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Improving Practice Questionnaire Report

The Wand Medical Centre

February 2013



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27 February 2013

Dear Mr Stockton

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=147252>

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 (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	4	17	49	61	35	2
Q2 Telephone access	40	46	40	23	14	5
Q3 Appointment satisfaction	9	23	53	41	37	5
Q4 See practitioner within 48hrs	15	34	49	37	29	4
Q5 See practitioner of choice	19	37	40	27	35	10
Q6 Speak to practitioner on phone	22	31	45	21	25	24
Q7 Comfort of waiting room	7	23	67	39	28	4
Q8 Waiting time	27	48	44	26	14	9
Q9 Satisfaction with visit	1	2	27	52	85	1
Q10 Warmth of greeting	2	1	19	63	81	2
Q11 Ability to listen	1	1	16	45	103	2
Q12 Explanations	1	1	23	49	93	1
Q13 Reassurance	1	3	25	49	90	0
Q14 Confidence in ability	1	0	29	46	89	3
Q15 Express concerns/fears	1	1	23	58	83	2
Q16 Respect shown	1	0	19	43	102	3
Q17 Time for visit	1	6	21	55	81	4
Q18 Consideration	1	3	30	46	84	4
Q19 Concern for patient	1	3	27	51	81	5
Q20 Self care	2	4	24	50	80	8
Q21 Recommendation	1	2	23	34	102	6
Q22 Reception staff	1	12	42	59	48	6
Q23 Respect for privacy/confidentiality	4	15	39	59	46	5
Q24 Information of services	4	11	48	46	49	10
Q25 Complaints/compliments	6	22	51	42	32	15
Q26 Illness prevention	2	22	57	39	36	12
Q27 Reminder systems	2	23	56	37	36	14
Q28 Second opinion / comp medicine	3	17	57	27	30	34

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

Your patient feedback

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

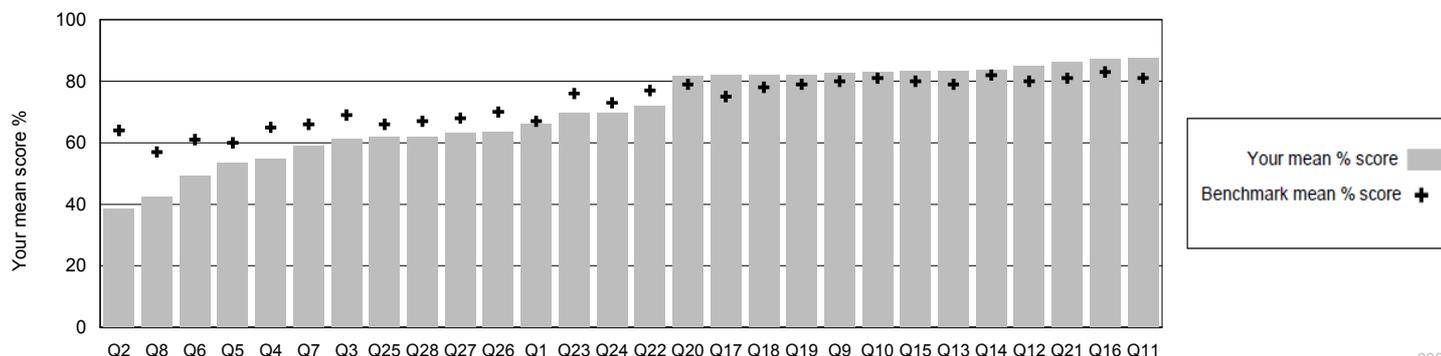
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	67	40	63	67	71	99
Q2 Telephone access	38	64	22	55	64	72	99
Q3 Appointment satisfaction	61	69	35	64	69	74	99
Q4 See practitioner within 48hrs	55	65	22	57	64	72	99
Q5 See practitioner of choice	53	60	23	52	60	68	99
Q6 Speak to practitioner on phone	49	61	31	54	61	67	99
Q7 Comfort of waiting room	59	66	21	61	66	72	100
Q8 Waiting time	42	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	83	80	48	76	80	84	99
Q10 Warmth of greeting	83	81	47	78	82	86	99
Q11 Ability to listen	87	81	49	78	82	86	100
Q12 Explanations	85	80	47	76	81	85	100
Q13 Reassurance	83	79	48	75	79	83	100
Q14 Confidence in ability	84	82	47	78	83	86	100
Q15 Express concerns/fears	83	80	48	76	80	84	100
Q16 Respect shown	87	83	45	80	84	88	100
Q17 Time for visit	82	75	45	70	75	79	100
Q18 Consideration	82	78	47	74	78	82	100
Q19 Concern for patient	82	79	43	75	79	83	100
Q20 Self care	82	79	51	75	80	83	99
Q21 Recommendation	86	81	46	77	81	85	100
About the staff							
Q22 Reception staff	72	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	70	76	42	72	76	80	100
Q24 Information of services	70	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	62	66	38	62	66	70	100
Q26 Illness prevention	64	70	19	66	69	73	100
Q27 Reminder systems	63	68	42	63	67	72	99
Q28 Second opinion / comp medicine	62	67	37	63	67	71	99
Overall score	71	73	44	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

