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# Improving Practice Questionnaire Report

Heathfielde Medical Centre

March 2014



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26 March 2014

Dear Mr Singh

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=162861>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

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## Introduction

### About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	5	28	73	52	21	5
Q2 Telephone access	7	30	65	52	24	6
Q3 Appointment satisfaction	9	33	61	51	28	2
Q4 See practitioner within 48hrs	25	32	65	36	16	10
Q5 See practitioner of choice	19	59	51	29	18	8
Q6 Speak to practitioner on phone	30	38	53	23	10	30
Q7 Comfort of waiting room	2	34	80	36	27	5
Q8 Waiting time	22	51	56	29	19	7
Q9 Satisfaction with visit	2	5	50	66	57	4
Q10 Warmth of greeting	2	5	36	70	66	5
Q11 Ability to listen	3	3	35	62	76	5
Q12 Explanations	2	7	38	68	64	5
Q13 Reassurance	2	7	42	64	63	6
Q14 Confidence in ability	2	10	39	55	73	5
Q15 Express concerns/fears	3	11	33	67	63	7
Q16 Respect shown	3	3	29	64	79	6
Q17 Time for visit	4	17	47	56	54	6
Q18 Consideration	2	7	51	56	59	9
Q19 Concern for patient	3	6	49	60	57	9
Q20 Self care	2	6	46	65	50	15
Q21 Recommendation	3	6	43	57	68	7
Q22 Reception staff	6	23	57	52	42	4
Q23 Respect for privacy/confidentiality	3	29	53	50	42	7
Q24 Information of services	6	32	59	48	25	14
Q25 Complaints/compliments	10	31	61	39	16	27
Q26 Illness prevention	10	25	62	42	20	25
Q27 Reminder systems	16	28	60	38	22	20
Q28 Second opinion / comp medicine	6	19	55	35	17	52

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

## Your patient feedback

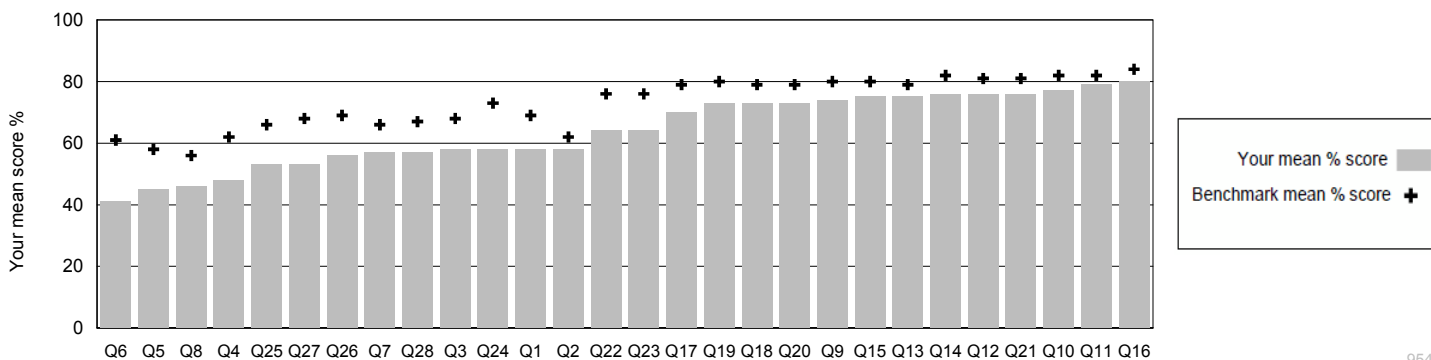
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	58	69	23	64	68	73	92
Q2 Telephone access	58	62	13	53	63	71	92
Q3 Appointment satisfaction	58	68	23	63	68	74	92
Q4 See practitioner within 48hrs	48	62	18	54	62	70	96
Q5 See practitioner of choice	45	58	22	48	57	65	95
Q6 Speak to practitioner on phone	41	61	25	54	61	67	92
Q7 Comfort of waiting room	57	66	27	60	66	71	90
Q8 Waiting time	46	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	80	41	76	81	85	97
Q10 Warmth of greeting	77	82	45	78	82	86	96
Q11 Ability to listen	79	82	46	78	83	87	97
Q12 Explanations	76	81	42	77	81	85	97
Q13 Reassurance	75	79	41	75	80	84	98
Q14 Confidence in ability	76	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	80	84	49	80	85	88	98
Q17 Time for visit	70	79	38	75	80	84	96
Q18 Consideration	73	79	41	75	79	83	98
Q19 Concern for patient	73	80	43	76	80	84	97
Q20 Self care	73	79	38	75	79	83	97
Q21 Recommendation	76	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	64	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	64	76	43	72	76	80	96
Q24 Information of services	58	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	53	66	31	62	66	70	96
Q26 Illness prevention	56	69	34	64	68	72	96
Q27 Reminder systems	53	68	27	63	68	72	96
Q28 Second opinion / comp medicine	57	67	30	62	67	71	96
Overall score	64	73	35	69	73	77	95

