

Private and Confidential

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Improving Practice Questionnaire Report

Stanley Medical Group

March 2013



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13 March 2013

Dear Ms Elsbury

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=151026>

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	2	12	74	120	85	3
Q2 Telephone access	3	33	72	107	78	3
Q3 Appointment satisfaction	5	23	75	89	103	1
Q4 See practitioner within 48hrs	28	49	64	74	79	2
Q5 See practitioner of choice	22	62	71	71	61	9
Q6 Speak to practitioner on phone	3	32	85	98	60	18
Q7 Comfort of waiting room	6	37	102	85	64	2
Q8 Waiting time	13	67	92	69	47	8
Q9 Satisfaction with visit	1	19	71	91	109	5
Q10 Warmth of greeting	0	18	66	73	131	8
Q11 Ability to listen	2	14	67	72	133	8
Q12 Explanations	2	16	65	83	123	7
Q13 Reassurance	1	22	66	80	119	8
Q14 Confidence in ability	0	20	66	71	131	8
Q15 Express concerns/fears	2	18	66	82	119	9
Q16 Respect shown	1	12	65	76	134	8
Q17 Time for visit	0	13	81	83	111	8
Q18 Consideration	1	19	66	90	97	23
Q19 Concern for patient	1	13	67	86	103	26
Q20 Self care	1	16	73	79	101	26
Q21 Recommendation	2	18	63	74	115	24
Q22 Reception staff	0	11	69	97	102	17
Q23 Respect for privacy/confidentiality	2	20	74	89	91	20
Q24 Information of services	5	8	67	98	95	23
Q25 Complaints/compliments	5	15	68	96	71	41
Q26 Illness prevention	0	15	70	106	68	37
Q27 Reminder systems	0	18	62	93	88	35
Q28 Second opinion / comp medicine	0	17	74	75	58	72

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

Your patient feedback

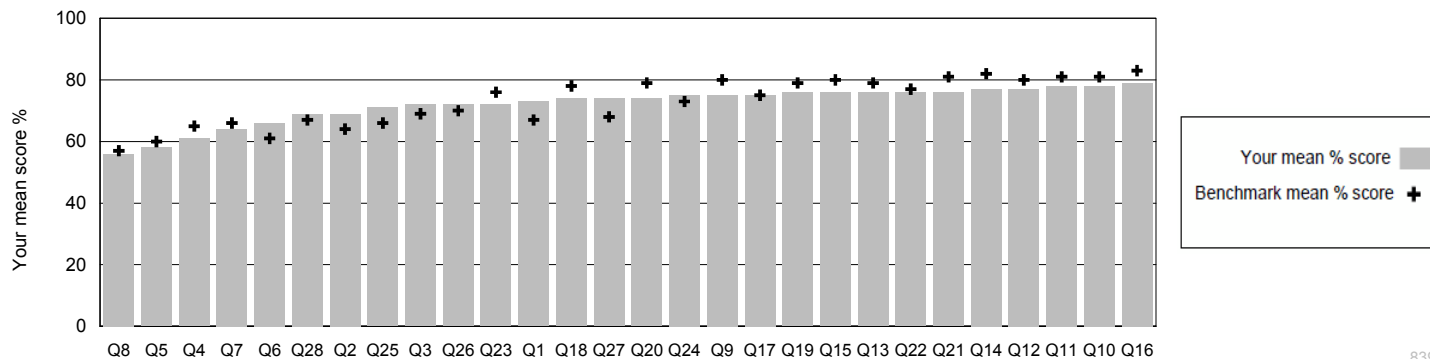
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	73	67	40	63	67	71	99
Q2 Telephone access	69	64	22	55	64	72	99
Q3 Appointment satisfaction	72	69	35	64	69	74	99
Q4 See practitioner within 48hrs	61	65	22	57	64	72	99
Q5 See practitioner of choice	58	60	23	52	60	68	99
Q6 Speak to practitioner on phone	66	61	31	54	61	67	99
Q7 Comfort of waiting room	64	66	21	61	66	72	100
Q8 Waiting time	56	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	75	80	48	76	80	84	99
Q10 Warmth of greeting	78	81	47	78	82	86	99
Q11 Ability to listen	78	81	49	78	82	86	100
Q12 Explanations	77	80	47	76	81	85	100
Q13 Reassurance	76	79	48	75	79	83	100
Q14 Confidence in ability	77	82	47	78	83	86	100
Q15 Express concerns/fears	76	80	48	76	80	84	100
Q16 Respect shown	79	83	45	80	84	88	100
Q17 Time for visit	75	75	45	70	75	79	100
Q18 Consideration	74	78	47	74	78	82	100
Q19 Concern for patient	76	79	43	75	79	83	100
Q20 Self care	74	79	51	75	80	83	99
Q21 Recommendation	76	81	46	77	81	85	100
About the staff							
Q22 Reception staff	76	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	72	76	42	72	76	80	100
Q24 Information of services	75	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	71	66	38	62	66	70	100
Q26 Illness prevention	72	70	19	66	69	73	100
Q27 Reminder systems	74	68	42	63	67	72	99
Q28 Second opinion / comp medicine	69	67	37	63	67	71	99
Overall score	72	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

