

**Private and Confidential**  
Miss Vicky Kershaw  
Merridale Medical Centre  
5 Fullhurst Avenue  
Leicester  
LE3 1BL

# **Improving Practice Questionnaire Report**

Merridale Medical Centre

March 2017



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

Miss Vicky Kershaw  
Merridale Medical Centre  
5 Fullhurst Avenue  
Leicester  
LE3 1BL

t 01392 823766  
f 01392 824767

e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

24 March 2017

Dear Miss Kershaw

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.

A guidance template for discussion of these local survey findings and an action plan have also 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=200880>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto: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' to help you reflect on the survey results.

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	7	27	112	76	48	11
Q2 Telephone access	61	64	81	45	20	10
Q3 Appointment satisfaction	27	40	106	63	38	7
Q4 See practitioner within 48hrs	56	51	83	43	36	12
Q5 See practitioner of choice	74	56	66	42	25	18
Q6 Speak to practitioner on phone	41	58	78	40	16	48
Q7 Comfort of waiting room	4	43	115	79	34	6
Q8 Waiting time	18	62	104	57	24	16
Q9 Satisfaction with visit	4	14	72	89	82	20
Q10 Warmth of greeting	3	17	63	77	102	19
Q11 Ability to listen	2	16	56	77	107	23
Q12 Explanations	4	12	65	81	100	19
Q13 Reassurance	3	15	68	82	89	24
Q14 Confidence in ability	4	14	66	77	105	15
Q15 Express concerns/fears	1	14	68	77	100	21
Q16 Respect shown	2	13	61	74	112	19
Q17 Time for visit	2	20	68	81	91	19
Q18 Consideration	3	17	77	82	83	19
Q19 Concern for patient	1	20	72	84	84	20
Q20 Self care	4	13	81	83	80	20
Q21 Recommendation	5	16	62	79	95	24
Q22 Reception staff	5	22	96	90	61	7
Q23 Respect for privacy/confidentiality	5	21	96	89	61	9
Q24 Information of services	12	27	94	75	53	20
Q25 Complaints/compliments	20	41	96	68	28	28
Q26 Illness prevention	11	42	97	66	35	30
Q27 Reminder systems	18	39	93	68	36	27
Q28 Second opinion / comp medicine	13	34	96	54	32	52