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*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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



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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	66	66	46	62	66	70	84
Q2 Telephone access	38	61	22	54	62	68	85
Q3 Appointment satisfaction	61	67	41	63	68	72	87
Q4 See practitioner within 48hrs	55	62	33	55	63	69	90
Q5 See practitioner of choice	53	57	28	50	57	63	85
Q6 Speak to practitioner on phone	49	59	36	53	59	64	80
Q7 Comfort of waiting room	59	65	36	60	66	71	90
Q8 Waiting time	42	55	25	50	55	60	79
About the practitioner							
Q9 Satisfaction with visit	83	80	49	76	80	84	93
Q10 Warmth of greeting	83	81	47	78	81	85	94
Q11 Ability to listen	87	82	49	78	82	86	95
Q12 Explanations	85	80	47	77	81	84	94
Q13 Reassurance	83	79	49	76	79	83	92
Q14 Confidence in ability	84	82	47	79	82	86	95
Q15 Express concerns/fears	83	80	50	77	80	84	95
Q16 Respect shown	87	83	45	81	84	87	96
Q17 Time for visit	82	74	47	70	75	79	94
Q18 Consideration	82	78	47	74	78	82	91
Q19 Concern for patient	82	79	50	75	79	83	93
Q20 Self care	82	78	51	76	79	82	92
Q21 Recommendation	86	81	46	78	82	85	95
About the staff							
Q22 Reception staff	72	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	70	74	47	71	75	78	90
Q24 Information of services	70	71	44	68	72	75	88
Finally							
Q25 Complaints/compliments	62	65	43	62	65	68	83
Q26 Illness prevention	64	68	19	65	69	71	84
Q27 Reminder systems	63	66	46	63	66	70	84
Q28 Second opinion / comp medicine	62	66	48	63	66	69	85
Overall score	71	72	46	69	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

