

Private and Confidential

Mr Richard Bull
St Catherine's Surgery
St Paul's Medical Centre
121 Swindon Road
Cheltenham
GL50 4DP

Improving Practice Questionnaire Report

St Catherine's Surgery

March 2014



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

Mr Richard Bull
St Catherine's Surgery
St Paul's Medical Centre
121 Swindon Road
Cheltenham
GL50 4DP

t 0845 5197493
f 01392 824767

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

05 March 2014

Dear Mr Bull

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=163740>

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

Yours sincerely



Helen Powell
Survey Manager

Report Contents

Introduction

Your patient feedback

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

Supporting documents

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

Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	3	37	110	63	19	2
Q2 Telephone access	14	31	102	63	21	3
Q3 Appointment satisfaction	10	44	87	71	17	5
Q4 See practitioner within 48hrs	53	62	47	47	19	6
Q5 See practitioner of choice	32	65	72	42	15	8
Q6 Speak to practitioner on phone	13	37	80	63	29	12
Q7 Comfort of waiting room	2	19	92	94	25	2
Q8 Waiting time	10	59	92	59	11	3
Q9 Satisfaction with visit	0	8	86	85	50	5
Q10 Warmth of greeting	3	7	70	91	59	4
Q11 Ability to listen	1	11	65	88	61	8
Q12 Explanations	1	15	67	86	61	4
Q13 Reassurance	1	16	65	95	52	5
Q14 Confidence in ability	0	14	55	97	64	4
Q15 Express concerns/fears	0	8	69	93	59	5
Q16 Respect shown	2	5	61	93	69	4
Q17 Time for visit	3	16	67	87	55	6
Q18 Consideration	1	11	69	86	56	11
Q19 Concern for patient	3	7	63	89	60	12
Q20 Self care	2	8	73	82	54	15
Q21 Recommendation	2	8	59	88	66	11
Q22 Reception staff	2	8	59	98	60	7
Q23 Respect for privacy/confidentiality	2	15	69	80	59	9
Q24 Information of services	3	21	73	84	42	11
Q25 Complaints/compliments	5	22	101	56	20	30
Q26 Illness prevention	2	19	100	62	29	22
Q27 Reminder systems	6	22	90	67	25	24
Q28 Second opinion / comp medicine	6	23	88	49	22	46

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

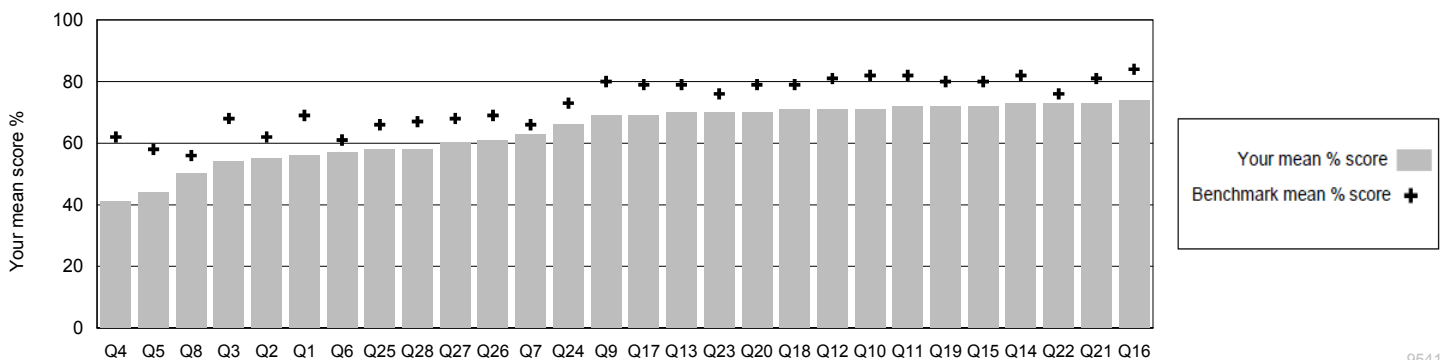
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	56	69	23	64	68	73	92
Q2 Telephone access	55	62	13	53	63	71	92
Q3 Appointment satisfaction	54	68	23	63	68	74	92
Q4 See practitioner within 48hrs	41	62	18	54	62	70	96
Q5 See practitioner of choice	44	58	22	48	57	65	95
Q6 Speak to practitioner on phone	57	61	25	54	61	67	92
Q7 Comfort of waiting room	63	66	27	60	66	71	90
Q8 Waiting time	50	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	69	80	41	76	81	85	97
Q10 Warmth of greeting	71	82	45	78	82	86	96
Q11 Ability to listen	72	82	46	78	83	87	97
Q12 Explanations	71	81	42	77	81	85	97
Q13 Reassurance	70	79	41	75	80	84	98
Q14 Confidence in ability	73	82	43	79	83	87	99
Q15 Express concerns/fears	72	80	45	76	81	85	96
Q16 Respect shown	74	84	49	80	85	88	98
Q17 Time for visit	69	79	38	75	80	84	96
Q18 Consideration	71	79	41	75	79	83	98
Q19 Concern for patient	72	80	43	76	80	84	97
Q20 Self care	70	79	38	75	79	83	97
Q21 Recommendation	73	81	41	78	82	86	99
About the staff							
Q22 Reception staff	73	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	70	76	43	72	76	80	96
Q24 Information of services	66	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	58	66	31	62	66	70	96
Q26 Illness prevention	61	69	34	64	68	72	96
Q27 Reminder systems	60	68	27	63	68	72	96
Q28 Second opinion / comp medicine	58	67	30	62	67	71	96
Overall score	64	73	35	69	73	77	95