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

## Your patient feedback

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

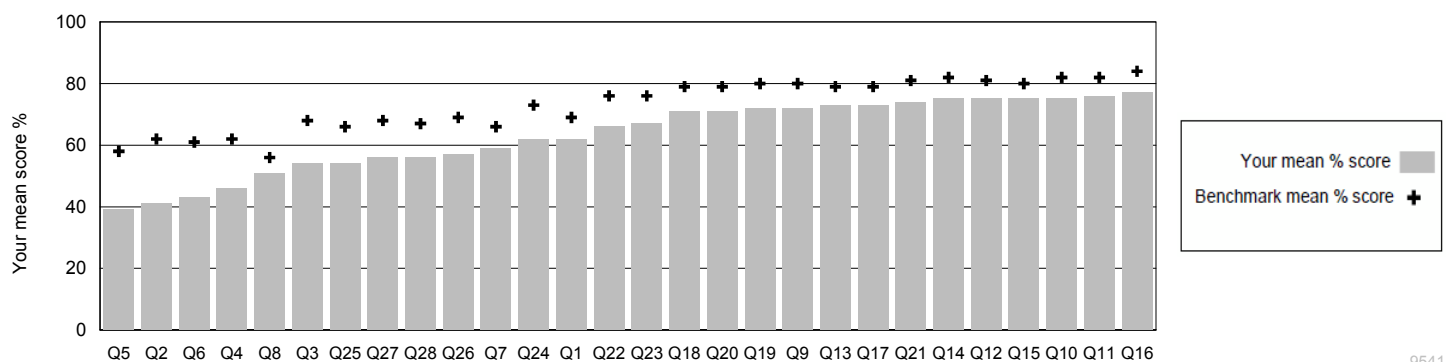
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	62	69	23	64	68	73	92
Q2 Telephone access	41	62	13	53	63	71	92
Q3 Appointment satisfaction	54	68	23	63	68	74	92
Q4 See practitioner within 48hrs	46	62	18	54	62	70	96
Q5 See practitioner of choice	39	58	22	48	57	65	95
Q6 Speak to practitioner on phone	43	61	25	54	61	67	92
Q7 Comfort of waiting room	59	66	27	60	66	71	90
Q8 Waiting time	51	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	41	76	81	85	97
Q10 Warmth of greeting	75	82	45	78	82	86	96
Q11 Ability to listen	76	82	46	78	83	87	97
Q12 Explanations	75	81	42	77	81	85	97
Q13 Reassurance	73	79	41	75	80	84	98
Q14 Confidence in ability	75	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	77	84	49	80	85	88	98
Q17 Time for visit	73	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	71	79	38	75	79	83	97
Q21 Recommendation	74	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	66	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	67	76	43	72	76	80	96
Q24 Information of services	62	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	54	66	31	62	66	70	96
Q26 Illness prevention	57	69	34	64	68	72	96
Q27 Reminder systems	56	68	27	63	68	72	96
Q28 Second opinion / comp medicine	56	67	30	62	67	71	96
Overall score	63	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 (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	62	67	45	64	67	71	78
Q2 Telephone access	41	53	15	46	52	60	77
Q3 Appointment satisfaction	54	64	33	60	64	69	81
Q4 See practitioner within 48hrs	46	56	23	50	56	63	80
Q5 See practitioner of choice	39	48	22	41	48	55	83
Q6 Speak to practitioner on phone	43	57	31	51	57	63	76
Q7 Comfort of waiting room	59	62	47	57	63	68	83
Q8 Waiting time	51	53	28	49	53	58	74
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	60	76	80	84	94
Q10 Warmth of greeting	75	81	62	78	81	85	95
Q11 Ability to listen	76	82	65	78	82	86	96
Q12 Explanations	75	80	63	76	81	85	95
Q13 Reassurance	73	79	61	75	80	83	94
Q14 Confidence in ability	75	82	65	79	83	86	95
Q15 Express concerns/fears	75	80	62	76	80	84	94
Q16 Respect shown	77	84	68	80	84	87	95
Q17 Time for visit	73	78	59	74	79	83	93
Q18 Consideration	71	78	59	74	78	82	92
Q19 Concern for patient	72	79	60	75	79	83	93
Q20 Self care	71	78	61	74	78	82	92
Q21 Recommendation	74	81	60	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	66	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	67	72	51	69	72	76	83
Q24 Information of services	62	68	45	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	54	62	34	58	62	66	76
Q26 Illness prevention	57	65	42	62	65	68	79
Q27 Reminder systems	56	64	38	60	64	68	80
Q28 Second opinion / comp medicine	56	63	42	60	63	67	77
Overall score	63	70	48	67	70	74	86

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

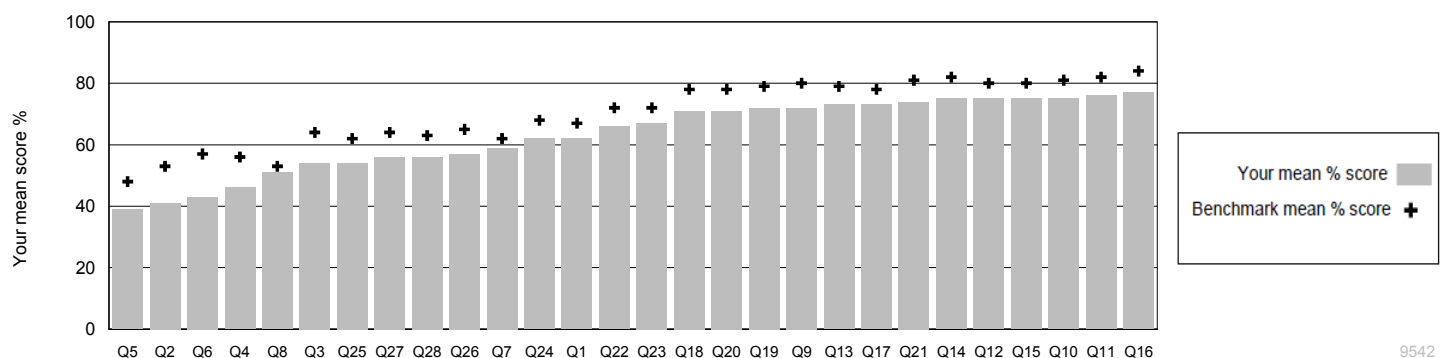
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\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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 (>12000 patients)