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

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

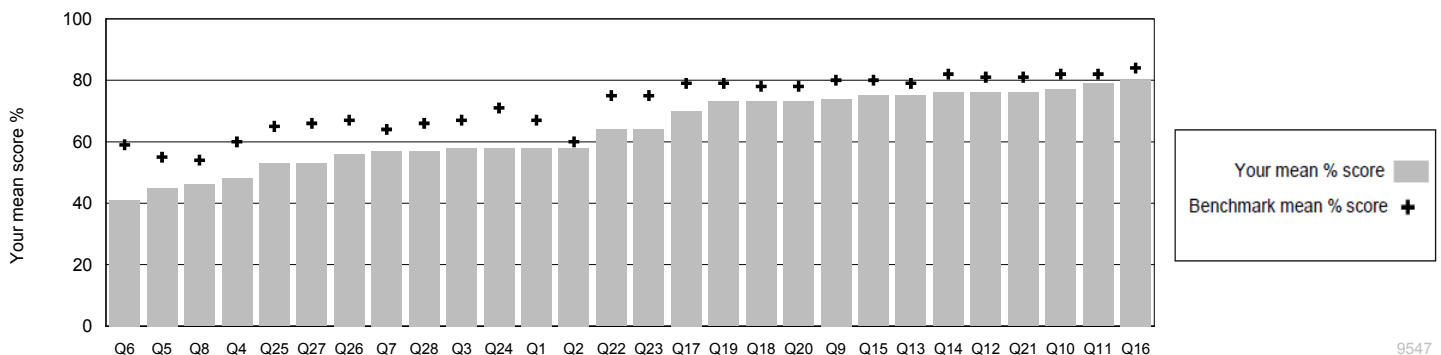
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	58	67	48	64	67	71	86
Q2 Telephone access	58	60	28	54	61	67	85
Q3 Appointment satisfaction	58	67	46	62	67	72	87
Q4 See practitioner within 48hrs	48	60	30	53	60	67	86
Q5 See practitioner of choice	45	55	28	47	55	61	84
Q6 Speak to practitioner on phone	41	59	29	53	58	66	84
Q7 Comfort of waiting room	57	64	39	60	65	69	82
Q8 Waiting time	46	54	25	49	55	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	80	44	76	80	84	93
Q10 Warmth of greeting	77	82	46	78	82	85	94
Q11 Ability to listen	79	82	46	79	82	86	95
Q12 Explanations	76	81	45	77	81	85	94
Q13 Reassurance	75	79	44	76	80	84	94
Q14 Confidence in ability	76	82	47	79	82	87	95
Q15 Express concerns/fears	75	80	46	77	80	84	93
Q16 Respect shown	80	84	49	80	84	88	95
Q17 Time for visit	70	79	51	76	79	83	94
Q18 Consideration	73	78	41	74	79	83	91
Q19 Concern for patient	73	79	43	76	80	84	93
Q20 Self care	73	78	46	75	79	82	91
Q21 Recommendation	76	81	47	78	82	86	95
<b>About the staff</b>							
Q22 Reception staff	64	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	64	75	45	72	75	78	88
Q24 Information of services	58	71	29	68	72	75	87
<b>Finally</b>							
Q25 Complaints/compliments	53	65	50	62	66	69	85
Q26 Illness prevention	56	67	36	64	67	71	85
Q27 Reminder systems	53	66	29	63	66	70	85
Q28 Second opinion / comp medicine	57	66	53	62	66	69	86
Overall score	64	72	45	69	72	76	87

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

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\*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)



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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	16	63	70	44	65	70	75	92
25 - 59	97	63	71	44	68	72	75	93
60 +	63	69	74	43	71	75	78	87
Blank	8	44	70	46	64	70	77	91
<b>Gender</b>								
Female	116	63	72	42	68	72	76	86
Male	57	69	73	46	69	74	77	91
Blank	11	51	71	45	65	71	75	93
<b>Visit usual practitioner</b>								
Yes	91	65	74	46	71	75	78	90
No	68	66	69	38	65	69	73	92
Blank	25	58	71	46	66	71	75	87
<b>Years attending</b>								
< 5 years	46	64	72	53	68	72	76	92
5 - 10 years	30	60	71	38	67	72	76	91
> 10 years	94	67	73	45	69	73	77	85
Blank	14	55	71	45	66	70	77	92

