 | 30 |

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

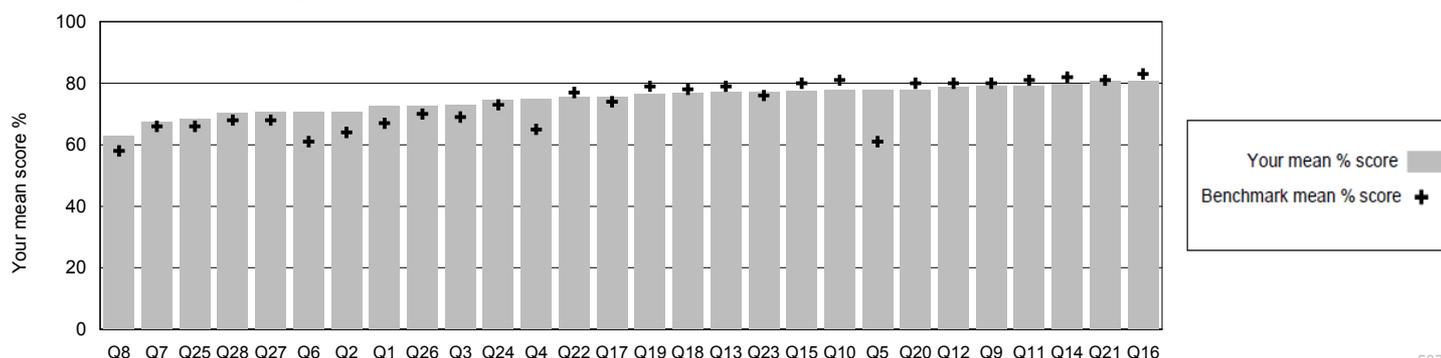
| | Your mean score (%) | Benchmark data (%)* | | | | | |
|---|---------------------|-------------------------|-----|----------------|--------|----------------|-----|
| | | National mean score (%) | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening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

5071

* 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



5071

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

| | Your mean score (%) | Benchmark data (%)* | | | | | |
|---|---------------------|---------------------|-----|----------------|--------|----------------|-----|
| | | National mean score | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 72 | 65 | 50 | 62 | 66 | 69 | 94 |
| Q2 Telephone access | 71 | 59 | 31 | 53 | 61 | 67 | 93 |
| Q3 Appointment satisfaction | 73 | 67 | 49 | 62 | 67 | 71 | 92 |
| Q4 See practitioner within 48hrs | 75 | 62 | 38 | 56 | 62 | 68 | 90 |
| Q5 See practitioner of choice | 78 | 55 | 31 | 50 | 55 | 60 | 87 |
| Q6 Speak to practitioner on phone | 71 | 58 | 37 | 54 | 59 | 63 | 91 |
| Q7 Comfort of waiting room | 67 | 65 | 41 | 61 | 65 | 70 | 89 |
| Q8 Waiting time | 63 | 55 | 35 | 50 | 55 | 60 | 91 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 79 | 80 | 58 | 77 | 80 | 84 | 94 |
| Q10 Warmth of greeting | 78 | 81 | 60 | 78 | 82 | 85 | 93 |
| Q11 Ability to listen | 79 | 82 | 59 | 79 | 83 | 86 | 94 |
| Q12 Explanations | 79 | 81 | 57 | 77 | 81 | 85 | 93 |
| Q13 Reassurance | 77 | 79 | 58 | 76 | 80 | 83 | 92 |
| Q14 Confidence in ability | 80 | 82 | 59 | 80 | 83 | 86 | 93 |
| Q15 Express concerns/fears | 77 | 80 | 60 | 77 | 81 | 84 | 92 |
| Q16 Respect shown | 81 | 84 | 51 | 81 | 85 | 88 | 94 |
| Q17 Time for visit | 76 | 74 | 53 | 70 | 74 | 78 | 91 |
| Q18 Consideration | 77 | 78 | 57 | 75 | 78 | 82 | 93 |
| Q19 Concern for patient | 77 | 79 | 58 | 76 | 80 | 83 | 92 |
| Q20 Self care | 78 | 81 | 72 | 78 | 82 | 85 | 91 |
| Q21 Recommendation | 81 | 81 | 56 | 78 | 82 | 85 | 91 |
| About the staff | | | | | | | |
| Q22 Reception staff | 75 | 74 | 56 | 71 | 75 | 78 | 93 |
| Q23 Respect for privacy/confidentiality | 77 | 74 | 57 | 71 | 74 | 77 | 86 |
| Q24 Information of services | 75 | 71 | 56 | 68 | 71 | 74 | 91 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 68 | 64 | 50 | 61 | 64 | 68 | 94 |
| Q26 Illness prevention | 73 | 68 | 55 | 65 | 68 | 71 | 88 |
| Q27 Reminder systems | 71 | 66 | 51 | 63 | 66 | 69 | 91 |
| Q28 Second opinion / comp medicine | 70 | 66 | 48 | 63 | 66 | 69 | 94 |
| Overall score | 75 | 72 | 56 | 68 | 72 | 75 | 91 |

