

Private and Confidential

Mrs Julie Finch
Bridge Surgery
St Peter's Street
Stapenhill
Burton-on-Trent
Staffordshire
DE15 9AW

Improving Practice Questionnaire Report

Bridge Surgery

November 2013



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

t 0845 5197493
f 01392 824767

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

Mrs Julie Finch
Bridge Surgery
St Peter's Street
Stapenhill
Burton-on-Trent
Staffordshire
DE15 9AW

01 November 2013

Dear Mrs Finch

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

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

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=164411>

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

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

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	34	105	139	84	2
Q2 Telephone access	19	80	117	88	65	0
Q3 Appointment satisfaction	6	36	86	131	106	4
Q4 See practitioner within 48hrs	17	56	103	102	85	6
Q5 See practitioner of choice	35	80	96	87	63	8
Q6 Speak to practitioner on phone	7	40	119	104	67	32
Q7 Comfort of waiting room	5	45	123	111	83	2
Q8 Waiting time	20	71	112	96	52	18
Q9 Satisfaction with visit	0	4	61	108	190	6
Q10 Warmth of greeting	0	8	49	99	207	6
Q11 Ability to listen	0	7	41	100	214	7
Q12 Explanations	0	6	49	106	199	9
Q13 Reassurance	0	7	54	110	188	10
Q14 Confidence in ability	0	5	47	89	220	8
Q15 Express concerns/fears	1	11	44	105	193	15
Q16 Respect shown	0	4	35	96	222	12
Q17 Time for visit	1	11	58	98	190	11
Q18 Consideration	0	12	55	108	170	24
Q19 Concern for patient	0	7	54	102	182	24
Q20 Self care	0	7	57	100	173	32
Q21 Recommendation	0	8	41	93	205	22
Q22 Reception staff	5	17	86	118	134	9
Q23 Respect for privacy/confidentiality	0	17	90	114	141	7
Q24 Information of services	1	18	99	118	118	15
Q25 Complaints/compliments	2	18	120	99	84	46
Q26 Illness prevention	0	22	109	115	95	28
Q27 Reminder systems	1	22	96	106	118	26
Q28 Second opinion / comp medicine	2	21	101	83	83	79

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

Your patient feedback

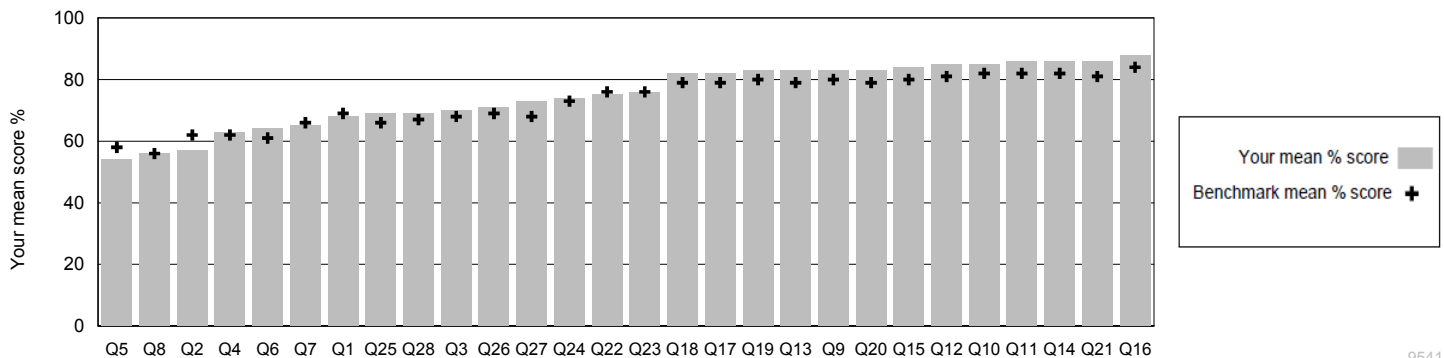
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	69	23	64	68	73	92
Q2 Telephone access	57	62	13	53	63	71	92
Q3 Appointment satisfaction	70	68	23	63	68	74	92
Q4 See practitioner within 48hrs	63	62	18	54	62	70	96
Q5 See practitioner of choice	54	58	22	48	57	65	95
Q6 Speak to practitioner on phone	64	61	25	54	61	67	92
Q7 Comfort of waiting room	65	66	27	60	66	71	90
Q8 Waiting time	56	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	83	80	41	76	81	85	97
Q10 Warmth of greeting	85	82	45	78	82	86	96
Q11 Ability to listen	86	82	46	78	83	87	97
Q12 Explanations	85	81	42	77	81	85	97
Q13 Reassurance	83	79	41	75	80	84	98
Q14 Confidence in ability	86	82	43	79	83	87	99
Q15 Express concerns/fears	84	80	45	76	81	85	96
Q16 Respect shown	88	84	49	80	85	88	98
Q17 Time for visit	82	79	38	75	80	84	96
Q18 Consideration	82	79	41	75	79	83	98
Q19 Concern for patient	83	80	43	76	80	84	97
Q20 Self care	83	79	38	75	79	83	97
Q21 Recommendation	86	81	41	78	82	86	99
About the staff							
Q22 Reception staff	75	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	76	76	43	72	76	80	96
Q24 Information of services	74	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	69	66	31	62	66	70	96
Q26 Illness prevention	71	69	34	64	68	72	96
Q27 Reminder systems	73	68	27	63	68	72	96
Q28 Second opinion / comp medicine	69	67	30	62	67	71	96
Overall score	75	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 (10001-12000 patients)