*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.
 - scores not illustrated if less than 5 patient 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 (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	73	66	44	62	66	70	94
Q2 Telephone access	69	59	22	52	60	66	93
Q3 Appointment satisfaction	72	66	35	62	67	71	92
Q4 See practitioner within 48hrs	61	61	25	55	62	68	90
Q5 See practitioner of choice	58	55	24	50	55	60	87
Q6 Speak to practitioner on phone	66	59	31	54	59	64	91
Q7 Comfort of waiting room	64	65	39	60	65	70	89
Q8 Waiting time	56	55	30	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	75	80	48	76	80	84	94
Q10 Warmth of greeting	78	81	50	78	82	85	93
Q11 Ability to listen	78	82	50	78	82	86	94
Q12 Explanations	77	80	49	77	81	85	93
Q13 Reassurance	76	79	48	76	80	83	92
Q14 Confidence in ability	77	82	50	79	83	86	93
Q15 Express concerns/fears	76	80	48	77	81	84	92
Q16 Respect shown	79	84	50	81	84	87	94
Q17 Time for visit	75	74	46	71	75	79	91
Q18 Consideration	74	78	48	75	78	82	93
Q19 Concern for patient	76	79	43	75	80	83	92
Q20 Self care	74	78	53	76	79	83	91
Q21 Recommendation	76	81	46	78	82	85	91
About the staff							
Q22 Reception staff	76	74	40	71	75	78	93
Q23 Respect for privacy/confidentiality	72	74	45	71	74	77	86
Q24 Information of services	75	71	43	68	71	74	91
Finally							
Q25 Complaints/compliments	71	64	38	61	64	68	94
Q26 Illness prevention	72	68	46	65	68	71	88
Q27 Reminder systems	74	66	43	63	66	69	91
Q28 Second opinion / comp medicine	69	66	37	63	66	69	94
Overall score	72	71	44	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

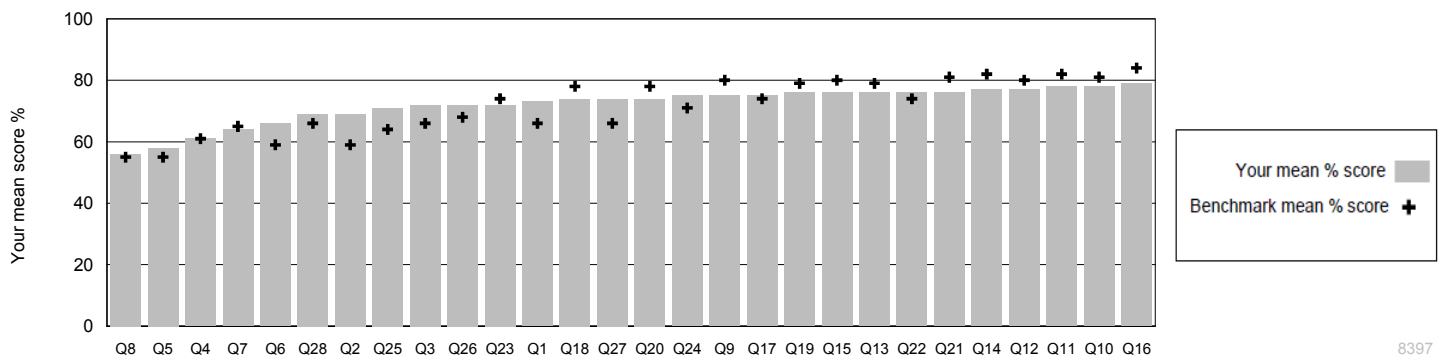
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*Based on data from 422 practices carrying out 517 surveys between April 2008 and March 2012 with 25 or more responses.