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

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	56	67	49	64	68	71	76
Q2 Telephone access	55	57	22	51	59	64	78
Q3 Appointment satisfaction	54	66	39	62	67	71	79
Q4 See practitioner within 48hrs	41	59	29	53	59	67	80
Q5 See practitioner of choice	44	53	26	47	54	59	78
Q6 Speak to practitioner on phone	57	59	36	54	60	65	78
Q7 Comfort of waiting room	63	64	42	59	64	68	82
Q8 Waiting time	50	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	69	80	51	76	81	84	92
Q10 Warmth of greeting	71	81	52	78	82	86	95
Q11 Ability to listen	72	82	52	79	83	87	95
Q12 Explanations	71	81	52	77	81	85	94
Q13 Reassurance	70	79	52	76	80	84	94
Q14 Confidence in ability	73	82	53	79	83	86	95
Q15 Express concerns/fears	72	80	52	76	81	85	95
Q16 Respect shown	74	84	53	80	85	88	95
Q17 Time for visit	69	79	48	75	80	83	91
Q18 Consideration	71	78	51	75	79	83	96
Q19 Concern for patient	72	79	51	76	80	84	95
Q20 Self care	70	78	52	75	79	83	94
Q21 Recommendation	73	81	51	78	82	86	95
About the staff							
Q22 Reception staff	73	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	70	74	50	71	74	77	85
Q24 Information of services	66	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	58	64	43	61	64	68	75
Q26 Illness prevention	61	67	47	65	67	71	79
Q27 Reminder systems	60	66	47	63	66	70	77
Q28 Second opinion / comp medicine	58	65	44	63	65	68	81
Overall score	64	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

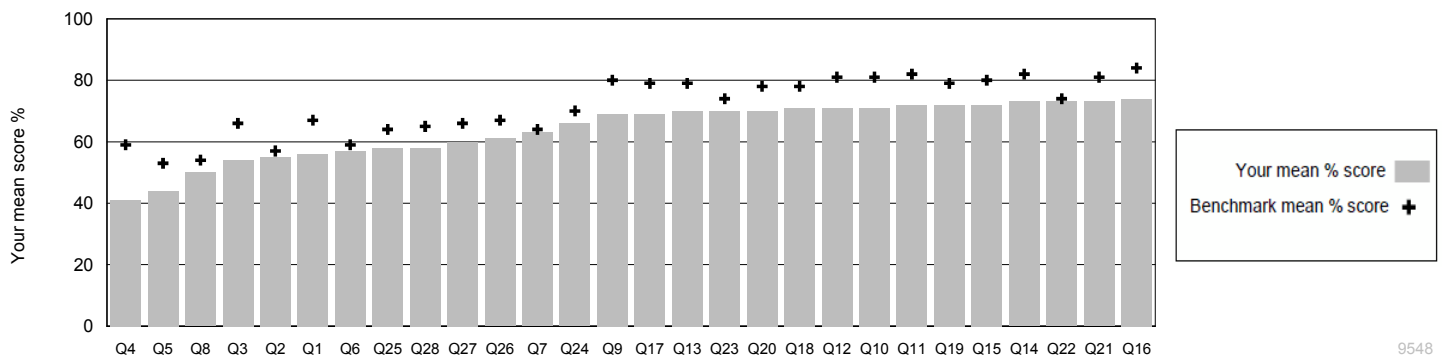
9548

*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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	14	64	70	41	66	71	75	90
25 - 59	112	65	71	50	68	72	75	81
60 +	81	64	73	49	70	74	77	88
Blank	27	62	70	48	66	71	75	92

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	134	65	71	49	68	72	75	83
Male	71	63	73	48	70	74	76	83
Blank	29	63	70	50	65	71	75	92

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	110	65	74	51	71	75	77	85
No	81	64	69	43	65	69	73	80
Blank	43	62	71	49	67	71	75	86

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	43	64	72	45	68	73	76	82
5 - 10 years	38	67	71	48	67	71	75	83
> 10 years	126	64	72	51	69	73	76	85
Blank	27	60	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.