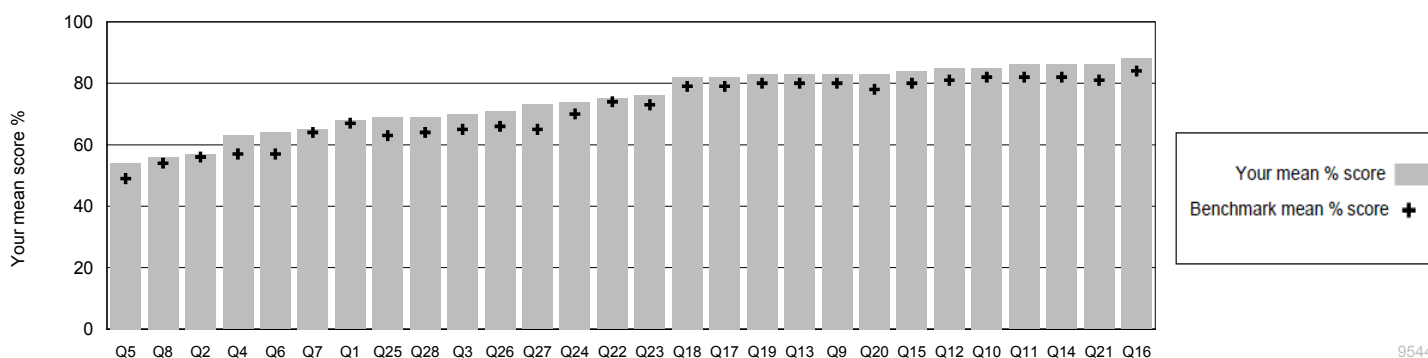
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	23	64	68	71	88
Q2 Telephone access	57	56	13	47	58	65	78
Q3 Appointment satisfaction	70	65	23	62	65	69	85
Q4 See practitioner within 48hrs	63	57	18	52	58	64	83
Q5 See practitioner of choice	54	49	22	44	48	55	84
Q6 Speak to practitioner on phone	64	57	25	52	57	63	85
Q7 Comfort of waiting room	65	64	27	60	65	69	86
Q8 Waiting time	56	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	83	80	41	76	81	84	91
Q10 Warmth of greeting	85	82	45	78	83	85	93
Q11 Ability to listen	86	82	46	79	83	87	94
Q12 Explanations	85	81	42	77	81	85	92
Q13 Reassurance	83	80	41	76	80	84	91
Q14 Confidence in ability	86	82	43	79	83	86	92
Q15 Express concerns/fears	84	80	45	77	81	84	91
Q16 Respect shown	88	84	56	81	85	88	93
Q17 Time for visit	82	79	38	75	80	83	91
Q18 Consideration	82	79	46	75	79	83	89
Q19 Concern for patient	83	80	46	76	80	84	90
Q20 Self care	83	78	38	75	79	83	89
Q21 Recommendation	86	81	41	78	82	86	91
About the staff							
Q22 Reception staff	75	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	76	73	43	70	73	76	90
Q24 Information of services	74	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	69	63	31	60	64	66	86
Q26 Illness prevention	71	66	34	63	66	69	86
Q27 Reminder systems	73	65	27	62	65	68	86
Q28 Second opinion / comp medicine	69	64	30	61	64	68	87
Overall score	75	71	35	68	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