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

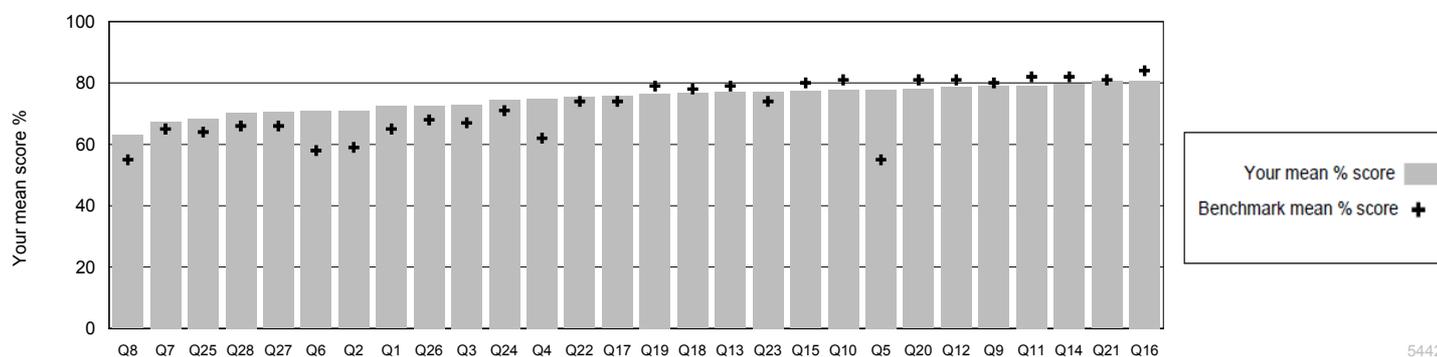
5442

* Based on data from 391 practices surveyed between April 2008 and February 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 (8001-10000 patients)



