

Private and Confidential

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Improving Practice Questionnaire Report

Langham Place Surgery

January 2013



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
Feedback form

Introduction

About the IPQ

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

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

Extensive published validation studies (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	19	94	125	51	6
Q2 Telephone access	28	68	100	68	24	7
Q3 Appointment satisfaction	4	31	99	94	57	10
Q4 See practitioner within 48hrs	13	38	86	71	75	12
Q5 See practitioner of choice	24	67	84	68	35	17
Q6 Speak to practitioner on phone	3	36	98	79	50	29
Q7 Comfort of waiting room	4	38	105	102	36	10
Q8 Waiting time	9	64	109	72	27	14
Q9 Satisfaction with visit	1	6	57	100	121	10
Q10 Warmth of greeting	1	6	52	90	136	10
Q11 Ability to listen	1	1	43	98	139	13
Q12 Explanations	1	6	46	105	124	13
Q13 Reassurance	1	10	56	95	119	14
Q14 Confidence in ability	1	5	46	96	137	10
Q15 Express concerns/fears	1	5	56	100	118	15
Q16 Respect shown	0	6	43	95	141	10
Q17 Time for visit	2	12	55	91	124	11
Q18 Consideration	0	9	57	94	113	22
Q19 Concern for patient	1	5	58	95	119	17
Q20 Self care	1	7	51	96	114	26
Q21 Recommendation	1	3	50	84	135	22
Q22 Reception staff	2	10	70	115	91	7
Q23 Respect for privacy/confidentiality	1	7	73	113	91	10
Q24 Information of services	1	13	80	105	82	14
Q25 Complaints/compliments	7	15	106	87	44	36
Q26 Illness prevention	1	15	93	110	56	20
Q27 Reminder systems	5	16	87	91	65	31
Q28 Second opinion / comp medicine	6	12	93	76	41	67

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

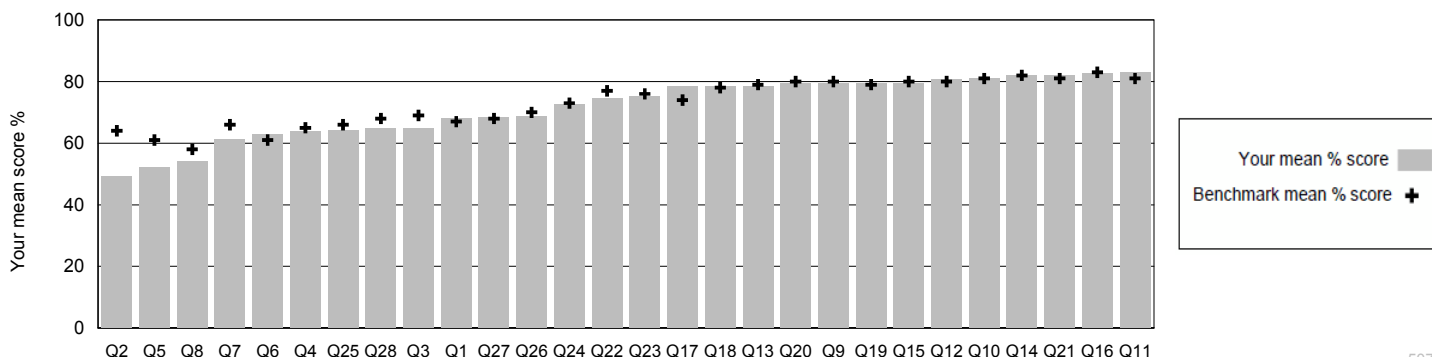
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	44	62	66	71	99
Q2 Telephone access	49	64	24	56	64	72	99
Q3 Appointment satisfaction	65	69	37	64	69	74	99
Q4 See practitioner within 48hrs	64	65	25	57	65	72	99
Q5 See practitioner of choice	52	61	24	53	60	69	99
Q6 Speak to practitioner on phone	63	61	31	54	61	67	99
Q7 Comfort of waiting room	61	66	31	61	66	72	100
Q8 Waiting time	54	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	79	80	49	76	80	84	99
Q10 Warmth of greeting	81	81	50	78	82	86	99
Q11 Ability to listen	83	81	50	78	82	86	100
Q12 Explanations	81	80	49	77	81	84	100
Q13 Reassurance	79	79	49	75	79	83	100
Q14 Confidence in ability	82	82	50	79	83	86	100
Q15 Express concerns/fears	79	80	50	76	80	84	100
Q16 Respect shown	83	83	50	80	84	88	100
Q17 Time for visit	78	74	46	70	74	79	100
Q18 Consideration	78	78	48	74	78	82	100
Q19 Concern for patient	79	79	48	75	79	83	100
Q20 Self care	79	80	51	78	81	85	99
Q21 Recommendation	82	81	46	77	81	85	100
About the staff							
Q22 Reception staff	75	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	75	76	45	72	76	80	100
Q24 Information of services	73	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	64	66	42	62	66	71	100
Q26 Illness prevention	69	70	46	66	69	73	100
Q27 Reminder systems	68	68	43	63	67	72	99
Q28 Second opinion / comp medicine	65	68	44	63	67	72	99
Overall score	72	73	46	69	73	77	100

