

Private and Confidential

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Improving Practice Questionnaire Report

Langham Place Surgery

December 2014



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08 December 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=179286>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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	3	33	87	87	48	4
Q2 Telephone access	44	71	66	58	22	1
Q3 Appointment satisfaction	13	43	74	82	46	4
Q4 See practitioner within 48hrs	29	48	68	55	55	7
Q5 See practitioner of choice	43	67	62	59	20	11
Q6 Speak to practitioner on phone	7	43	87	58	50	17
Q7 Comfort of waiting room	6	42	105	70	38	1
Q8 Waiting time	21	60	94	53	22	12
Q9 Satisfaction with visit	3	8	56	87	103	5
Q10 Warmth of greeting	1	5	46	77	126	7
Q11 Ability to listen	2	3	44	85	121	7
Q12 Explanations	1	7	51	82	114	7
Q13 Reassurance	2	6	62	81	104	7
Q14 Confidence in ability	1	4	49	81	118	9
Q15 Express concerns/fears	2	3	55	79	113	10
Q16 Respect shown	1	4	35	86	131	5
Q17 Time for visit	3	6	55	81	106	11
Q18 Consideration	0	10	60	71	103	18
Q19 Concern for patient	1	5	60	82	95	19
Q20 Self care	1	8	65	76	95	17
Q21 Recommendation	0	6	59	74	109	14
Q22 Reception staff	8	20	78	90	63	3
Q23 Respect for privacy/confidentiality	2	19	69	96	68	8
Q24 Information of services	5	23	84	69	67	14
Q25 Complaints/compliments	6	22	96	61	40	37
Q26 Illness prevention	1	19	92	74	50	26
Q27 Reminder systems	8	22	85	61	53	33
Q28 Second opinion / comp medicine	2	23	84	54	43	56

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

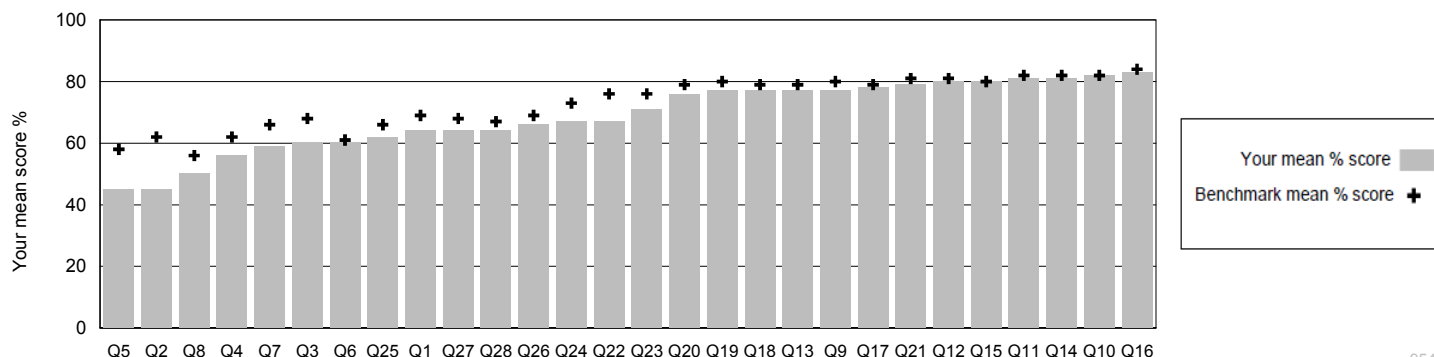
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	45	62	13	53	63	71	92
Q3 Appointment satisfaction	60	68	23	63	68	74	92
Q4 See practitioner within 48hrs	56	62	18	54	62	70	96
Q5 See practitioner of choice	45	58	22	48	57	65	95
Q6 Speak to practitioner on phone	60	61	25	54	61	67	92
Q7 Comfort of waiting room	59	66	27	60	66	71	90
Q8 Waiting time	50	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	77	80	41	76	81	85	97
Q10 Warmth of greeting	82	82	45	78	82	86	96
Q11 Ability to listen	81	82	46	78	83	87	97
Q12 Explanations	80	81	42	77	81	85	97
Q13 Reassurance	77	79	41	75	80	84	98
Q14 Confidence in ability	81	82	43	79	83	87	99
Q15 Express concerns/fears	80	80	45	76	81	85	96
Q16 Respect shown	83	84	49	80	85	88	98
Q17 Time for visit	78	79	38	75	80	84	96
Q18 Consideration	77	79	41	75	79	83	98
Q19 Concern for patient	77	80	43	76	80	84	97
Q20 Self care	76	79	38	75	79	83	97
Q21 Recommendation	79	81	41	78	82	86	99
About the staff							
Q22 Reception staff	67	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	71	76	43	72	76	80	96
Q24 Information of services	67	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	62	66	31	62	66	70	96
Q26 Illness prevention	66	69	34	64	68	72	96
Q27 Reminder systems	64	68	27	63	68	72	96
Q28 Second opinion / comp medicine	64	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