9542



## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 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	34	67	69	50	65	70	74	83
25 - 59	161	63	70	47	66	70	74	87
60 +	56	64	72	50	69	72	75	85
Blank	30	61	69	51	64	69	74	89

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	160	61	70	48	67	70	74	86
Male	82	69	72	49	68	72	75	84
Blank	39	59	69	49	65	69	74	85

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	107	67	73	53	70	73	76	86
No	116	62	68	44	64	68	72	84
Blank	58	60	69	47	65	69	74	86

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	65	66	71	47	67	72	74	88
5 - 10 years	53	66	70	47	66	71	75	86
> 10 years	115	61	71	49	67	71	75	85
Blank	48	62	69	50	64	69	73	85

\*Based on data from 93 practices carrying out 135 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.

9542

## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	04/03/2016	23/03/2015	26/03/2014
Q1 Opening hours satisfaction	62	64	66	68
Q2 Telephone access	41	34	44	47
Q3 Appointment satisfaction	54	52	57	65
Q4 See practitioner within 48hrs	46	43	53	58
Q5 See practitioner of choice	39	32	33	42
Q6 Speak to practitioner on phone	43	40	38	45
Q7 Comfort of waiting room	59	59	60	61
Q8 Waiting time	51	49	50	57
Q9 Satisfaction with visit	72	74	67	76
Q10 Warmth of greeting	75	75	68	77
Q11 Ability to listen	76	74	69	78
Q12 Explanations	75	74	67	78
Q13 Reassurance	73	73	66	76
Q14 Confidence in ability	75	75	68	77
Q15 Express concerns/fears	75	73	65	75
Q16 Respect shown	77	77	72	78
Q17 Time for visit	73	72	62	74
Q18 Consideration	71	71	66	74
Q19 Concern for patient	72	71	66	74
Q20 Self care	71	72	67	73
Q21 Recommendation	74	72	68	76
Q22 Reception staff	66	71	68	71
Q23 Respect for privacy/confidentiality	67	70	69	70
Q24 Information of services	62	63	64	69
Q25 Complaints/compliments	54	52	55	58
Q26 Illness prevention	57	55	59	62
Q27 Reminder systems	56	56	59	62
Q28 Second opinion / comp medicine	56	54	56	59
Overall score	63	63	61	67

