

**Private and Confidential**

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# Improving Practice Questionnaire Report

Langham Place Surgery

January 2014



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10 January 2014

Dear Ms King

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=164375>

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	0	18	102	77	37	6
Q2 Telephone access	36	63	64	52	20	5
Q3 Appointment satisfaction	9	29	96	57	46	3
Q4 See practitioner within 48hrs	17	40	81	50	46	6
Q5 See practitioner of choice	19	59	80	42	28	12
Q6 Speak to practitioner on phone	3	27	98	59	36	17
Q7 Comfort of waiting room	7	34	99	65	31	4
Q8 Waiting time	16	60	89	45	20	10
Q9 Satisfaction with visit	0	8	62	76	90	4
Q10 Warmth of greeting	0	5	48	81	102	4
Q11 Ability to listen	0	5	38	83	110	4
Q12 Explanations	0	8	50	76	98	8
Q13 Reassurance	0	11	49	86	88	6
Q14 Confidence in ability	0	8	41	80	103	8
Q15 Express concerns/fears	0	7	47	88	93	5
Q16 Respect shown	0	4	39	84	109	4
Q17 Time for visit	1	11	50	84	90	4
Q18 Consideration	0	7	60	71	89	13
Q19 Concern for patient	0	11	57	74	87	11
Q20 Self care	0	9	57	77	79	18
Q21 Recommendation	1	12	42	66	103	16
Q22 Reception staff	2	15	66	88	67	2
Q23 Respect for privacy/confidentiality	0	19	64	74	78	5
Q24 Information of services	2	23	70	67	61	17
Q25 Complaints/compliments	5	19	90	64	31	31
Q26 Illness prevention	3	21	88	69	38	21
Q27 Reminder systems	5	25	74	73	36	27
Q28 Second opinion / comp medicine	3	23	70	51	30	63

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

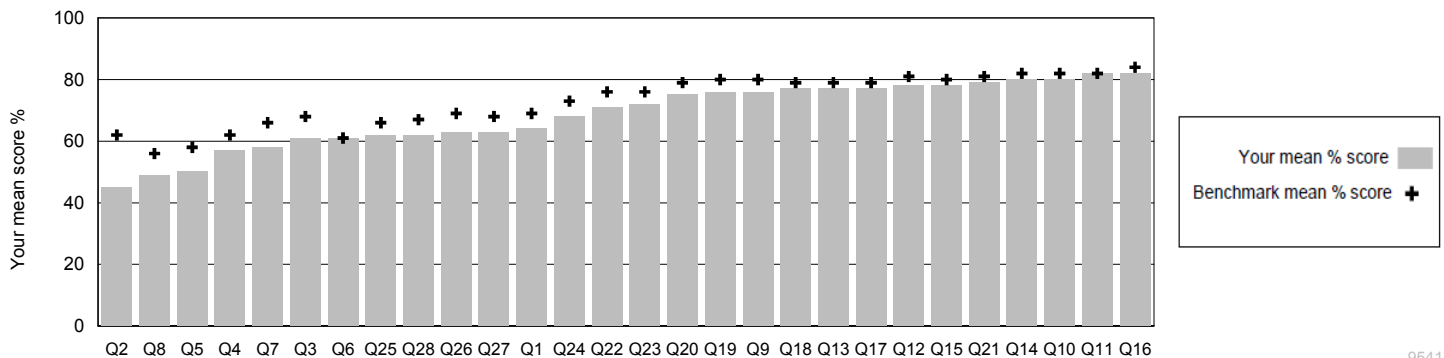
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	45	62	13	53	63	71	92
Q3 Appointment satisfaction	61	68	23	63	68	74	92
Q4 See practitioner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