5442

Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

| | Number of responses | Your mean score (%) | Benchmark data (%)* | | | | | |
|---------------------------------|---------------------|---------------------|-------------------------|---------|----------------|--------|----------------|---------|
| | | | National mean score (%) | Minimum | Lower Quartile | Median | Upper Quartile | Maximum |
| Age | | | | | | | | |
| Under 25 | 34 | 72 | 70 | 51 | 66 | 70 | 74 | 91 |
| 25 - 59 | 153 | 74 | 71 | 56 | 67 | 71 | 74 | 91 |
| 60 + | 84 | 79 | 74 | 55 | 72 | 75 | 78 | 93 |
| Blank | 20 | 70 | 70 | 45 | 65 | 71 | 75 | 90 |
| Gender | | | | | | | | |
| Female | 136 | 75 | 71 | 55 | 68 | 72 | 75 | 91 |
| Male | 131 | 76 | 73 | 52 | 70 | 73 | 76 | 91 |
| Blank | 24 | 72 | 70 | 49 | 65 | 71 | 76 | 100 |
| Visit usual practitioner | | | | | | | | |
| Yes | 209 | 75 | 74 | 58 | 71 | 74 | 77 | 92 |
| No | 41 | 74 | 68 | 51 | 65 | 68 | 72 | 90 |
| Blank | 41 | 73 | 70 | 50 | 67 | 70 | 74 | 86 |
| Years attending | | | | | | | | |
| < 5 years | 65 | 75 | 72 | 52 | 69 | 72 | 76 | 90 |
| 5 - 10 years | 74 | 76 | 71 | 54 | 67 | 71 | 74 | 91 |
| > 10 years | 129 | 75 | 72 | 57 | 69 | 72 | 76 | 92 |
| Blank | 23 | 69 | 70 | 45 | 66 | 71 | 75 | 90 |

* Based on data from 391 practices surveyed between April 2008 and February 2011 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.

5442

Your patient feedback

Table 5: Your current and previous mean percentage scores*

| | 27/09/2012 | 25/01/2012 | 15/08/2008 | 24/10/2005 |
|---|------------|------------|------------|------------|
| Q1 Opening hours satisfaction | 72 | 71 | 80 | 61 |
| Q2 Telephone access | 71 | 68 | 76 | 59 |
| Q3 Appointment satisfaction | 73 | 72 | 80 | 64 |
| Q4 See practitioner within 48hrs | 75 | 73 | 82 | 65 |
| Q5 See practitioner of choice | 78 | 74 | 81 | 60 |
| Q6 Speak to practitioner on phone | 71 | 66 | 74 | 56 |
| Q7 Comfort of waiting room | 67 | 64 | 75 | 59 |
| Q8 Waiting time | 63 | 60 | 71 | 53 |
| Q9 Satisfaction with visit | 79 | 77 | 81 | 66 |
| Q10 Warmth of greeting | 78 | 76 | 80 | 66 |
| Q11 Ability to listen | 79 | 77 | 81 | 66 |
| Q12 Explanations | 79 | 76 | 80 | 66 |
| Q13 Reassurance | 77 | 74 | 79 | 64 |
| Q14 Confidence in ability | 80 | 79 | 81 | 69 |
| Q15 Express concerns/fears | 77 | 75 | 79 | 65 |
| Q16 Respect shown | 81 | 80 | 83 | 69 |
| Q17 Time for visit | 76 | 72 | 77 | 57 |
| Q18 Consideration | 77 | 73 | 79 | 63 |
| Q19 Concern for patient | 77 | 73 | 80 | 62 |
| Q20 Self care | 78 | 74 | -- | -- |
| Q21 Recommendation | 81 | 77 | 82 | 66 |
| Q22 Reception staff | 75 | 77 | 81 | 64 |
| Q23 Respect for privacy/confidentiality | 77 | 76 | 82 | 65 |
| Q24 Information of services | 75 | 73 | 78 | 63 |
| Q25 Complaints/compliments | 68 | 66 | 77 | 57 |
| Q26 Illness prevention | 73 | 67 | 78 | 62 |
| Q27 Reminder systems | 71 | 68 | 78 | 59 |
| Q28 Second opinion / comp medicine | 70 | 66 | 79 | 59 |
| Overall score | 75 | 72 | 79 | 63 |

-- 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.