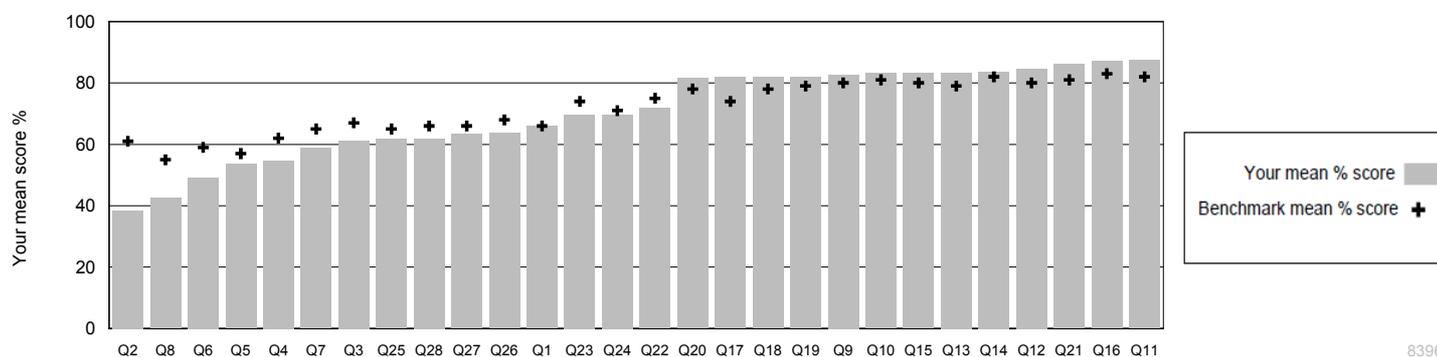
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*Based on data from 532 practices carrying out 665 surveys between April 2008 and March 2012 with 25 or more responses.

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	17	75	69	45	65	70	74	90
25 - 59	89	70	71	48	67	71	75	85
60 +	46	74	75	38	71	75	78	93
Blank	16	60	70	39	65	70	75	95
Gender								
Female	93	71	71	44	68	72	75	87
Male	58	73	73	50	70	73	77	88
Blank	17	60	70	39	65	71	76	94
Visit usual practitioner								
Yes	103	73	74	39	71	74	77	88
No	35	67	68	37	64	69	72	84
Blank	30	67	70	45	66	70	75	93
Years attending								
< 5 years	36	75	72	43	68	72	76	90
5 - 10 years	27	70	71	52	67	72	75	87
> 10 years	87	71	72	50	69	73	76	88
Blank	18	62	70	30	65	71	75	92

*Based on data from 532 practices carrying out 665 surveys between April 2008 and March 2012 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	22/08/2011	13/11/2008	18/10/2007
Q1 Opening hours satisfaction	66	68	70	57
Q2 Telephone access	38	51	56	39
Q3 Appointment satisfaction	61	63	66	52
Q4 See practitioner within 48hrs	55	58	62	46
Q5 See practitioner of choice	53	55	53	39
Q6 Speak to practitioner on phone	49	46	51	54
Q7 Comfort of waiting room	59	66	67	68
Q8 Waiting time	42	50	51	43
Q9 Satisfaction with visit	83	81	78	68
Q10 Warmth of greeting	83	83	80	70
Q11 Ability to listen	87	85	80	71
Q12 Explanations	85	82	78	71
Q13 Reassurance	83	81	76	68
Q14 Confidence in ability	84	83	78	72
Q15 Express concerns/fears	83	81	78	71
Q16 Respect shown	87	86	80	75
Q17 Time for visit	82	79	71	59
Q18 Consideration	82	77	78	66
Q19 Concern for patient	82	76	76	66
Q20 Self care	82	77	--	--
Q21 Recommendation	86	81	77	69
Q22 Reception staff	72	72	75	73
Q23 Respect for privacy/confidentiality	70	74	75	70
Q24 Information of services	70	71	73	68
Q25 Complaints/compliments	62	62	65	55
Q26 Illness prevention	64	66	69	61
Q27 Reminder systems	63	68	67	58
Q28 Second opinion / comp medicine	62	66	67	58
Overall score	71	71	70	62