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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. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 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	64	67	49	64	68	71	76
Q2 Telephone access	45	57	22	51	59	64	78
Q3 Appointment satisfaction	61	66	39	62	67	71	79
Q4 See practitioner within 48hrs	57	59	29	53	59	67	80
Q5 See practitioner of choice	50	53	26	47	54	59	78
Q6 Speak to practitioner on phone	61	59	36	54	60	65	78
Q7 Comfort of waiting room	58	64	42	59	64	68	82
Q8 Waiting time	49	54	30	49	55	59	72
<b>About the practitioner</b>							
Q9 Satisfaction with visit	76	80	51	76	81	84	92
Q10 Warmth of greeting	80	81	52	78	82	86	95
Q11 Ability to listen	82	82	52	79	83	87	95
Q12 Explanations	78	81	52	77	81	85	94
Q13 Reassurance	77	79	52	76	80	84	94
Q14 Confidence in ability	80	82	53	79	83	86	95
Q15 Express concerns/fears	78	80	52	76	81	85	95
Q16 Respect shown	82	84	53	80	85	88	95
Q17 Time for visit	77	79	48	75	80	83	91
Q18 Consideration	77	78	51	75	79	83	96
Q19 Concern for patient	76	79	51	76	80	84	95
Q20 Self care	75	78	52	75	79	83	94
Q21 Recommendation	79	81	51	78	82	86	95
<b>About the staff</b>							
Q22 Reception staff	71	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	72	74	50	71	74	77	85
Q24 Information of services	68	70	49	68	71	74	82
<b>Finally</b>							
Q25 Complaints/compliments	62	64	43	61	64	68	75
Q26 Illness prevention	63	67	47	65	67	71	79
Q27 Reminder systems	63	66	47	63	66	70	77
Q28 Second opinion / comp medicine	62	65	44	63	65	68	81
Overall score	69	72	49	69	73	76	83

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

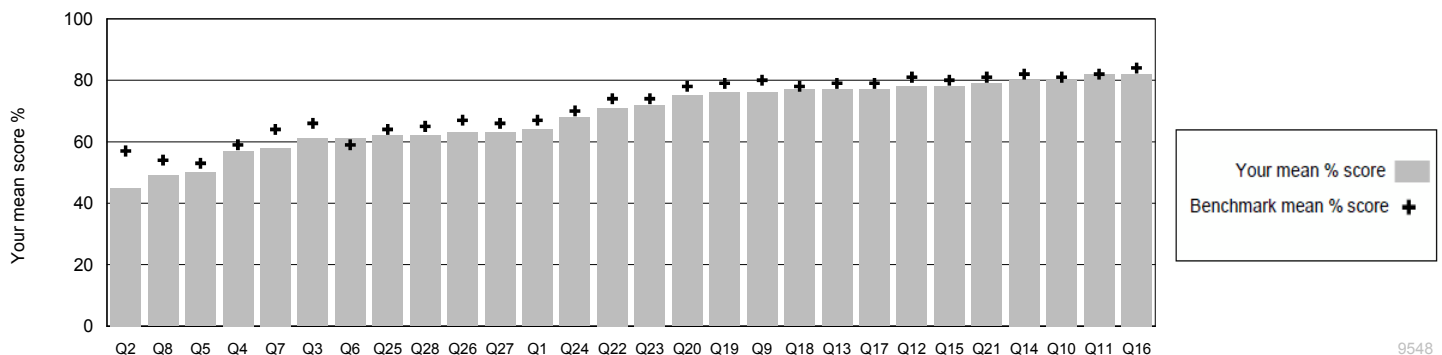
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\*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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 (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
<b>Age</b>								
Under 25	32	67	70	41	66	71	75	90
25 - 59	122	69	71	50	68	72	75	81
60 +	73	71	73	49	70	74	77	88
Blank	13	64	70	48	66	71	75	92
<b>Gender</b>								
Female	137	68	71	49	68	72	75	83
Male	92	71	73	48	70	74	76	83
Blank	11	64	70	50	65	71	75	92
<b>Visit usual practitioner</b>								
Yes	120	71	74	51	71	75	77	85
No	88	68	69	43	65	69	73	80
Blank	32	65	71	49	67	71	75	86
<b>Years attending</b>								
< 5 years	70	68	72	45	68	73	76	82
5 - 10 years	36	71	71	48	67	71	75	83
> 10 years	120	69	72	51	69	73	76	85
Blank	14	63	70	51	65	71	74	89