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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	30	69	69	45	65	70	74	91
25 - 59	134	73	70	42	67	71	74	91
60 +	79	74	74	49	71	75	78	95
Blank	53	70	70	28	65	70	75	90
Gender								
Female	158	72	71	45	68	72	75	91
Male	84	74	73	44	70	73	76	91
Blank	54	70	70	40	65	71	76	100
Visit usual practitioner								
Yes	123	76	74	49	71	74	77	92
No	95	71	68	36	65	68	72	90
Blank	78	66	70	43	66	71	75	86
Years attending								
< 5 years	41	72	72	47	68	72	76	90
5 - 10 years	32	71	71	40	67	71	75	91
> 10 years	161	73	72	43	69	73	76	92
Blank	62	69	70	41	66	71	75	90

*Based on data from 422 practices carrying out 517 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	01/12/2011	29/10/2008	29/10/2007
Q1 Opening hours satisfaction	73	73	70	71
Q2 Telephone access	69	66	68	72
Q3 Appointment satisfaction	72	71	70	73
Q4 See practitioner within 48hrs	61	56	59	61
Q5 See practitioner of choice	58	55	66	70
Q6 Speak to practitioner on phone	66	63	61	65
Q7 Comfort of waiting room	64	68	63	69
Q8 Waiting time	56	62	53	54
Q9 Satisfaction with visit	75	83	78	79
Q10 Warmth of greeting	78	87	78	80
Q11 Ability to listen	78	87	76	81
Q12 Explanations	77	84	77	79
Q13 Reassurance	76	84	75	78
Q14 Confidence in ability	77	87	81	84
Q15 Express concerns/fears	76	85	77	80
Q16 Respect shown	79	88	81	83
Q17 Time for visit	75	84	69	70
Q18 Consideration	74	84	73	75
Q19 Concern for patient	76	84	75	76
Q20 Self care	74	82	--	--
Q21 Recommendation	76	87	77	80
Q22 Reception staff	76	77	78	81
Q23 Respect for privacy/confidentiality	72	75	78	78
Q24 Information of services	75	76	76	75
Q25 Complaints/compliments	71	71	68	68
Q26 Illness prevention	72	72	71	72
Q27 Reminder systems	74	76	69	70
Q28 Second opinion / comp medicine	69	72	66	70
Overall score	72	76	72	74

-- 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.

Comments about how the practice could improve

- So far I've found no problems with my visits to this practice.
- The reception sometimes discusses patients over the phone which is not private.
- Be able to see own doctor without waiting 3 weeks.
- It would be more helpful to be able to book in advance - don't like the recent innovation to limit pre-bookable appointments. Although everyone I have seen in the practice has been excellent as has the care I have received, I feel there is a lack of continuity never seeing the same doctor twice.
- All good, great service. I was able to book my appointment for the next day, online. Wow!
- It is not always easy to see the doctor of choice which for me is most important. It was easier when the practice was smaller.
- Great practice and the doctor has been exceptional during my husband's illness.
- Fantastic. I always brag to my friends how good you are.
- Some confusion at this present time between orange doors and green doors. Patients do not read the instructions at all.
- No complaints.
- Doors are very heavy when you are pushing a buggy. Should be automatic. Online appointment booking is very good.
- Excellent service. Online booking for my appointment and asking for my tablets is very useful. Maybe late appointments for me as I work away.
- Please stop making mistakes! Lost prescriptions, lost samples, lost forms, lying about losing things - all of this has happened in the last 6 months. Also waiting time for a routine appointment is too long at 10-14 days.
- The appointment system.
- Open more hours/weekends. Answer phone quicker. Offer ring back service for cancelled appointments. Provide correct, up to date information regarding appointment availability.
- Nothing to me.
- Pleased with the service received and only on the odd occasion do I have to wait a week for an appointment with a certain doctor.
- Nothing really, I love the online booking system.
- More priority for working people.
- Easier appointments with chosen doctor. Magazines.
- Overall good, no complaints.
- All good thank you.
- It could improve on appointments. It is very hard to get appointments when needed as I really visit the doctors. Its quite hard to get through on the phone.
- Something for children to entertain them.
- It keeps getting better.
- Answer the phone on a morning.
- Saturday and Sunday opening.
- Received letter regarding a test result saying they had tried to contact me on several occasions when they couldn't have as I have only just registered here.