9541

*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



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	64	67	49	64	68	71	76
Q2 Telephone access	45	57	22	51	59	64	78
Q3 Appointment satisfaction	60	66	39	62	67	71	79
Q4 See practitioner within 48hrs	56	59	29	53	59	67	80
Q5 See practitioner of choice	45	53	26	47	54	59	78
Q6 Speak to practitioner on phone	60	59	36	54	60	65	78
Q7 Comfort of waiting room	59	64	42	59	64	68	82
Q8 Waiting time	50	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	77	80	51	76	81	84	92
Q10 Warmth of greeting	82	81	52	78	82	86	95
Q11 Ability to listen	81	82	52	79	83	87	95
Q12 Explanations	80	81	52	77	81	85	94
Q13 Reassurance	77	79	52	76	80	84	94
Q14 Confidence in ability	81	82	53	79	83	86	95
Q15 Express concerns/fears	80	80	52	76	81	85	95
Q16 Respect shown	83	84	53	80	85	88	95
Q17 Time for visit	78	79	48	75	80	83	91
Q18 Consideration	77	78	51	75	79	83	96
Q19 Concern for patient	77	79	51	76	80	84	95
Q20 Self care	76	78	52	75	79	83	94
Q21 Recommendation	79	81	51	78	82	86	95
About the staff							
Q22 Reception staff	67	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	71	74	50	71	74	77	85
Q24 Information of services	67	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	62	64	43	61	64	68	75
Q26 Illness prevention	66	67	47	65	67	71	79
Q27 Reminder systems	64	66	47	63	66	70	77
Q28 Second opinion / comp medicine	64	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

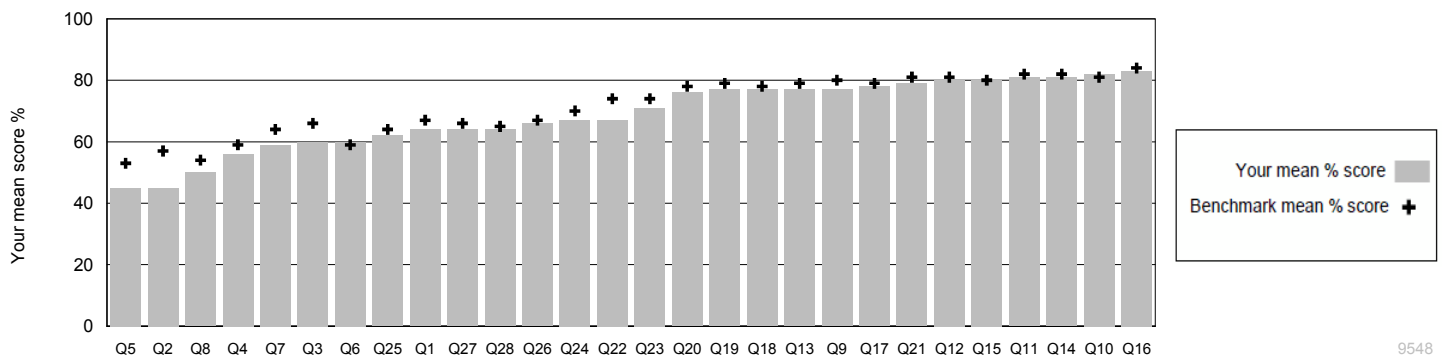
9548

*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)