Comments about how the practice could improve

- There are no hand sanitizer gel dispensers in the surgery as there are on any hospital ward. There is no comment box, there are some cracks on the wall in consulting room.
- More information about various diseases, I mean pamphlets about illnesses.
- Cannot say anything negative about it because it is excellent in every way and cannot see anything more they could do.
- All is well.
- After patient have had any investigations e.g. blood test. They should be contacted about results.
- Maybe we should have 2 doctors here.
- The practice is running fairly well, have no complaints or concerns at all. Keep up the good work.
- Bigger waiting room. Opportunity to book an appointment in advance of calling in advance of calling that morning.
- If possible to have a late night for shift workers where you close at 9pm.
- I would appreciate it if the practice could have a play area for children.
- The service is good but I want the hours to be longer.
- All good.
- I would like to provide one suggestion about the timing it should increase til 12pm.
- The atmosphere is a little depressing. The reception staff could be a lot more welcoming or even empathic. Smile.
- Allowing patients to pick up their referrals and prescriptions put of working hours e.g. between 11am and 4:30pm.
- I think the time that the practice have closed is very short it could go from 8:30am - 11:30pm.
- Already have excellent service.
- Nurse should more hours especially in the morning.
- Is very good practice.
- I think the doctor is an excellent practitioner. Even when the other doctor joined this practice the service has been also excellent.
- More comfortable seats, a hot drinks machine, water fountain.
- No complaints.
- Update the information boards, make them clearer.
- Is fine with me.
- I am hard of hearing. The names of patients should be call out with a loud speaker because some patients have hard of hearing and cannot hear when the doctor call my name.
- None that I can think of. It's in a first class league of its own that is why although I am 60 I come from out of town and I don't mind.
- More comfortable chair.
- Should provide better service. Should give medicine or required attention without any hesitation.
- Very, very good service, no complaints.
- Better publicity for opening times (walk in appointments).

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

- The service is very good but the time limit for waiting and the time that the GP opens and closes.
- Very satisfactory.
- The doctor is excellent.
- Good service - they should keep it up.
- Service are excellent from the staff.
- Nurse time should be extended.
- About prescriptions it takes long time.
- Have back issues would be nice to have chairs on which I could sit.
- Make timed appointments for a small fee to allow a more efficient service for busy/ working people or children. Having to wait is a barrier to receiving medical attention for people with little spare time. And/or - give an estimated time of being seen e.g. a ticketing system.
- Need more supply of health information on display leaflets.
- My wife, myself and all my in-laws have been seen over many years.
- I have been in England for over 15 years but this surgery is exceptional. Quality of service and care for patients are very excellent.
- Need coffee/tea machine.
- Not given enough time to patients for advice or proper check up.
- Daytime hours from 9-12 noon would be good.
- Read the signs you put up. Invite to join patient group does not have date and time of next meeting. Invite for lung test function doesn't make sense 'who have been smoked!' Don't ask patient (as I was today) to state their date of birth.
- Open all day.
- I am happy with all practice service.
- You are doing a good job keep it on.

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

- Adherence to patient confidentiality at this practice is very poor by one of doctors. Often consultations are conducted with the door to the consulting room left ajar so I have heard multiple consultations at this practice.
- Good service.
- Fully satisfied.
- Easier timetable.
- More specialist knowledge possibly.
- No I am really happy with the standard and quality of care received here, no complaints at all.
- I don't think there is anything to improve with my doctor. They are just amazing. It is always a joy coming to this practice to see them as they make you feel comfortable and ever ready to listen to your problem. I hope they never change and continue to be a caring and loving person they are. The other doctors should take a leaf from them.
- Nothing to improve on, already excellent.
- Very good.
- A caring surgery.
- I have been with this practice for many years - very happy with my care.
- Rather than shouting for the next patient the doctor could ask the receptionist to send them in or come out and call them personally.
- Please don't change anything. I have been here for many years.
- Doctors should arrive on time when clinic opens - patients are kept waiting.
- Good.
- No complaints.
- By making it clear who the doctor wants to see next - it's difficult to hear the name they call out either get the receptionist to say/electronic board/don't call through a closed door.
- Very good.
- I think is ok, no problem.
- Doctors and nurses I have see and been to so far are all fantastic and professional.
- More days available to see the nurse.
- Currently doing well, encourage to continue.
- Take more time to listening to the patient regarding examination. Often too quick to issue prescription.
- I commend the doctor to keep up to their good works and practice.
- The doctor is excellent.
- Great doctors.
- Happy with the medical service.
- Arrange occasional talks on topical health issues.
- All doctors are very efficient and very good.
- Everything 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