-- 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

- The information leaflets and displays are not very accessible.
- Better standard of reading material.
- Try to "stick to" 10 minute appointments by doctors - hence not keeping patients waiting longer for their appointment.
- Maybe not have people waiting so long.
- Water machine.
- No comments. Everything excellent for me.
- Yes, open the doors at 8, disabled people waiting outside in zero temperatures just to get appointment - hope something gets done and I'm not just wasting time writing this.
- Have easier ways to make appointments. Not have doctors fill in forms when they have not spoken to you personally in years. Not presume everyone is out to defraud the NHS.
- The staff at this practice are extremely attentive, courteous and - best of all - friendly. Always smiling and helpful - regardless of how busy they are.
- I do not think the location of the self touch screen booking system offers much privacy or confidentiality, as it is easy to see what is on the screen.
- I am quite satisfied about the treatment given to me here.
- Stick to appointment times as when patients are late they are not seen, but when doctors overrun patients are expected to wait up to an hour.
- It's cold. Magazines are crap.
- To book appointments on same day, we need to ring between 78-90 times before get through and by this time most appointments gone.
- The TV information is often not working (no signal), which is a shame as it is very informative when you can watch and hear it.
- Fair good.
- Waiting times could be improved, waiting times are horrific.
- This is a brilliant practice. The doctor and staff and make me feel secure.
- More information about health problems available.
- The trouble we have getting an appointment is terrible, you can never get through on the phone and when you finally get through appointments have gone.
- Having to attend the surgery for repeat prescriptions it would be helpful for a telephone service as it is often difficult to attend the practice due to pattern of shifts. If there is a comments box, making it more visible.
- Maybe need some additional phone lines - it can take a very long time to get through when busy!
- My doctor is good and helpful and gives good advice as I am a mental health sufferer.
- Most of reception staff are excellent but one in particular is very bad and seems to have no idea about their job. I always have at least a 10 minute wait, even first thing in the morning, how can you be running late at the beginning of day.
- It's a good practice.
- Telephone booking system needs to be addressed. Too many patients. Not enough appointments. Stop asking patients what their illness is at the reception desk.
- One nurse is amazing! Very helpful and others could learn from their manner.

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 is always room for improvement in whatever profession, but I must say it's a great pleasure getting to know some of the people who work here at the surgery. I think they are very helpful and caring and I respect that.
- Answering the phone in the morning, receptionist abrupt regarding prescriptions.
- The telephone booking system I find very very frustrating. Can never get through and when I do get through all appointments have gone. Some reception staff I find very rude when they are under pressure to calls etc.
- Make sure the phone is answered. State that appointments can be booked for other days.
- Service is good. The doctor was helpful.
- It is very hard to get an appointment when you need to. Phone lines are very busy and phone time is short.
- Continuous availability of surgery by telephone.
- Better phone system.
- I think the appointment system could be better.
- Not to have the receptionist ask why you need to see the doctor.
- More telephone appointment lines, sometimes (frequently) unable to get through before 11am or not at all. If urgency arose would have then to seek other NHS services, i.e. walk in centre or hospital.
- I need staff have look for time, sometimes waiting too long.
- Reduce amount of waiting times. Make telephone appointment system in the morning a bit better.
- Depending on who is at reception depicts the service you receive.
- More phone receptionists 8:30am.
- My main complaint is with the appointments system. Instead of having a system where you are constantly engaged why not have a queue waiting system, where you are told you are a certain number in the queue. It would prevent a lot of frustration.
- Online service. Extending opening hours.
- Great, excellent. Lovely practice, always warm and friendly.
- In general, giving information about facilities that could be of assistance to elderly, e.g. home visits, etc.
- Only sometimes very difficult to contact on phone, especially Monday morning.
- I can't think of any, only that getting through on phone is hard.
- Sometimes, like Monday morning, difficult to get access over phone to make appointments, phone line is very busy or constant ringing, no answer.
- Less waiting time, open longer hours for blood tests. More confidentiality when talking to receptionist as it is open and other patients can hear your conversations, it should be private.
- I am completely satisfied with the practice.
- Heating that works. Water fountain. More phone lines.
- More phone lines please. Less waiting time. Don't say you are going to do it if you don't.
- Access via telephone in the mornings need greater improvement, unless you come down to the surgery for a morning appointment, via telephone it is unlikely you will see a doctor that morning as the appointments get taken very quickly. Therefore more people to answer telephone in morning would be advantageous.
- No, only this doctor is a nice doctor.