## 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?

- Give out proper information, when needed.
- Hire more doctors. Open weekends.
- Would like more choice with more doctors not practitioners, as appointments. Get delayed seeing a doctor. Phones (long wait) when you call, have been waiting about 25-30 minutes. Have more doctors.
- In the past, I felt that this practice did not care too much. I could not get to see a GP, let alone my own GP. Some of the reception staff have been quite rude in the past too. Also not being able to get early morning appointments has been poor.
- Only improvement! No more disco music please - something soft and soothing - Classical? Bollywood? Anything but Gem.
- Be able to contact the surgery by phone without waiting 30 plus minutes. Book appointments online.
- Communication over prescribing the pharmacy can be poor, i.e. delivering large stocks of unrequired tablets just because due to run out not considering the patient has a supply of 50/month. Not cost effective practice. Getting a sit and wait service again is a bonus to patients who can't have an appointment that same day at a certain time when those have run out. Helpful. Thank you to all in this practice for your care!!
- Better range of magazines, i.e. fashion magazines, fitness magazines. Tea/coffee machine. Books to read for when waiting to be seen. Updates on board about if your appointment is running late. Wi-Fi.
- It is not possible for me to phone at 8 o'clock for an appointment as I am already at work. This makes it hard to book an appointment. Will look into online booking to see if it's easier!
- By listening to patients.
- Opportunity to see GP not prescribing nurse is limited. Prescribing nurse is not always appropriate but GP appointments are often unavailable. The limited time frame to collect repeat prescriptions is not always conducive to working hours, however the pharmacy collection service is very good.
- Excellent service as always.
- Just can't book an appointment when I want to even online.
- More appointments.
- I feel this practice could not be improved.
- I have never experienced any problems at Merridale. Excellent.
- Certain doctors better than others. Better care by own GP. Not easy to get appointments. Telephone system often fails.
- More parking and a drinks dispenser. Other than that, this centre is top quality.
- Allow appointments to be pre booked in advance, have competent staff on phone who all give consistent information as I was given different answers for same query by different staff.
- This practice has steadily gone downhill. I am currently pregnant with a high risk pregnancy and have been trying to get an appointment to see my doctor for two and a half weeks to no avail. Reception staff are not understanding, tell you to call back at 8am next day only to hear that there's still no appointments and call at 8am next day. They also do not handle complaints well and I think they are ignored.
- No great surgery.
- Free Wi-Fi, tea and coffee machine, up to date magazines!
- Make appointments more suitable.
- Appointments should be made accessible for people who are over 60 years and still hold a job down.
- Getting an appointment is the most difficult.

## 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?

- It is difficult to make an appointment, if you are working it is hard to ring at 8am and hold for half an hour to get through. Also difficult to get to see doctor you wish on an evening (after work appointment).
- Appointment which take up a lot of working people's times. It's hard to get appointments in emergency. Wasting a lot of time on telephone if people don't have access to computer.
- More appointments on the day.
- I fully understand the pressures that health service is under, having three family members working in hospitals or as GP. The service is not what it was but with chronic underfunding what can you do?
- Better ability for working people to book appointments (I have spent up to 50 minutes in the call queue on way to work, been cut off and had to start from scratch). Have been told my illness is not serious enough and was once told, if it is not a heart condition you will not get an appointment. Myself and partner work long hours and can never get last minute appointments. Often don't get to see a doctor, only a nurse practitioner.
- In actually getting through on the phone when making an appointment, waited on hold for 30 minutes last week to book today's appointment.
- More doctors. Better telephone service to make appointment to cut waiting time down before getting through. A wider car park for easy to turn cars around in.
- For certain reception staff to be more forthcoming and helpful with appointments times, etc. Also would help if they understood where the patient is coming from.
- I am happy with the practice. The pharmacy is really slow and loads of people feel the same. You can see the frustration on people's faces and ends up being topic of conversation.
- Longer opening hours. Nurses to work more than 2 days a week.
- I have left some statements blank as I don't always have a need for the GP so I am not in the best position to comment. However, I have no problems the few times that I have had to visit the GP.
- I have no idea how I am supposed to make appointments. When I called to make an appointment with the nurse the next available appointment was one month later. I have given up contacting the surgery on the phone and have come here in person to make an appointment. It would be really helpful if you could explain how to make an appointment with the doctor too. What is the system when you don't have an urgent problem? I did not ask advice because in the past it has not been forthcoming. I have been considering leaving the practice because of it, apparent inaccessibility.
- The children's area could do with some toys to keep children busy whilst waiting. The pram bay could do with being kept.
- Very poor service. Has taken me a month to get this appointment as told only one person can see me and she was on annual leave.
- Time waiting for the pharmacy it is too long also some the staff does not show happy face to the patient.
- By enabling patients to see the GP stated in their medical card, because I haven't any opportunity of seeing ours, all the time is always nurse.
- Make more doctors appointments available on the day needed. Trying to book appointments is very difficult.
- Shorter appointment times (two to three days).
- Phone line in the morning!
- Often it is impossible for me to arrive at the practice at 8am in person, and totally impossible for my elderly mother, to make an appointment. The telephone answering system is complex, time consuming and unsatisfactory. I would like much more advice on holistic/complementary medicine and drug free consultations. Thank you.
- Yes help more in getting in to see doctor and not nurse. When you call make them to be more helpful, (not rude).
- Very good.
- Repeat script. Service hours not as good as previous. At times awkward.