9548

Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	40	66	70	41	66	71	75	90
25 - 59	125	68	71	50	68	72	75	81
60 +	83	72	73	49	70	74	77	88
Blank	14	64	70	48	66	71	75	92
Gender								
Female	174	69	71	49	68	72	75	83
Male	68	69	73	48	70	74	76	83
Blank	20	66	70	50	65	71	75	92
Visit usual practitioner								
Yes	118	71	74	51	71	75	77	85
No	100	67	69	43	65	69	73	80
Blank	44	66	71	49	67	71	75	86
Years attending								
< 5 years	59	69	72	45	68	73	76	82
5 - 10 years	38	73	71	48	67	71	75	83
> 10 years	149	68	72	51	69	73	76	85
Blank	16	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	23/12/2013	10/12/2012	03/02/2012
Q1 Opening hours satisfaction	64	64	68	68
Q2 Telephone access	45	45	49	54
Q3 Appointment satisfaction	60	61	65	66
Q4 See practitioner within 48hrs	56	57	64	64
Q5 See practitioner of choice	45	50	52	56
Q6 Speak to practitioner on phone	60	61	63	63
Q7 Comfort of waiting room	59	58	61	64
Q8 Waiting time	50	49	54	55
Q9 Satisfaction with visit	77	76	79	82
Q10 Warmth of greeting	82	80	81	82
Q11 Ability to listen	81	82	83	83
Q12 Explanations	80	78	81	81
Q13 Reassurance	77	77	79	79
Q14 Confidence in ability	81	80	82	83
Q15 Express concerns/fears	80	78	79	81
Q16 Respect shown	83	82	83	86
Q17 Time for visit	78	77	78	80
Q18 Consideration	77	77	78	79
Q19 Concern for patient	77	76	79	81
Q20 Self care	76	75	79	79
Q21 Recommendation	79	79	82	83
Q22 Reception staff	67	71	75	76
Q23 Respect for privacy/confidentiality	71	72	75	77
Q24 Information of services	67	68	73	72
Q25 Complaints/compliments	62	62	64	66
Q26 Illness prevention	66	63	69	69
Q27 Reminder systems	64	63	68	65
Q28 Second opinion / comp medicine	64	62	65	65
Overall score	69	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?

- Receptionists to be less rude.
- Appointments to make with a doctor of your choice should be able to be made in advance. A doctors' appointment in general should be able to be made, not having to ring on the day and having to take pot luck would be brilliant.
- This is my first visit to the practice and it appears a very well run and welcoming practice.
- Seems fine all round.
- More emergency appointments to be made available.
- More availability of appointments - later, weekends?
- My appointment was 9:10am, but it was 9:50am when I was called into the surgery (40 minutes late), at this time of the morning I find this unacceptable.
- No, excellent.
- General appointments available all the time, not just on day of phoning and late appointments in an evening. There seems to be no consideration for workers!
- Always very helpful.
- The practice is very good, the length of time having to wait is due to the doctor not the practice. I would like to be able to bring the person to the surgery at later times due to work.
- Very satisfied on all areas.
- Ringing in early morning, had to wait half hour to get through.
- Just problems getting appointment by telephone first thing, which is not your fault - too many patients, not enough doctors.
- There could be an improvement on the length of time it takes to book an appointment on the phone, particularly in the morning.
- No need for change.
- The staff are rude and condescending on the phone. They act unprofessionally.
- A lovely practice, I've been coming here for years, but do feel sometimes the reception staff are rude.
- If they had some sort of a buzzer to call people, it would save a lot of time.
- Have been at this surgery for over 10 years, I am really pleased about their practice.
- Ability to pre-book appointments. When you have to ring at 8:00am on any day, it is not always possible to see the doctor of your choice at a time that is convenient.
- Very happy with my treatment, at this surgery, used to have problems ringing in for appointments but have been placed on care plan due to a lot of illnesses so I have no problems with appointments.
- None, I have had great service. Thank you. Cake and coffee maybe?!
- Early morning contact by telephone - constantly engaged, 8:00-8:15, and length of surgery/perhaps stay open an hour longer during the week due to working hours.
- More magazines. Working clocks, batteries need replacing.
- The appointment system could be improved as it takes at least 25 minutes of constant redialling to get through and then the doctor you wish to see has no appointments left!
- Please increase blood test appointments. Waiting time of one or two weeks is too long. Thanks. Parking for patients?
- Phone line, politeness from receptionist (telephone manner) and confidentiality, not asking what the appointment is for. I think this is irrelevant and unprofessional as they are not doctors.