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

5071

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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



5071

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	68	65	50	62	66	69	94
Q2 Telephone access	49	59	31	53	61	67	93
Q3 Appointment satisfaction	65	67	49	62	67	71	92
Q4 See practitioner within 48hrs	64	62	38	56	62	68	90
Q5 See practitioner of choice	52	55	31	50	55	60	87
Q6 Speak to practitioner on phone	63	58	37	54	59	63	91
Q7 Comfort of waiting room	61	65	41	61	65	70	89
Q8 Waiting time	54	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	79	80	58	77	80	84	94
Q10 Warmth of greeting	81	81	60	78	82	85	93
Q11 Ability to listen	83	82	59	79	83	86	94
Q12 Explanations	81	81	57	77	81	85	93
Q13 Reassurance	79	79	58	76	80	83	92
Q14 Confidence in ability	82	82	59	80	83	86	93
Q15 Express concerns/fears	79	80	60	77	81	84	92
Q16 Respect shown	83	84	51	81	85	88	94
Q17 Time for visit	78	74	53	70	74	78	91
Q18 Consideration	78	78	57	75	78	82	93
Q19 Concern for patient	79	79	58	76	80	83	92
Q20 Self care	79	81	72	78	82	85	91
Q21 Recommendation	82	81	56	78	82	85	91
About the staff							
Q22 Reception staff	75	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	75	74	57	71	74	77	86
Q24 Information of services	73	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	64	64	50	61	64	68	94
Q26 Illness prevention	69	68	55	65	68	71	88
Q27 Reminder systems	68	66	51	63	66	69	91
Q28 Second opinion / comp medicine	65	66	48	63	66	69	94
Overall score	72	72	56	68	72	75	91

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

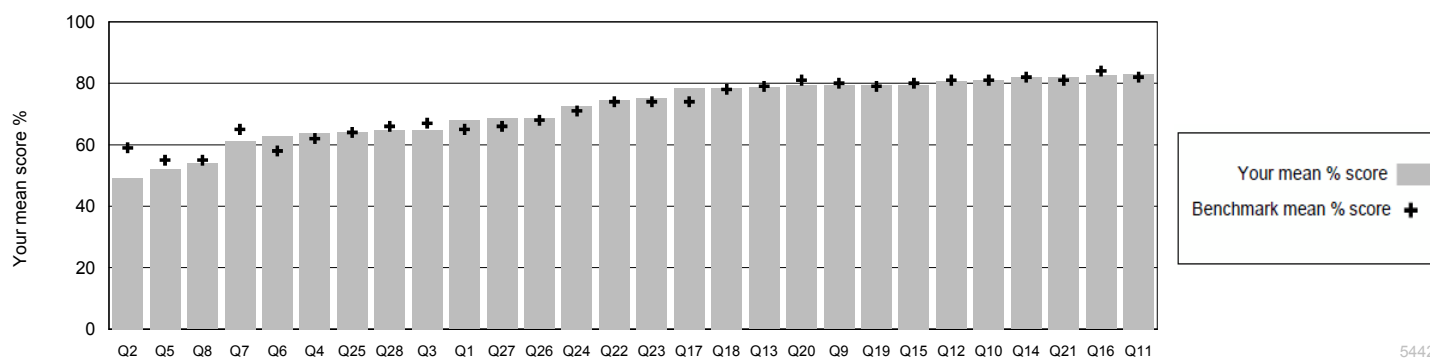
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* Based on data from 391 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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)