9544

*Based on data from 103 practices carrying out 153 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 (10001-12000 patients)



9544

Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	25	69	70	42	66	70	75	91
25 - 59	182	76	70	35	67	70	74	87
60 +	137	76	73	24	70	73	76	87
Blank	25	71	69	50	63	69	74	86
Gender								
Female	236	75	71	32	67	71	74	87
Male	108	76	73	45	69	73	77	88
Blank	25	72	69	49	65	69	74	89
Visit usual practitioner								
Yes	227	77	74	35	71	74	77	89
No	100	70	68	35	64	68	72	84
Blank	42	74	70	53	65	70	73	83
Years attending								
< 5 years	49	79	72	28	68	72	76	88
5 - 10 years	31	73	71	40	67	71	75	91
> 10 years	258	74	72	48	69	72	75	86
Blank	31	77	69	49	65	69	73	85

*Based on data from 103 practices carrying out 153 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.

9544

Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	03/01/2013	10/07/2008	31/10/2007
Q1 Opening hours satisfaction	68	72	64	69
Q2 Telephone access	57	60	63	65
Q3 Appointment satisfaction	70	73	70	70
Q4 See practitioner within 48hrs	63	64	63	63
Q5 See practitioner of choice	54	58	53	55
Q6 Speak to practitioner on phone	64	64	60	64
Q7 Comfort of waiting room	65	60	67	69
Q8 Waiting time	56	59	55	58
Q9 Satisfaction with visit	83	86	79	84
Q10 Warmth of greeting	85	86	79	85
Q11 Ability to listen	86	88	80	85
Q12 Explanations	85	86	79	83
Q13 Reassurance	83	86	78	83
Q14 Confidence in ability	86	88	82	87
Q15 Express concerns/fears	84	85	77	84
Q16 Respect shown	88	88	81	88
Q17 Time for visit	82	85	72	78
Q18 Consideration	82	83	77	82
Q19 Concern for patient	83	84	76	83
Q20 Self care	83	84	--	--
Q21 Recommendation	86	86	80	86
Q22 Reception staff	75	77	73	76
Q23 Respect for privacy/confidentiality	76	77	75	76
Q24 Information of services	74	75	72	74
Q25 Complaints/compliments	69	70	67	67
Q26 Illness prevention	71	71	69	70
Q27 Reminder systems	73	75	68	71
Q28 Second opinion / comp medicine	69	71	66	69
Overall score	75	77	71	75

-- 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.

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?

- Patients should utilise GP and treat with respect and not abuse system - it's free NHS and staff and doctors work very hard - patients should look after selves as well.
- Receptionist today was lovely as always. Certain receptionist can be rude. One even questioned me about the type of tablets my repeat prescription was. I had to remind her she was not medically trained.
- No complaints - have always been treated very well. Also, top marks for not having an 0844 phone number!
- Cannot improve on virtually perfect!
- It is a disappointment that visitors (family, previously patients at the practice) are no longer able to receive treatment. Our address is outside the practice boundaries but we have been patients here for many years at the same address.
- No, very good.
- No comments - very satisfied.
- Wonder if a charge of £5 for appointments missed and not cancelled would be a legal option.
- Have been coming here for about 16 years now and don't have any concerns about treatment at all.
- Trying to get in to see your doctor nightmare.
- More chairs with arms on to aid getting out of the chair.
- No complaints.
- Very happy with this practice as I have been here with this practice and one doctor for many years.
- None really.
- Could improve reception staff. Sometimes very surly.
- Just difficulty getting through on telephone at times.
- Very good service.
- Have always been treated well and have no complaints at all.
- Brilliant service - able to get appointments when needed.
- No, can't fault it, excellent service as usual.
- Brilliant practice!
- There is a tendency in most practices to make it hard for patients to get appointments. Reluctant to ring because attitude can imply you are being a nuisance. It is hard to understand the systems. I can see why so many people (countrywide) end up at A&E.
- Saturday appointments would be useful.
- The chance to make appointment up to a week before at times suitable for myself would help greatly as sometimes you need to see a doctor for something that you're not poorly as such but need an appointment (not at short notice or having to ring on the morning).
- I'm very satisfied.
- Evening or weekend appointments. Online appointment service.
- Receptionists' telephone manner - a smile and a friendly manner would be nice.
- Having a very active three year old and another on the way, I don't feel I can bring my child to appointments with me as there is nothing for them to do. I would spend my time battling with them to keep away from doors etc. Not great if you are unwell.