- Keep your system up.
- Leave more time to patients to discuss their concerns and problems I know doctors are stressed for time. Ask patient whether there were only additional problems or concerns.
- Excellent run family surgery.
- I am satisfied to all doctors and nurses and staff they are very helpful.
- Longer opening hours on a Saturday.
- They are all very nice and approachable.
- Two doctors are both excellent but are always massively rushed. An additional doctor or two could make things less rushed?

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 = 291

| Questionnaire rating scale | Poor | Fair | Good | Very Good | Excellent | Blank/spoilt |
|----------------------------|------|------|------|-----------|-----------|--------------|
| Number of ratings | 0 | 28 | 78 | 80 | 104 | 1 |

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (28 \times 25) + (78 \times 50) + (80 \times 75) + (104 \times 100)}{(291 - 1)} = 21,000/290 = 72\%$$

Your mean percentage score for Q1 = 72%

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 | 72 |

| Benchmark data (%)* | | | | |
|---------------------|----------------|--------|----------------|-----|
| Min | Lower quartile | Median | Upper quartile | Max |
| 44 | 62 | 66 | 71 | 99 |

5071

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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



| | |
|-----------------|-----------------|
| SURVEY 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a 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"/> |
| 2 Ease of contacting the practice on the telephone | <input type="checkbox"/> |
| 3 Satisfaction with the day and time arranged for your appointment | <input type="checkbox"/> |
| 4 Chances of seeing a doctor/nurse within 48 hours | <input type="checkbox"/> |
| 5 Chances of seeing a doctor/nurse of <u>your</u> choice | <input type="checkbox"/> |
| 6 Opportunity of speaking to a doctor/nurse on the telephone when necessary | <input type="checkbox"/> |
| 7 Comfort level of waiting room (e.g. chairs, magazines) | <input type="checkbox"/> |
| 8 Length of time waiting in the practice | <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"/> |
| 10 The warmth of the doctor/nurse's greeting to me was | <input type="checkbox"/> |
| 11 On this visit I would rate the doctor/nurse's ability to really listen to me as | <input type="checkbox"/> |
| 12 The doctor/nurse's explanations of things to me were | <input type="checkbox"/> |
| 13 The extent to which I felt reassured by this doctor/nurse was | <input type="checkbox"/> |
| 14 My confidence in this doctor/nurse's ability is | <input type="checkbox"/> |
| 15 The opportunity the doctor/nurse gave me to express my concerns or fears was | <input type="checkbox"/> |
| 16 The respect shown to me by this doctor/nurse was | <input type="checkbox"/> |
| 17 The amount of time given to me for this visit was | <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"/> |
| 19 | The doctor/nurse's concern for me as a person on this visit was | <input type="checkbox"/> |
| 20 | The extent to which the doctor/nurse helped me to take care of myself was | <input type="checkbox"/> |
| 21 | The recommendation I would give to my friends about this doctor/nurse would be | <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"/> |
| 23 | Respect shown for your privacy and confidentiality | <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"/> |

**SAMPLE ONLY
PLEASE DO NOT COPY****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"/> |
| 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"/> |
| 27 | The availability and administration of reminder systems for ongoing health checks is | <input type="checkbox"/> |
| 28 | The practice's respect of your right to seek a second opinion or complementary medicine was | <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.

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

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Open Door Surgery
47 Boundaries Road
Balham
SW12 8EU

Practice List Size: 9363
Surveys Completed: 291
has completed the

Improving Practice Questionnaire

Completed on 04 December 2012



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.