5442

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	50	71	70	51	66	70	74	91
25 - 59	146	71	71	56	67	71	74	91
60 +	85	75	74	55	72	75	78	93
Blank	14	62	70	45	65	71	75	90
Gender								
Female	183	71	71	55	68	72	75	91
Male	95	74	73	52	70	73	76	91
Blank	17	65	70	49	65	71	76	100
Visit usual practitioner								
Yes	143	74	74	58	71	74	77	92
No	116	70	68	51	65	68	72	90
Blank	36	68	70	50	67	70	74	86
Years attending								
< 5 years	91	70	72	52	69	72	76	90
5 - 10 years	44	71	71	54	67	71	74	91
> 10 years	141	73	72	57	69	72	76	92
Blank	19	70	70	45	66	71	75	90

* Based on data from 391 practices surveyed between April 2008 and February 2011 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.

5442

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	03/10/2012	06/01/2012
Q1 Opening hours satisfaction	68	68
Q2 Telephone access	49	54
Q3 Appointment satisfaction	65	66
Q4 See practitioner within 48hrs	64	64
Q5 See practitioner of choice	52	56
Q6 Speak to practitioner on phone	63	63
Q7 Comfort of waiting room	61	64
Q8 Waiting time	54	55
Q9 Satisfaction with visit	79	82
Q10 Warmth of greeting	81	82
Q11 Ability to listen	83	83
Q12 Explanations	81	81
Q13 Reassurance	79	79
Q14 Confidence in ability	82	83
Q15 Express concerns/fears	79	81
Q16 Respect shown	83	86
Q17 Time for visit	78	80
Q18 Consideration	78	79
Q19 Concern for patient	79	81
Q20 Self care	79	79
Q21 Recommendation	82	83
Q22 Reception staff	75	76
Q23 Respect for privacy/confidentiality	75	77
Q24 Information of services	73	72
Q25 Complaints/compliments	64	66
Q26 Illness prevention	69	69
Q27 Reminder systems	68	65
Q28 Second opinion / comp medicine	65	65
Overall score	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.

Comments about how the practice could improve

- Not always have radio on (it's a bit much sometimes).
- Very good.
- Telephone service is very difficult. If you phone for an appointment it is always fully booked even by 8:10am.
- Feels a very old building and doesn't feel modern at all, feels a bit run down.
- Appointments should be easier to get, before I could ring on the day and get an appointment but now it's very hard.
- Do not attend practice very often and it is sometimes assumed by reception staff that I know the system.
- Maybe get through quicker in the morning
- As a full time working professional can be a problem getting an appointment for myself or my family 8:00.
- I think this is a very good practice and so much better than my last one!
- I've had several doctors/surgeries and this surgery (so far) has the best service/care I've received. So I struggle to find anything to improve on!
- Queuing system on the phone as you currently have to just keep calling back until you get through.
- Very good all round.
- Wheelchair access at the reception desk.
- Be good if you were able to phone in for an appointment more easily. Instead of the difficulty of trying to get through after 8am.
- Within working hours it's quite easy to book an appointment, however unless you pre-book (which is quite a while to wait) you're struggling to get a suitable timing appointment. Maybe do a late night session once/twice a week to not affect
- Sometimes when trying to book appointments the reception staff ask personal medical questions - as far as I'm aware they are not medically trained and should not form their own opinion on conditions.
- On my visit I had a confidential appointment with the nurse which I had to book and the receptionist was asking me to explain what I was seeing the nurse about. I tried to explain that it was confidential, but they would not let me book my appointment until I told them.
- There is nothing I can say to improve this service. The surgery is excellent! I can not fault anything here, the reception staff are excellent and all the doctors and nurses are second to none! Brilliant!
- Coin operated drinks machine for waiting room? My partner noticed that whilst waiting for me in the basement waiting room they were able to hear some of the things said by me to the doctor as it's very close to the doctor's room and the door doesn't mask all sound.
- It would be nice and much easier if we can book an appointment for next day at least as well.
- Could be more done to answering the telephone when trying to make an appointment in the mornings.
- When I moved house I deliberately looked for somewhere back in the area of this surgery as I am very very happy with the help and support I consistently receive.
- Would like to be able to see my doctor of choice more easily. I had to wait three weeks to see this doctor.
- Everything is fine.
- Have more pre-bookable appointments with doctor of my choice.
- Excellent. Thank you!
- Inability to get through on the phone. We are told to phone at 8am. Can't get through until 8:45 and appointment for the doctor of your choice is unavailable.