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?

- Magazines/toys in the waiting room.
- Sometimes reception staff are a bit abrupt.
- Making sure when sending for a repeat prescription that I receive them and not get told by the doctor that it's not on repeat.
- Answering the telephone.
- Positive note - Rang at 9am appointment by 3pm! Excellent service always is.
- Recent visit with my son was with a GP and I felt less welcomed than with other GPs we have seen.
- One phone number, i.e. have often phoned for an appointment on the publicised number only to find I have to redial another number for the appointments line. So one number and more options when it picks up, e.g. "Press 1 for appointments..." etc.
- Later opening hours or Saturday morning for full time working staff.
- Lack of toys/books for children makes it difficult especially when long waiting time.
- Be able to get through on the phone!
- Maybe a late night surgery for late working patients?
- Late night opening for people who work in the day. One late night a week.
- Less waiting time.
- More telephone operators in the morning. If I need an appointment it takes up to or over 30 minutes to get through.
- Reception staff could use some customer service skills. Not all just some.
- Being able to get through on phone and getting an appointment.
- Late night surgery or Saturday morning.
- I used to find the reception staff (only particular few) would be very unwelcoming and rude. However, over the past year this has vastly improved and it does make such a huge difference!
- Nothing - I find the practice excellent.
- Could send a text when running late (20 mins or more) so not rushing around to make appointment then get here and have to wait 20-40 mins.
- More later/evening appointments.
- One certain receptionist is rude and unhelpful. The doctor is always running late every appointment I have been to with him, he's always 20 mins/30 mins late.
- Open at the weekend. More early and late evening appointments. Requests for blood taken at surgery on same day of doctor's request.
- When I come with my children who are very young toddlers could do with something toys etc, to keep them occupied in waiting area as they constantly try to run around. This is because of their age and there's nothing like there used to be in waiting area.
- Improve telephone contact. Virtually impossible to get through in morning. Common issue is either phone for same day appointment, or know you have to wait two weeks for an appointment. It is inefficient use of appointment system.
- Shorter delays in waiting times - some doctors are constantly running behind. Have waited 50 mins before now. Could a system be put in place to warn people? i.e. text message if 30 minutes behind before you arrive. Also could some sort of toys or books be provided for children, long waiting times and agitated children make visiting stressful.
- Waiting times for certain doctors (40 minutes plus) most times not acceptable.

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?

- Nice practice very clean tidy service is very good and to a high standard. Credit to all staff.
- Providing a child's area, especially with long waiting times.
- I am new to the surgery, but I am very happy with the doctors, glad I moved doctors.
- Late night surgery - nurse and a doctor to be on duty.
- Maybe some toys for children. My doctor today is running 20 mins late and it a long time for kids to wait with nothing to do so they start playing up.
- I personally am very good with telephones, someone less able may have a slight problem contacting the surgery at 8:00am to book an appointment.
- Very good service.
- Booking appointments on the internet would be good.
- So that I can tick boxes for good, very good instead of fair.
- Early evening. Appointments would help people who are at work and save them having to lose pay.
- Overall excellent.
- Overall very pleased with your services.
- Have never had any problems.
- No. I have been with the practice for many years and have always been well looked after.
- Very good.
- It's top class, the only downfall if any is trying to get through on phone early morning all the world is trying but that's it otherwise very happy with practice and the all round treatment I receive.
- Very happy with doctor, nurses and staff.
- As a disabled patient parking is very important perhaps an extra space would be helpful.
- Very satisfied - no changes required.
- Better telephone system.
- Putting a self service where you could check in yourself.
- Excellent pool of doctors with fantastic levels of empathy and emotional intelligence.
- More men's style magazines.
- For the services I have used, all are of a good to very good standard. I have no negative things to say, as for improvements perhaps more people available for phones at peak times, i.e. first thing in the morning to book appointments, although I also realise that only one person can input appointments on the system any one time.
- None, just keep up this high quality of service that always seems to have improved over the years I have been a patient here.
- I know delays are at times inevitable but the whole idea of having an appointment is good time management for both doctor and patient 10-15 mins is okay but some doctors seem to be habitually over time by 30+ minutes at times!
- Later night openings needed due to occupation, not possible for days/afternoons off often.
- Make it easier to get through on the phone at peak times.
- Waiting times - some doctors filling in paperwork before seeing next patient should be ceased.