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

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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## Your patient feedback

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

	Current scores	01/07/2011	18/12/2008	06/02/2008
Q1 Opening hours satisfaction	58	60	48	43
Q2 Telephone access	58	53	51	50
Q3 Appointment satisfaction	58	63	58	58
Q4 See practitioner within 48hrs	48	60	54	56
Q5 See practitioner of choice	45	47	46	47
Q6 Speak to practitioner on phone	41	45	41	38
Q7 Comfort of waiting room	57	61	59	59
Q8 Waiting time	46	49	48	47
Q9 Satisfaction with visit	74	75	77	73
Q10 Warmth of greeting	77	77	81	76
Q11 Ability to listen	79	78	80	76
Q12 Explanations	76	75	79	74
Q13 Reassurance	75	74	77	72
Q14 Confidence in ability	76	78	82	76
Q15 Express concerns/fears	75	74	76	74
Q16 Respect shown	80	79	82	78
Q17 Time for visit	70	72	65	65
Q18 Consideration	73	73	73	71
Q19 Concern for patient	73	74	76	72
Q20 Self care	73	74	--	--
Q21 Recommendation	76	75	77	76
Q22 Reception staff	64	71	62	62
Q23 Respect for privacy/confidentiality	64	73	66	63
Q24 Information of services	58	66	58	58
Q25 Complaints/compliments	53	61	57	52
Q26 Illness prevention	56	63	61	57
Q27 Reminder systems	53	61	55	53
Q28 Second opinion / comp medicine	57	61	61	59
Overall score	64	67	65	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.

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

- Stop changing hospital prescriptions to something else not prescribed by the consultant.
- Could do a lot better in reception.
- I am a fairly new patient and when I registered I was not given comprehensive information about the services on offer and had to enquire fairly searchingly about how processes worked.
- Extend the opening hours so patients do not have to take time off work to see a doctor. Have more doctors on duty. They should offer home visits. Improve the waiting time and apologise for delays.
- Best medical centre. Thanks guys you're doing great job!
- Doctors should have ongoing training so they are personable with patients, respectful and clear with information that is given out.
- Please do not change anything.
- Would like to suggest a hand rail to assist patient to get down those lethal steps outside the practice!
- Online appointments to see who is available on which day. Later appointments as I work full time.
- Too much waiting time. Inefficient! Always have to wait a long time for doctor.
- Reminder system - I do not believe I have had any reminders! I'm sorry Saturday opening has gone but I know that's not the fault of the practice.
- Overall very happy with the practice. Doctor and nurse - excellent. Frustrating sometimes trying to get appointments.
- I am quite satisfied with the practice.
- Put the electronic announcement board which calls patients in view of the seated waiting area! It's positioned out of sight and therefore patients cannot use it to see when they're being called.
- Better help from reception.
- Poor continuity with doctors, therefore poor treatment continuity.
- I feel if you require an emergency appointment and you call at 8.30am and its not possible to see a doctor in the morning you should be allowed to book it for the afternoon (if available) rather than having the whole issue of re-phoning at 2pm.
- Reminders system for ongoing health check has to be improved. I never had a text to remind me for health check.
- More staff needed on reception at times.
- More staff needed in the morning to take phone calls as phone is always busy to make urgent appointments in the mornings.
- I only came today because I tried to get a repeat prescription which I was told wasn't on repeat and had to make an appointment. It was on repeat - complete waste of emergency time. Pretty standard for this practice.
- Waiting times for the doctor/nurse is sometimes 20 - 30 minutes for a booked appointment. This is also the case with newborn babies when coming for a jab, even when we are the first ones and the nurse is in the room on the computer. This creates a backlog and other babies are then waiting for that long.
- Friendlier receptionists.
- Have some late night/early morning (+7.00am) appointments.
- I'm happy since 2011 with this practice.
- Send an email letter when flu shots are due. Very poor at letting me know when it's time.
- More availability of out of hours appointments i.e. early/late appointments. Poor follow up with some results. Need to spend a little more time listening to patients. On a previous appointment the doctor said I should have my blood pressure taken but the doctor didn't have time!!