Your patient feedback

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

Comments about how the practice could improve

- Service can be improved by extending opening hours to Saturdays.
- Every doctor different but certainly a few could demonstrate more empathy, concern, especially with children.
- More telephone line available in the mornings.
- The lift is a little claustrophobic and the fire exits are not clearly marked. People may prefer taking the stairs.
- There should be availability of 24 hour service in GP should make arrangement whenever the patient want to see without any date/time it should be made available that the patient can be able to see the doctor.
- With the exception of today when I was asked to complete the survey, reception staff tend to come across as abrupt and inflexible. This is more prevalent with certain receptionists. An email address would be useful - I wanted to provide feedback after seeing student and didn't have time to write a letter.
- Trying to do something about the queue at reception. It can be murder getting in and out when people are waiting at reception.
- I only joined the practice recently (approximately 2 years) but am entirely satisfied with every aspect of the practice.
- Like the new telephone system but hate being put on hold especially when on a mobile.
- Wonderful.
- Very happy with this practice.
- Administration improvement.
- Answer the phone more quickly. Allow patients to book appointments ahead of that day. Prepare repeat prescriptions urgently (if required). It is a real problem if the hospital prepares a prescription which needs to be produced urgently by the GP.
- To be able to see a female doctor when needed.
- The time you have to wait for you to be seen.
- Regarding question 26 - more information about how to stay healthy, diet etc. Regarding question 27 - not received any.
- Not running out of appointments for the day by 9:30. Not everyone can call reception at 8am for appointment. Sometimes not ill until later in the day.
- On the whole I feel the practice is run very well and staff do the utmost to accommodate my needs. Waiting times are a little long at times but that can't be helped. Not everyone can be sorted in 10 minutes.
- Excellent all round.
- Being able to book with the doctor of your choice at an earlier time frame i.e. today we had to wait 4 days.
- Having a number to hold so you know how long you have to wait to go in and colours so you know which doctor has what colour card.
- It would be better not to feel so much pressure and time when in doctors office.
- Make it a little more clearer to new patients about where to go/wait for the different rooms. I was very confused when I first joined.
- I am very satisfied with the care I receive.
- Telephone booking system is awful and stressful. Constantly a lottery if you get through and by time it is answered most appointment gone by 8:30am.
- All good.
- Waiting time over appointment time sometimes too long.