\*Based on data from 135 practices carrying out 202 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	10/12/2012	03/02/2012
Q1 Opening hours satisfaction	64	68	68
Q2 Telephone access	45	49	54
Q3 Appointment satisfaction	61	65	66
Q4 See practitioner within 48hrs	57	64	64
Q5 See practitioner of choice	50	52	56
Q6 Speak to practitioner on phone	61	63	63
Q7 Comfort of waiting room	58	61	64
Q8 Waiting time	49	54	55
Q9 Satisfaction with visit	76	79	82
Q10 Warmth of greeting	80	81	82
Q11 Ability to listen	82	83	83
Q12 Explanations	78	81	81
Q13 Reassurance	77	79	79
Q14 Confidence in ability	80	82	83
Q15 Express concerns/fears	78	79	81
Q16 Respect shown	82	83	86
Q17 Time for visit	77	78	80
Q18 Consideration	77	78	79
Q19 Concern for patient	76	79	81
Q20 Self care	75	79	79
Q21 Recommendation	79	82	83
Q22 Reception staff	71	75	76
Q23 Respect for privacy/confidentiality	72	75	77
Q24 Information of services	68	73	72
Q25 Complaints/compliments	62	64	66
Q26 Illness prevention	63	69	69
Q27 Reminder systems	63	68	65
Q28 Second opinion / comp medicine	62	65	65
Overall score	69	72	73

## 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?

- Phones are a problem first thing in morning to make appointment.
- Evening appointments as I work during the day and if it's not serious enough to be off work it would be easier to attend an evening appointment rather than take time off.
- Not having first come first served booking for appointments in the morning.
- Being able to get an appointment/speak to a GP on a Saturday, instead of having to visit out of hours NGH. Links with local children's centre so that GTT don't have to be done at the surgery, bringing another child with you would be very difficult.
- Very good.
- Appointments could be better. I don't like having to ring the same day to see a doctor. Wish I could make appointments when I like (sorry).
- Very satisfactory.
- It's a very good practice, no complaints.
- Very good as it is.
- Getting through to book an appointment in the mornings is very difficult.
- Better service now than when I moved to Northampton from Yorkshire many years ago.
- It is frustrating that even when a doctor has requested you book a future appointment for a follow up, the reception will not allow you to do this. You are told you have to call at 8am on the day. It is always very difficult to get through at 8am as the telephone line is continually engaged. When you do get through, you are rarely able to see the doctor that asked you to come back for a follow up appointment! Which means there can be a long delay before your next visit with the correct doctor.
- Booking appointments online.
- At the peak time, it was wait long time to calling the surgery and also to have an appointment.
- Consider text messages for ongoing appointments.
- No, it is a lovely practice.
- Excellent.
- Yes trying to get appointment when you need to see the doctor you are under when the doctor requests for you to see them. Also some of the receptionists could be better in patient management and care, some are so rude.
- No, very satisfied with all levels of customer service and care etc.
- A queuing system on the phones would work better than constantly having to redial and sometimes not being able to get through at 8am when trying to get an appointment.
- You should be able to easily see your own doctor.
- I rang to make an appointment but none left, the receptionists on the phone asked me if it was important I said just wanting a sick note for ongoing. They said they could do that on the phone for me without seeing a doctor to pop in later that day. I did and got told to come back in morning. I did, the receptionist said the doctor wants to see me. I said why couldn't they have said that to me when I came in later that day. No answer.
- Call queuing system rather than ringing in the morning to get an appointment and getting engaged tone.
- Improve waiting times on the phone. Have appointments later in the day.
- Maybe a few more lines opened when surgery is open. Tad frustrating waiting to be connected, have no problem being on hold but repeating the call is annoying.
- Booking appointment is disgusting can never get in.