954E

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	28/02/2013	16/02/2012	02/12/2008
Q1 Opening hours satisfaction	56	61	62	61
Q2 Telephone access	55	58	53	51
Q3 Appointment satisfaction	54	58	58	61
Q4 See practitioner within 48hrs	41	44	44	50
Q5 See practitioner of choice	44	50	48	51
Q6 Speak to practitioner on phone	57	59	55	54
Q7 Comfort of waiting room	63	65	61	58
Q8 Waiting time	50	53	51	51
Q9 Satisfaction with visit	69	73	72	74
Q10 Warmth of greeting	71	73	73	75
Q11 Ability to listen	72	73	75	75
Q12 Explanations	71	72	73	74
Q13 Reassurance	70	72	71	73
Q14 Confidence in ability	73	75	75	76
Q15 Express concerns/fears	72	73	72	74
Q16 Respect shown	74	76	76	77
Q17 Time for visit	69	72	69	66
Q18 Consideration	71	70	71	72
Q19 Concern for patient	72	71	70	72
Q20 Self care	70	71	70	--
Q21 Recommendation	73	72	72	74
Q22 Reception staff	73	71	72	65
Q23 Respect for privacy/confidentiality	70	68	70	64
Q24 Information of services	66	63	66	62
Q25 Complaints/compliments	58	58	57	56
Q26 Illness prevention	61	61	61	61
Q27 Reminder systems	60	59	60	60
Q28 Second opinion / comp medicine	58	58	60	57
Overall score	64	65	65	65

-- no data available, question introduced in October 2009.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

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

Any comments about how this practice could improve its service?

- More parking spaces.
- Repeat prescriptions by phone much more easier as we have no computer.
- Very good website.
- Very good service! Great practice!
- Really good practice, lovely staff.
- Tea and coffee! Saturdays opening.
- The doctor was more interested in their own illness then me. The doctor kept checking their phone.
- A water supply (drinking) would be welcomed.
- All perfect.
- Shorten length of wait for non emergency appointments.
- Online booking for appointments? Trying to book over the phone is very timely and irritating. It's a good practice very happy with the service it's just difficult to see a doctor as so busy.
- Online booking. Speaking to doctor on the telephone rather than coming in for non emergency appointment. Having GPs that 'specialise' in some areas such as asthma, mental health, children etc.
- No notice up on how to make a complaint.
- My only complaint is we have to wait ages to see our own doctor.
- On this occasion I was very satisfied.
- No, am very satisfied with the practice and always have been.
- Any person who is a patient at this practice is very fortunate. The whole practice operates very much as a team. I am deeply grateful for all the personal and practical support on offer. It is a very rare commodity that people are made to feel comfortable these days. Nothing is too much trouble for every member of the team. I owe a great debt of gratitude to all members of this distinguished team at St Catherine's.
- I understand the allocated 10 minute per appointment, but find it unrealistic and given the difficulty in obtaining appointments at times to fit you in with work patterns means delays at getting medical concerns attended to (the pattern of one problem per visit really does need addressing). Perhaps a shift of a 10 to a 15 minute appointment may help matters.
- Make appointment available soon I sometimes have to wait 2 weeks.
- Excellent diabetic care.
- More privacy at reception, I don't like to explain why I need an appointment in front of a surgery full of other patients.
- Had a problem and spoke to manger who was very understanding and supportive and solved my problem for me. Girls on reception are lovely.
- Consider automated SMS reminders of appointments to reduce forgotten ones. Automate the process which converts an online prescription request to a form the doctor then signs thus preventing human error (I've had a few of these and it's time consuming to correct).
- Best practice.
- Opening hours more flexible. Receptionist more polite. When you ask a doctor to ring you back and tell the issue to the receptionists they try to diagnose you. They are not the doctor!
- Only thing I would say is how long you have to wait to get an appointment and to see a doctor of your choice.
- Very prompt response. Very caring.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Magazines could be better, not really readable.
- I have been with this practice all my life apart from the 4 years I lived away - there is nothing other than more staff that would improve an already caring service.
- I can't think of anything I would like to improve.
- By providing appointments outside of normal working hours and same day appointments.
- More music.
- Shorter waiting times.
- More time feel rushed i.e. one appointment for one problem.
- Waiting times sometimes a bit long. Reception staff are excellent - very friendly and helpful.
- Timings would be better to see who we like to see not who can fit in.
- Improve availability of midwife.
- Spruce up the waiting area.
- Waiting time could be decreased.
- Evening appointments. More male doctors. Online appointments.
- When I had a problem the manager was very kind and helpful.
- Create children's play area.
- It was good to see the manager working on reception!
- Drinks in waiting room.
- Very good practice. New telephone number is an improvement! Much better environment.
- A separate room where patients who do not speak English and who arrive with someone to interpret for them be provided as I have observed delays at reception because the receptionist takes longer to deal with others because this takes longer to complete.
- Ensure reception staff don't speak too loud as other people learn about your problems. This did not apply to today. Have a BBC news channel running.
- Drinks i.e. water in waiting room? Wipes for door handles?
- Not having to wait so long for appointments.
- For this person, this practice is very good.
- Everything about this practice is very good.
- Lovely receptionists.
- Getting to see a doctor sooner etc when phoning on a Tuesday, only to be told no doctors available that week.
- Not enough magazines for men in waiting room, not just caravan monthly or Cotswold outdoor lifestyle. Magazines on gadgets or something similar would be nice.
- Have more appointments.
- There should be the ability to see a doctor or nurse in a 'drop in' for things like, ear ache, chest infection, throat infection etc.
- Saturday morning clinics.