Your patient feedback

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

Comments about how the practice could improve

- Telephone time wasted.
- It's ok by me!
- For my experience the time of the appointment is usually later than that when it was booked.
- Longer opening at weekends.
- Would like to see same doctor on my visits.
- Impossible to arrange on the day any appointments. Phoned up at 8:35 on a Monday, all appointments taken, had to wait until the Wednesday. I worry in case I have an emergency.
- My first time to this practice to register was straight forward and simple. Booking was easy and staff polite. Great experience so far.
- Trying to ring to get appointment is difficult at 8:00am (constantly busy). More bookable appointments would suit me.
- Flexibility regarding 'on the day' appointments. But very good otherwise.
- Urgent telephone system for making appointments is extremely frustrating. Maybe a queue system might be better than constantly redialling trying to get through.
- Get more phone lines make appointments for people not just on the day you ring.
- Difficult to improve!
- Keep continue doing the best.
- A very good surgery, no complaints.
- Got evening appointment within 5 minutes, in hospital within 15 minutes often suffering a mild stroke. Thank you very much for quick action.
- Find some parking.
- Couldn't ask for more. Thank you.
- Trying to get through in the morning by phone is very hard, and would benefit more lines. Also, when you do get through, only to be told you can't see who you wanted to see. Also, why is it we can't book an appointment for the next day, you have to phone again at 8am?
- In general very good. Waiting times and areas could be improved.
- Very good.
- I am not very happy with the phone bookings, you try to phone just before 8 and it says surgery closed 8-8:30 approximately it says line busy. When you finally can get through 8:25 onwards the receptionist usually says all appointments gone. And then if you ask about tomorrow they say phone then. Same again a struggle.
- By having more standby appointments available.
- Listen to patients when we say we are ill and in pain we are, if our pain was sent to you you wouldn't be happy.
- Getting through at 8am to make an appointment to see the doctor of your choice.
- Very satisfied.
- Sometimes very difficult to get them to book appointments, so maybe they should improve this.
- I would like to see the doctor I wish to see one doctor.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- This doctor is always approachable, reassuring and efficient. Please don't let them leave.
- They can't improve. This doctor is excellent.
- Doctors brilliant. Sometimes reception can be rude.
- All doctors/nurses I've seen have been great. No complaints or reason to improve from me!
- This is a fantastic doctor!
- More time available.
- This doctor is such a caring person. Always calm and reassuring, someone with whom I have great respect and trust. An excellent doctor.
- Working hours! I've been to a few doctors before however whenever I'm here I always feel like the doctors take care, time and respect for me! 100% happy with their service!
- They provide an excellent and supportive service.
- Some of the doctors do know what they are doing, but I had a situation once when I pulled my muscle in my leg and the doctor told me to have some paracetamol. I think they should know more than paracetamol.
- I think they are all great!
- Everything is fine.
- Excellent. Thank you!
- Most doctors I see are very efficient and amiable. This doctor has the most personable manner in any doctor I have ever known, they are excellent. All the practice nurses are excellent - warm, friendly and informative.
- I see this doctor primarily and their service is excellent. Another doctor also excellent, always thorough, very kind and gives you time you need.
- This doctor was totally amazing as always. Very thoughtful and considerate - don't change a thing.
- Doctor/nurse should be friendly to patient. More improve to doctor/nurse and handling patient. Give more information about health service and results to patient. Doctor/nurse to respect patient (some).
- Today's visit was excellent - above the norm.
- To be able to see a female doctor when needed.
- Male doctors not as friendly as lady doctors, and male doctors are not as explanatory and helpful on medication and symptoms as lady doctors. Doctor I saw today was extremely nice and helpful.
- This doctor does a fantastic job and out of all my years attending this practice is the only doctor I feel 100% comfortable talking to. Just wish it was easier to see them at times.
- I feel all the doctors and nurses are great.
- Blood tests. Nurses need to wash hands and use antiseptic wipe on patients arms before using needles at each appointment.
- All good.
- Keep doing what you are doing and I will be very satisfied.
- Great GPs, nurses and staff. Best GP service I have ever been registered with.
- The doctor and nurses are excellent.
- All excellent.
- Be more interested and enthusiastic.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- Could not be better.
- It would be nice if I could arrange an appointment with doctor of my choice.
- Apart from trying to book I feel the service treatment is very good.
- Nurses are OK, no problems. When you complain about doctor and ring don't like it here change wrong attitude under patients charter act we patients have more rights than doctors.
- Very satisfied.
- Waiting time is quite horrendous sometimes, my daughter had to wait 35 minutes once! And due to no fault of mine (traffic) I was late for my appointment 10 minutes they wouldn't see me! That was not right.

Certificate of Completion

This is to certify that

Langham Place Surgery

11 Langham Place
Northampton
Northamptonshire
NN2 6AA

Practice List Size: 9040

Surveys Completed: 295

has completed the

Improving Practice Questionnaire

Completed on 18 January 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.