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

- Very pleased with this doctor and with another staff member. They deserve a promotion!
- Improve seating (chairs with arms), increase disabled spaces.
- Parking not a lot.
- Practice hours to be readjusted to later. Children under 5 should be given priority, patients should be notified to check if they have opted to change doctors.
- Answering telephones within a reasonable timeframe. Today I was waiting in the reception to see the doctor and the telephones were constantly ringing and were left unanswered. It is my understanding that most organisations require a call to be answered within three rings.
- I have no complaints whatsoever, everything with my visit is good.
- Very good.
- Appointments by phone.
- Good service.
- Definitely needs to give out appointments when needed urgently.
- I would like to say that at the Wand Medical Centre it's excellent, all types of care and diagnosis is great - many thanks to all the doctors, nurses and staff.
- Unable to make appointment at 8:30am when lines open and unable to get appointment when I attended the surgery for my 5 year old daughter.
- Actually it is good.
- To have some water inside room only, please.
- Give more appointment time and answer phone faster because sometimes when I call to book appointment I was told no appointments left and it was like 9am when I called. I feel more doctors are needed. It would be nice to have water to drink in the clinic while patients wait. Thank you.

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

- This doctor - tell me how you can improve on perfection. Fabulous doctor. Looks after people really well. 10/10.
- I like this doctor and another doctor (sorry for shouting at the other doctor and generally being rude).
- Doctors are late seeing patients about one hour wait but when patients get here 10 minutes late we get turned away - disgrace to the practice.
- This doctor has been ok but I have other complaints that I would like advice on but have felt that I would be viewed as a moaner or but I feel like I should be able to tell the doctors fears I have without hesitation.
- This doctor - probably the most competent doctor that I have ever seen. Superb! Not room for improvement - how could there be?!
- I think they all are well equipped doctors doing a wonderful work to people around this area.
- No. He's the best.
- Excellent.
- My doctor is wonderful, friendly, helpful, clear and patient.
- Good.
- No, he is the best and I don't know where I would be without him. This doctor has helped me tremendously. Thanks.
- None whatsoever.
- More information given about the problem, and more alternatives given as well.
- Doctor's treatment is excellent.
- I've seen this doctor and another doctor over the past 5 years, both excellent doctors.
- Doctor is very good.
- It's fantastic.
- The doctors are very good at what they do and I am very happy so say everything is working out to be very good so far, I give them full respect.
- Doctors are very good. Would be nice to see your regular doctor.
- Doctors are fine just one or two reception staff, apart from that it's okay.
- Waiting to see the doctor is too long, it is very hard to see anyone quickly.
- It would be difficult to say how this particular doctor could improve!
- I was so pleased with my visit to this doctor.
- She is a brilliant doctor.
- Excellent.
- Lovely doctor.
- No - The doctors at the surgery in my opinion are knowledgeable - excellent patient centred care.
- Excellent doctor. Made me feel like a person not patient.
- None. GPs are kind and considerate.
- In my opinion and the treatment I receive for myself, I do not feel the doctor could or needs to improve. I find them to be an excellent, caring and professional doctor.

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

- Very good.
- Doctors visit was excellent.
- I am really happy, what I get treatment from my doctor.
- Doctors are very good, very understanding and helpful.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 168

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	17	49	61	35	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (17 \times 25) + (49 \times 50) + (61 \times 75) + (35 \times 100)}{(168 - 2)} = 10,950/166$$

Your mean percentage score for Q1 = 66%

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	66

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

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*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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"/>				
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"/>				

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
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Thank you for your time and assistance



Certificate of Completion

This is to certify that

The Wand Medical Centre

15 Frank Street
Highgate
BIRMINGHAM
B12 0UF

Practice List Size: 6600

Surveys Completed: 168

has completed the

Improving Practice Questionnaire

Completed on 27 February 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.