## 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?

- I know that it's hard and the practice is very busy, but a lot of the time it's hard to get an appointment, even in 2 days advance. There are other options to do this, email etc, but even if you wait via phone queue, there's no guarantee an appointment can be made. Also, pharmacy should keep dispense time consistent if meds aren't on repeat prescription - automatic renewal - they take a long time, but in the past they have cancelled this option, causing a waiting time of a minimum of 40 minutes. Please keep the auto renewal, its much more efficient. Thank you.
- There is a sign that if a patient is late by 5 minutes they would need another appointment whereas when patients are on time, they have to wait more than 5 minutes to see a doctor, e.g. 20 - 30 minutes.
- Appointments for waiting to see GP is terrible.
- The telephone booking system is extremely bad. Length of time waiting can be over 45 minutes. When you get through all GP appointments are gone. Staff are very unhelpful in this part of the service and it causes intense distress. The practice has too many patients for them to give even a good service. I have not been able to get appointments when I needed them.
- Trying to get through to anyone over the phone is terrible. Takes very long to get through and can't get appointments without ringing over a few days. Time restrictions should be removed. Not being able to book more than 2 days before is ridiculous.
- Prescriptions between 11.30 - 4.30 is not ideal for people who work. Have trouble getting appointment to suit work commitments (often told to call next day at 8 but when I ring there is a long wait).
- Better appointment system, especially for working people.
- Hire more staff to answer the phones in the morning as the wait time is very long.
- Better appointment booking system. At present I can hold on the telephone for 30-40 minutes, then find there are no appointments for next 48 hours. This can happen each time you ring, even if you ring at 8am - if you can get through! More flexibility on part of reception staff. If, e.g. I have an early appointment - say 10am, please let me pick up my repeat prescription then and not make me come back at 11am.
- I was not aware I would only be able to speak to the doctor about one issue per visit.
- Would like to see a doctor on the day you phoned or called in and doctor of choice when possible but am never asked.
- The appointments 2 days in advance system is difficult, resulting in spending 40 minutes in a phone queue to book an appointment. For non-urgent enquiries this is quite frustrating and may have meant someone with a more urgent enquiry lost out on an appointment.
- A plus.
- The doctor asked me to make an appointment in 2 days but there were no available times. I could not book for 3 days I was told to phone in after 3 days - poor service.
- Excellent service - greeting on arrival was very friendly.
- Poor appointments and not all staff are friendly or helpful.
- More evening appointments and Saturdays would be good/excellent service.
- It was lovely.
- Add comfy seats and free Wi-Fi.
- Happy with practice.
- The delay - 45 minutes wait only problem.
- The phone appointment to be more short (I waiting half hours on phone for appointment).
- Get medicine on same date sooner.

## 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?

- The procedure to make an appointment is complicated. Takes several calls to get one appointment. Never know the opening hours. Screen display cuts off words. Occasionally get cut off after waiting in call queue. The service has deteriorated over the years since been in this building. When waiting for your turn you have to keep looking at screen as the message only stays for a very short time.
- None. Very good.
- More appointments.
- More telephone lines so you're not waiting in queue for ages. More chances of seeing a doctor on day not 2 days in advance.
- Have more open appointments to book.
- It would be good if you could book appointments more than 2 days in advance.
- Answer the phone, sometimes it rings for 20 minutes.
- Good.
- Everything is good. Thanks.