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?

- Queue system for telephone in morning so you don't have to keep ringing.
- Lovely surgery.
- Not happy with the appointment system. Don't feel it's fair if I need to see a doctor urgently or for my children, especially as a family we don't tend to use doctor unless necessary.
- More weekend appointments.
- A couple more phone lines. Often call at 8am, don't speak to anyone until 20 past 8 and everything has gone - appointments.
- Better phone system. Difficult to get through.
- I don't agree with having to call on the day if an appointment is needed. Why can you not pre-book appointments? I work full time and can't take time off at a moments notice. Parking also an issue, no onsite parking for patients.
- It's difficult sometimes to visit the same doctor for ongoing problems.
- My concerns are about the hospital.
- The reception staff on the phone could be more polite.
- I never get any proper answers about my illness, and I don't get the appointments I need to suit around my college hours.
- When ringing for an appointment for 2 hours straight with no answer/engaged, when finally getting through, all appointments were gone! Not fair on those who have real concerns.
- No, but the staff are always rude and obnoxious, maybe because they wanted to be a doctor but ended up as the doctor's secretary. It's not my fault you failed your life goals.
- Improve phone lines. Normally wait until 8:20 before I get through, perhaps a waiting phone line?
- Easier to get through on the phone at 8:00am, it was engaged for 30 minutes.
- Well only the wait to see the doctor of your choice, but that will never change understandably.
- By decreasing the waiting time to see a doctor/nurses.
- The clock in the 1A waiting room has stopped working. Have more hand sanitiser around for patients please - door handles are a germy nightmare.
- More reception staff needed to answer telephones between the hours of 8am-9am.
- Booking over the phone from 8-8:30am almost not possible - busy all the time, after 8:30am no appointments available.
- If you could get through on the phone in the morning. I called about 15 times when I did get the automated service, the phone was put down so I had to call back about another 10 times.
- We always have a problem parking and is worse for my disabled parent.
- Calling through can be very tricky. Appointment times are lengthy.
- I think if there was more toys for the small children, it would stop them from getting bored or even if there were some books for them to read, or have read to them.
- Receptionists could be more friendly and on numerous occasions I've checked in using the screen and it has said no waiting/delay time, only to be delayed up to 50 minutes. The screen should show delay times more accurately.
- Phoning for an appointment on the day is a nightmare - I was on the phone from 8:00am until 8:25am before talking to receptionist who said all appointments had gone. When I started to complain, I was given an appointment for 11:20am. The same happened when I phoned one week before but no appointments available. I spoke with a nurse who was really helpful but ended up seeing a doctor today as issue not resolved.

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?