## Your patient feedback

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

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

- Has dramatically improved in the last 6 months.
- Generally much better than it used to be. Complementary medicine access could be better and more encouraged.
- Reception area could have a brighter look. I love this surgery. The doctors seem very kind but sometimes the level of reception staff can be a bit short.
- Have more appointments slots that can be booked not as an emergency. Perhaps more child friendly waiting area.
- To inform patients when there is change i.e. one doctor used not to take patients on Fridays, that changed and then the doctor did, but not on Monday, no-one told me, so having waited to see her from Thursday until Monday, 4 days then she wasn't in on Monday.
- Text patients if doctor is running very late.
- Every time seeing me different doctor. I would like finally meet my GP which I have on medical card. I have been patient at this practice for 3 years.
- Difficult to get appointments for doctor or nurse.
- It would be helpful to speak to a doctor on the phone occasionally.
- Possible greater use of email for booking appointments.
- Poor weekend service.
- I am satisfied with the medical centre. The doctors and nurses are excellent and above all caring.
- Option to receive a PDF by email of test results.
- Not had any problems with it. The computer check in system might be fixed - but reception by staff is fine too so not really a problem. As a pedant, the removal of the apostrophe from the plural word 'owners' would be appreciated on the parking notice.
- Time management. Staff communication. Making contact easier facilitating appointments.
- Telephone manner is abrupt!
- Many years of change on out of hours service?
- Frequent waiting times of up to 60 minutes is often inconvenient. Text warning of long delays?
- Besides one doctor, get some better doctors:- it is only in an extreme emergency or by default that I would see any others. Repair the check in computer.
- Open seven days a week.
- Better opening hours - better walk in service. Nicer reception staff.
- Easier to get appointments.
- A variety of appointment systems including short notice and future appointments. Weekend and evening opening times. We work full time too.
- None that I can think of.
- Longer hours.

## Your patient feedback

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

## Any comments about how the doctor/nurse could improve?

- One of the doctors is very good.
- Further awareness of the GP of reflux/silent reflux - a common condition for babies - would have saved us endless weeks of visits prior to a specialist diagnosis.
- One of the nurses could seem more competent so I feel like I can trust information provided and treatment she gives me. One of the doctors is the best doctor I've ever seen at this practice. She knows her stuff or if she is unsure of something she is honest about it.
- Only God could do better.
- Always feel a bit rushed by doctor.
- More forethought!
- I am so sorry one of the doctors is leaving as she has been a great support, friendly face and caring doctor through a long period of illness. It was great to see her regularly.
- Too much waiting time. Inefficient! Always have to wait a long time for doctor.
- One of the doctors is friendly and gives me details what I want to know. Thank you very much.
- All doctors that I've seen at Heathfielde have been marvellous - Go the NHS!!
- One of the nurses needs to learn little more tact when conveying information.
- No, always been happy with this particular doctor.
- They have to be more kind with patients, they do things so fast, sometimes you can't even explain the problem properly. One of the doctors I like, he is the best!
- Doctors are generally ok.
- As above - Waiting times for the doctor/nurse is sometimes 20 - 30 minutes for a booked appointment. This is also the case with newborn babies when coming for a jab even, when we are the first ones and the nurse is in the room on the computer. This creates a backlog and other babies are then waiting for that long.
- Nothing to say. Excellent job.
- I've just seen one of the doctors and she was excellent!
- The nurse is an important part of this surgery, especially with kids. I wish they had a permanent one.
- I didn't know booking for appointment changed from 8.30am - 8am so when I got through on the phone for 2 days and found all appointments booked! Took 5 days till I could get an appointment. Reception is now open over lunchtime. Patient doesn't know any of the above changes so easy to email.
- Doctor didn't know for what appointment I have come.
- One time there were no nurses. In emergencies I go to the local emergency hospital in Granville Road. Many of the doctors are part time.
- One of the doctors is excellent.
- The clinical staff are very good. The admin staff used to be not too good but today it was much better than usual.
- He may say that he would be 20 years younger - but whether that would improve either of us is a moot point. I am very happy with this doctor.
- No they are very good when seen.
- I only see one doctor. I have no faith in any of the other doctors. The nurses are always excellent and hands on.
- Work seven days.

## Your patient feedback

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

### Any comments about how the doctor/nurse could improve?

- Be present more.
- They take wonderful care of me.

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 = 184

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	28	73	52	21	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (28 \times 25) + (73 \times 50) + (52 \times 75) + (21 \times 100)}{(184 - 5)} = 10,350/179$$

Your mean percentage score for Q1 = 58%

### 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	58

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

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\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.



## 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

**Heathfield Medical Centre**

8 Lyttelton Road  
Hampstead Garden Suburb  
London  
N2 0EQ

**Practice List Size: 7300**

**Surveys Completed: 184**

has completed the

## **Improving Practice Questionnaire**

Completed on 26 March 2014



**Michael Greco**  
**Director**



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