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?

- Shorter waiting times for doctor's appointments.
- I am very happy.
- Practice has been updated and decorated with new chairs - an improvement.
- More male doctors please! More male clinics!
- The repeat prescriptions service needs to be more quicker a 48 hour turnaround is unacceptable. I feel that this two working days can be nearly 4 if you run out of medication on a Thursday!
- Try to reduce waiting time. Send reminders about ongoing health checks and keep these up i.e. well man/woman checks annual learning disability checks as we are unable to book these and constantly told we have to wait for appointment and we wait to no appointment.
- Car parking.
- Waiting too long for doctor's appointments.

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?

- Smile!
- I have never been to see a doctor who claimed they were iller than me! Disgraceful!
- The doctors and nurses I have seen have been excellent there is little they can do to improve. One doctor is the only doctor to make inappropriate comments that I don't have bipolar and olanzipine is an expensive drug. Another doctor needs to share less about their life but is wonderful.
- Very positive experience!
- No, again, am very satisfied and feel confident with their abilities and my treatment.
- Just felt that this 10 minute slot put pressure on GP. They shouldn't have to keep apologising that time was up - book another appointment!
- None with this doctor, they are a brilliant doctor.
- None - they all listen and react in a caring manner.
- No excellent staff and nurses.
- Saved my life.
- My doctor is fantastic they always take the time to listen and show real concern for my wellbeing.
- They are the best doctor!
- The doctor could not improve they're perfect just the way they are.
- One doctor is the best GP.
- Be more clear at explaining things and some are confused as to why you've booked an appointment. Some doctors just don't listen to your problems and dismiss them before even finishing what you're trying to say!
- Have previously felt rushed by a midwife when their clinic was behind. GPs have been great.
- Explain what is happening clearer.
- Not keep patients waiting.
- Doctor didn't seem to care. They were more interested in their mobile phone. They were very nasty about some of the other doctors! Not very professional!
- They do a good job and understand it's difficult to keep everything up together.
- Doctor is always sick. Nurses think they are doctors!
- Female doctors always off sick.
- Can I see a doctor not a nurse.
- Not enough doctors on duty (so long wait).
- Wanted to see a nurse but was told they were fully booked but could see three nurses sat drinking tea and laughing loudly!
- None whatsoever.
- My opinion is - none.
- Be more warm and considerate. Shouldn't be like talking to a stone wall.
- Nurse could pay more attention to their patient than answering their mobile phone.
- Doctor more interested in their own illness than mine.

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?

- Nurse are better than the doctors! Website is much better. Pretty receptionists.
- Appointments are always overrunning 17 minutes on this occasion.

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 = 234

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	37	110	63	19	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (37 \times 25) + (110 \times 50) + (63 \times 75) + (19 \times 100)}{(234 - 2)} = 13,050/232$$

Your mean percentage score for Q1 = 56%

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	56

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

Thank you for your time and assistance

Certificate of Completion

This is to certify that

St Catherine's Surgery
St Paul's Medical Centre
121 Swindon Road
Cheltenham
GL50 4DP

Practice List Size: 9500
Surveys Completed: 234
has completed the

Improving Practice Questionnaire

Completed on 05 March 2014



Michael Greco
Director



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