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

- By having more confidentiality at the desk.
- Think the online appointments/repeat prescriptions facility is fabulous! Love the Sunday opening. Comparing this surgery with my last one - this one is far superior. Perhaps something for children to do in waiting area may be good.
- The reception staff at the Stanley Centre are terrible. The reception staff at the Amfield Plain Centre are much friendlier and I try to visit this one.
- Opening afternoons instead of having to go to Stanley.
- Increased opening hours.
- Cut the waiting time to see a doctor.
- Be able to see GPs on a late night.
- Some receptionists are great - others need more empathy, understanding and patience. Some doctor appointment slots should be held for an afternoon and next day and the slots should become available after dinner.
- Waiting room is too big, too open and not private.
- None, I love the fact that I can order prescriptions online and the fact that I can book an appointment via website. Great.
- Since merging it is going from strength to strength.
- The practice has definitely improved over the years from being good to being excellent and moving forward with the times using texts to remind people of appointments is excellent.
- Quicker appointments.
- Improve weekend service. It is non-existent and back up is poor in the area.
- Length of time you have to wait for an appointment. Rang on 7th and couldn't get an appointment until 14th.
- More phone lines.
- Never made complaint.
- Modern thinking practice. All good.
- How can you improve perfection.
- Waiting room is too open. No privacy. I was able to get an appointment with my doctor the next day. Never been known! Thanks.
- None, texting is good, booking appointment is good.
- I was nervous when they joined the bigger practice but the new doctor is great.
- No improvements, great surgery. Very satisfied. Online appointments are excellent.
- Good practice. Like the texting and also being able to book my appointments online. Nurses appointments online.
- Awful cold waiting room.
- Cannot think of any.
- You have no privacy at the desk. People can hear your conversation to the reception.
- Its great! Modern.
- I find the practice is run very good and can't think of any way it could improve.
- Excellent.

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 only comment I would like to make is that I would like the surgery perhaps have one or two whole days open.
- Great surgery as always.
- All good.
- The practice provides an excellent service and needs to make no improvement. All of the staff are very helpful and friendly and act in a professional manner.
- Telephone repeat prescriptions for disabled people and elderly.
- I am very happy with the practice as it is.
- I've been attending this surgery for over 30 years. This surgery never fails to impress how it moves with the times and meets demand.
- More privacy at reception desk.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- The doctors I have met have been very polite and professional.
- Been registered here several years and am totally satisfied with the way myself and my family have been treated.
- This doctor's care and concern are excellent.
- All to be more like this doctor. He always has time for you and makes you feel better with your worries.
- It is always a pleasure to see this doctor. He gives 200%. His advice is excellent and I have great faith in his ability. His easy manner and sense of humour are added advantages.
- No complaints.
- No improvement needed. He is lovely.
- Not at all.
- Doctors and nurses are brilliant. Administration is not.
- Nothing.
- Really pleased with my doctors.
- None, she was very helpful.
- Very excellent. No complaints.
- No, this doctor is a nice doctor.
- The doctor has been amazing. She has helped me recover from a difficult period in my life. Outstanding practitioner.
- None, she was excellent.
- I really felt comfortable with this doctor and would definitely visit again.
- At times, I didn't feel listened to.
- She didn't listen. I felt rushed, sorry.
- I have always though I have a good relationship with all the doctors I have seen so far.
- I feel I am constantly here for the same thing, however nothing has changed and my child still has the same problem! I no longer feel confident with a doctor's diagnosis.
- Always see this doctor who has always been caring and fantastic with my two children.
- All I have met are truly excellent. I am so lucky to have such a brilliant practice.
- Runs late. I was anxious when I got in to his room.
- Waiting time too long!
- Had to wait 40 minutes.
- Easier to get my appointment since having other doctors.
- Very good doctor, can't suggest anything.
- Good.
- Runs a bit late.
- My doctor is always good, patient and courteous.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- The doctor acknowledged my disabled son as 'man' and had a few makaton signs - enabling communication with him. Excellent.
- Excellent.
- No improvement is needed for any of the doctors at this practice.
- This doctor is wonderful, he really listens.

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 = 296

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	12	74	120	85	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (12 \times 25) + (74 \times 50) + (120 \times 75) + (85 \times 100)}{(296 - 3)} = 21,500/293$$

Your mean percentage score for Q1 = 73%

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	73

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"/>	<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

Stanley Medical Group
Stanley Primary Care Centre
Clifford Road
Stanley
CO DURHAM
DH9 0AB

Practice List Size: 10000

Surveys Completed: 296

has completed the

Improving Practice Questionnaire

Completed on 13 March 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.