## 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?

- Waiting time is ridiculous.
- I think one particularly receptionist needs to improve their manner as I find them quite rude and moody.
- The service was excellent, however, this was my first time to this surgery and to see a nurse/doctor by myself ever, was slightly confused on where to go and what to do.
- Me and my family haven't been with you very long but just wanted to say that the short time we have and the few times we've been I'm very pleased.
- By making it easier to get an appointment! To have to phone at 8am, only to find the line permanently engaged, and when one does get through to be told all the appointments are taken, and to try again tomorrow. Even when a doctor wants to see you again in a week's time the same procedure has to be followed.
- A few more things to read and some children's books.
- Sometimes you wait too long until they answered the phone and they tell you is not appointments available and then you find out there is.
- No radio in waiting room - should be a calmer atmosphere. Better phone system when calling at 8am - usually takes until 15 minutes after 8 to be put through to the reception phone waiting queue.
- Always prompt service when required. GPs are excellent.
- When phone up for appointment the receptionists shouldn't ask you what your problems are.
- As a working person it would be helpful to pre-book an appointment when necessary/needed.
- The booking system of ringing on the day is not good as you can never get through as line constantly engaged, when you do appointments for the day have gone, bring back the pre-booking system.
- Could improve waiting times, my appointment was an hour late and trying to keep 16 month old entertained whilst waiting was hard, maybe some more toys for children would be nice?
- Radio can be a bit loud sometimes when not feeling well it is a bit disconcerting.
- If possible to open for longer into the evening?
- Length of time to see own GP. Morning length of time on phone to see GP for appointment.
- Very difficult to get through on phone at 8am weekday mornings - appointments often gone.
- Remove the screens from reception desk, hard to make eye contact!
- No suggestions, like the up to date online facilities.
- Excellent service all round. Can't think of any improvements.
- Would be nice if I could book an appointment at reception.
- Time you ring to get appointment is about 20 minutes. It should be improved. Patients should be able to book appointments in advance.
- Noise and congestion in the reception area. Difficulty in getting appointment in the mornings due to phones being busy.
- Have a more flexible advanced booking policy.
- Saturday appointments are only for pre-bookers. Previously I had to use the out-of-hours on a Saturday morning when a phone call to one of the doctors would have resolved it.
- Parking is a problem.
- 10/10.
- No complaints.

## 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?

- None. Very satisfied with service provided.
- Get more phone lines.
- Very good practice. Keep the good work.
- The practice could improve on appointment booking as one can only book appointments at 8:00am and the line is very busy as everyone is trying to book an appointment. I would prefer to have the chance to book to see a doctor at the chosen day.
- I am, and always have been, happy with this surgery.
- Better time keeping with appointments.
- Took a long time to get medical certificate one week.
- Why does the reception staff need to know what's wrong with you when you ring. They're not doctors they make you feel you don't need to come to see doctors.
- Better telephone system to manage high volume of calls, a queue for instance whilst on hold or something other than an engaged tone.
- Telephone calls in the morning. I called 28 times to get through. Started at 8:03 and was able to get through 8:32. I understand many people are calling. What about a call back.
- Text reminder system is a tad unreliable but welcome!
- Always provided an excellent level of care and service.
- The telephone line availability, early morning very difficult, due to volume of calls or lack of reception staff?
- You are doing a good job under trying times wish there more like you.

## Your patient feedback

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

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

- I am a new patient and have only had a couple of appointments however the doctors I have seen have been very friendly and approachable. They have provided me with satisfactory care and advice. Very pleased with the service I have been provided.
- It is difficult to make phone appointment early morning, busy phone.
- Excellent.
- Don't think they could improve, they all do a good job as it is.
- Excellent doctor always happy!
- None, I have got an excellent doctor in this practice.
- Get a cape and superpowers or a magic wand?!
- Need to listen more of the patient, also hope to give more advice than just sent home with suffering.
- This doctor is wonderful.
- I would never require a second opinion I trust my doctor emphatically. Should I ever feel I needed too, I would seek the opinion from within Langham Place surgery and nowhere else.
- None, excellent.
- No, very satisfied.
- Fantastic nurse, considerate and treated me like an adult.
- Nothing to improve on. This was my first time seeing this doctor and they were as a doctor should be, kind considerate efficient and effective.
- They should to sent for you to specialist or consultant when you ask for it.
- No, they are all excellent!
- Do you have large print information leaflets for poorly sighted patients.
- Availability to be able to see own GP.
- Has always been excellent.
- Excellent service all round. Can't think of any improvements.
- Nothing to suggest, very satisfied.
- None, already good.
- At this visit everything was excellent.
- None. Always are really good.
- Explain how to follow up on prescriptions, where to go next, what to do next with a greater amount of detail.
- None - brilliant as always.
- Just to continue what they are doing.
- Satisfied for eighty.
- Excellent service all round.

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 = 240

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	18	102	77	37	6

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (18 \times 25) + (102 \times 50) + (77 \times 75) + (37 \times 100)}{(240 - 6)} = 15,025/234$$

Your mean percentage score for Q1 = 64%

### 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	64

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

9541

\*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

**Langham Place Surgery**

11 Langham Place  
Northampton  
Northamptonshire  
NN2 6AA

**Practice List Size: 9170**

**Surveys Completed: 240**

has completed the

## Improving Practice Questionnaire

Completed on 10 January 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.