- They could inform patients if the doctor/nurse they are visiting are running late. I cannot remember the last time I was seen at the time stated for an appointment. Minimum 10 minutes to an hour waiting.
- To work more responsible and attentive.
- Doctors and nurses are very kind and attentive, but reception staff are not friendly as such.
- Where I have marked poor on receptionist, it's not all of them, it's one in particular.
- A water machine in reception.
- Extended opening on Saturdays or one evening a week for people in full time employment. Having the time to come at work hours is hard.
- When trying to ring for appointment, have a job to get through for at least 20 minutes, then appointments have gone.
- Could be better getting an appointment.
- I have been at this practice for many, many years. It has always been the best in Northampton and still is, so nothing can be done to make it better. If things need to be done to better things for the patients the good people who run the practice do it. If you need to see a doctor it doesn't matter who you see, they are all brilliant.
- I can't comment on the some of the services as I have never had a problem.
- Allow pre-booking appointments for consideration of individuals in employment, i.e. weekend.
- No, I like it as it is.
- You cannot get an appointment after 5pm, Monday to Friday, very poor.
- Can't improve on perfection.
- Better telephone system for morning calls, otherwise practice good.
- It would save a lot of time if a message could be passed to a doctor when questions arise about a drug or dose or result of test. There is an offer for the doctor to ring, but this is not always needed.
- Some questions were not relevant to me. Make waiting areas brighter/more comfortable/more welcoming. Make it clear that 'fasting' means no coffee/tea, as well as food! Generally improve the welcome by reception staff.
- I have always had excellent treatment when the need has arisen.
- Make it easier to get appointments sooner to see own doctor.
- Keep up the good work.
- Online prescription orders seem to be always incorrect when collecting from pharmacy, dedicate one colleague to service. At times when making appointments, staff would come across frustrated at my requests to see doctors/nurses after my working hours.
- They need to improve on making appointments because you can call very early and to be told no appointment available.
- Would be helpful if the appointment booking service was extended both by phone and internet access.
- More information on illness and staying healthy. Also very hard to get through on the phone in the morning to make an appointment.
- Very good service.
- Better phone service to book appointments. Sometimes it takes a long time to get through to be told you have to call earlier.
- Langham Place Surgery is one of the best in Northampton. I wouldn't change anything about it.
- I left a positive review about this surgery on NHS choices. I just hope that you keep up the good work.

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?

- Needs redecorating badly. Receptionists are rude on phone, could improve their skills.
- Good.
- The only issue is getting an open phone line at 8:00am!
- Very difficult to make an appointment first thing in the morning!

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?

- Really selling what tests are available, cholesterol, etc.
- The doctor I saw was warm, friendly, respectful and courteous.
- Again fine.
- One doctor was excellent and really reassured me.
- I was told to make another appointment the following day, as there was not enough time to discuss my concerns with the menopause. I have briefly discussed a knee issue and after a quick examination was told to go for an x-ray. I was out of surgery by 9:56am.
- Excellent.
- This doctor is excellent.
- Doctor to keep to times.
- No need for change.
- Nothing, they are fantastic!
- None at all. My doctor is the best.
- One doctor has been my preferred doctor for years and makes me feel at ease and is by far the best for advice and help.
- Nothing, they were excellent!
- I think this doctor is a very good doctor and does not need any improvements.
- None, my doctor and nurse have always given me great care and treatment.
- All brilliant.
- One doctor is amazing, they are kind, considerate and have all the time in the world for you.
- Had to request copy of blood test to find out an indication beside one reading 'speak to doctor'.
- Listen to comments from patients through surveys like this one and address lack of appointments. Drop in service - long wait, maybe but prioritise patients as they arrive.
- I have no issue here.
- I couldn't fault the doctors or nurses in any way they have helped me loads.
- One doctor's appointments late over an hour, another doctor never helped, my condition not recognised by them, only another doctor.
- Very good staff, highly recommend this practice to anyone who lives in the area. Good service.
- To share more time with a patient.
- This doctor is an amazing doctor and always puts me at ease when I visit them regarding my health issues.
- No, very good.
- Great practice - maybe introduce online consultations in future.
- No, they know their job.
- Better reception staff, not very helpful.
- This doctor has been very helpful and understanding of my situation.

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?

- No - I am perfectly satisfied.
- Difficult to get appointments with nurse for injections/blood tests.
- Nurses good.
- Male magazines would be nice?
- Introduce online books. Allow following appointments of six month intervals to be booked ahead. Use email as a reminder system, as well as text. The nurse was fine!
- Nothing at present.
- I think the doctors are very helpful and knowledgeable.
- I really only see one doctor, who is an excellent GP who actually cares and listens to my concerns. There is only one doctor who I refuse to see in the surgery who I will not name.
- Would be better to see a nurse in a shorter time when making an appointment!
- The doctors and nurses are fantastic. They treat me with respect.
- Stop rushing the patient and explain things and maybe write it down for patient as people forget when leaving.

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 = 262

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	33	87	87	48	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (33 \times 25) + (87 \times 50) + (87 \times 75) + (48 \times 100)}{(262 - 4)} = 16,500/258$$

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: 9567

Surveys Completed: 262

has completed the

Improving Practice Questionnaire

Completed on 08 December 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.