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?

- No, not really. Always find the service very good.
- There is a shortage of reading material and I think the fears of spreading infection from old magazines is over played. We all have an immune system and also come into daily contact with potential infection everywhere - door handles etc.
- I can't think of a single thing. Overall excellent practice.

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?

- Very lovely surgery - waiting room a bit boring and full of germs!
- Doctor was brilliant. Can't improve.
- For me there's no improvement to do. I've always been happy to be in this practice.
- None whatsoever.
- I think they do a very good job.
- None, really.
- The doctor is excellent. Very happy with them.
- No complaints.
- None whatsoever.
- Doctors and the nurse are usually very nice.
- No, I always find everyone very good.
- No comments - very satisfied.
- I am very happy with the treatment I receive from the doctor and the nurse. I find the receptionist is helpful.
- None, the doctor is excellent.
- Not keep you waiting so long.
- Doctor is superb.
- Always friendly staff at reception, doctors great.
- We well miss one doctor. An excellent doctor.
- I am often kept waiting past my appointment time - but this isn't an issue as my doctor takes time with all his patients and certainly makes me feel cared for and listened to.
- Excellent doctor.
- Staff always fantastic - really helpful, keep up the good work.
- I have not recently had any cause for complaint but my husband was recently in agony and finally called for an emergency prescription and was told by the doctor he should have rung earlier. The doctor did organise the prescription, but my husband resented his attitude.
- Find all doctors and nurses very good.
- I have great respect for the doctor and have full confidence in her treatment of me.
- No - excellent doctor.
- Sticking to the appointment times.
- Nothing at all! Perfect - caring and very understanding.
- Yes the doctor could be on time for once!
- I have always been very happy with every doctor I have seen at this practice and have always got in. Thank you.
- I am very pleased with this practice I have been coming for many years and always been treated fairly.
- Have less slots so the wait isn't over 30-45 mins.

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?

- Nothing.
- I received very good service but on other occasions I haven't received this same service, make sure all doctors diagnose/behave towards patients in a similar manner.
- One doctor - what a revelation, no improvements there!
- Very happy with service.
- I was waiting nearly an hour to see the doctor. Not very good with a two year old and feeling ill.
- Very happy with today's visit.
- None required.
- Satisfied, nurses very good, doctors very good.
- The nurses we saw today were professional, efficient and charming.
- Don't let them retire. They're very good.
- Excellent.
- Yes get on time for appointment. Especially early ones.
- No problems at all. The doctor has been a very proactive and caring person.
- Excellent.
- The staff I see are brilliant no complaints at all. Many thanks.
- Excellent service.
- No problems.
- None - great service, if often the appointment time is nearly always late.
- None - world class.
- If Carlsberg did doctors, this doctor would be a Carlsberg doctor.
- The doctor is superb in most ways no complaints.
- Bridge Surgery provides an excellent and outstanding service compared to others in our area and especially compared to other doctors in other trusts.
- Cannot fault doctors or practice in any way. Always been looked after brilliantly. First class all round.
- Everything has always been perfect. Thank you all.
- Sometimes hard to see own doctor.
- Better time keeping for the doctor.
- Always treated with respect and kindness.
- To have more patient time, therefore ability to run on time.
- They're marvellous so I have no complaints.

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 = 369

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	34	105	139	84	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (34 \times 25) + (105 \times 50) + (139 \times 75) + (84 \times 100)}{(369 - 2)} = 24,925/367$$

Your mean percentage score for Q1 = 68%

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	68

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

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

9541

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>
---	---	---	--

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Bridge Surgery

St Peter's Street
Stapenhill
Burton-on-Trent
Staffordshire
DE15 9AW

Practice List Size: 10028

Surveys Completed: 369

has completed the

Improving Practice Questionnaire

Completed on 01 November 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.