## 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?

- None needed.
- This doctor just the best doctor I could wish for - they have given me back my life.
- The doctor never looked at me when I entered the room! Came across as disinterested in me! Another doctor on the other hand is the best doctor at the practice.
- Nothing.
- Extending hours for working people.
- All GPs at this practice have been very good.
- I don't see the doctor often but I feel when I need to I should get appointment.
- I am reliant upon, and indebted to, this doctor in so many ways.
- Better telephone system. Slow giving follow ups after tests. Advice on what to do.
- The doctor was calm and informing. So no change required.
- This doctor is fantastic and I am very grateful to be one of his patients.
- No issues at all, a very lovely doctor.
- None whatsoever. This doctor is and always has been a very understanding GP to me and my family.
- No she is wonderful - best you've ever had! Keep her.
- GPs are under immense pressure and the 10 minute appointment system is inadequate for many situations. Before Merridale I had my own doctor, who knew me well and with whom I could make appointments on the day. It would be nice to return to those days.
- The doctor was excellent. I am going to try online services to see if this helps with bookings.
- None, She is excellent and very accommodating in providing the time to listen, support and advise. Best GP in the practice, she has supported me through a very difficult period in my life.
- Currently feel satisfied with my doctor and she understand how I've been over the last few months with my condition.
- Doctors are good. Improve pharmacy's speed of handing out medication.
- Work more days and longer hours.
- She could be more warm and friendly. However, she does keep it professional. She is knowledgeable but maybe less rigidity in her manner might help assure patients.
- She looks tired all the time I see her. She does not ask you much about the problem you have and she does not have happy face when seeing you.
- Perfect!
- This doctor is excellent.
- The doctors are lovely.
- To listen to you more. Not try to give us tablets that will not work.
- It's all good so far so good.
- Weekend appointments.
- More doctors.
- Very nice approachable lady, a pleasant asset to the practice. Reception staff welcoming and very efficient.

## 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?

- Only comment and dissatisfaction is not seeing my doctor I've had for many years. But I understand the reason why?
- None needed.
- Doctor was not very welcoming however arranged routine treatment to investigate further, perhaps needs to be a little more engaging.
- Top man!!
- No not really - I was very happy.
- Try listening more and looking at you.
- More nurse practitioners like this one.
- Not applicable.
- Being told that she didn't know what was wrong with me, advised to see doctor but no appointments available ring back tomorrow morning.
- No comment, don't try to see them rather see doctor. After today might change as it's very hard to see doctor of choice.
- None, very helpful.
- None. Very good.
- No - very understanding.
- Very good service provided.
- He is excellent! Listens well very kind man.
- He is very nice.



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 = 281

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	7	27	112	76	48	11

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(7 \times 0) + (27 \times 25) + (112 \times 50) + (76 \times 75) + (48 \times 100)}{(281 - 11)} = 16,775/270$$

Your mean percentage score for Q1 = 62%

### 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	62

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

**Merridale Medical Centre**

5 Fullhurst Avenue  
Leicester  
LE3 1BL

**Practice List Size: 14924**

**Surveys Completed: 281**

has completed the

## Improving Practice Questionnaire

Completed on 24 March 2017



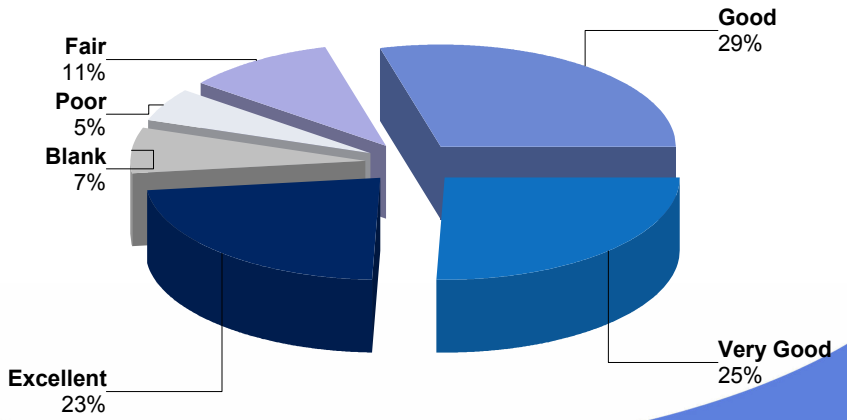
**Michael Greco**  
Director



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.

# 77%

of all patient ratings about this practice were **good, very good or excellent**



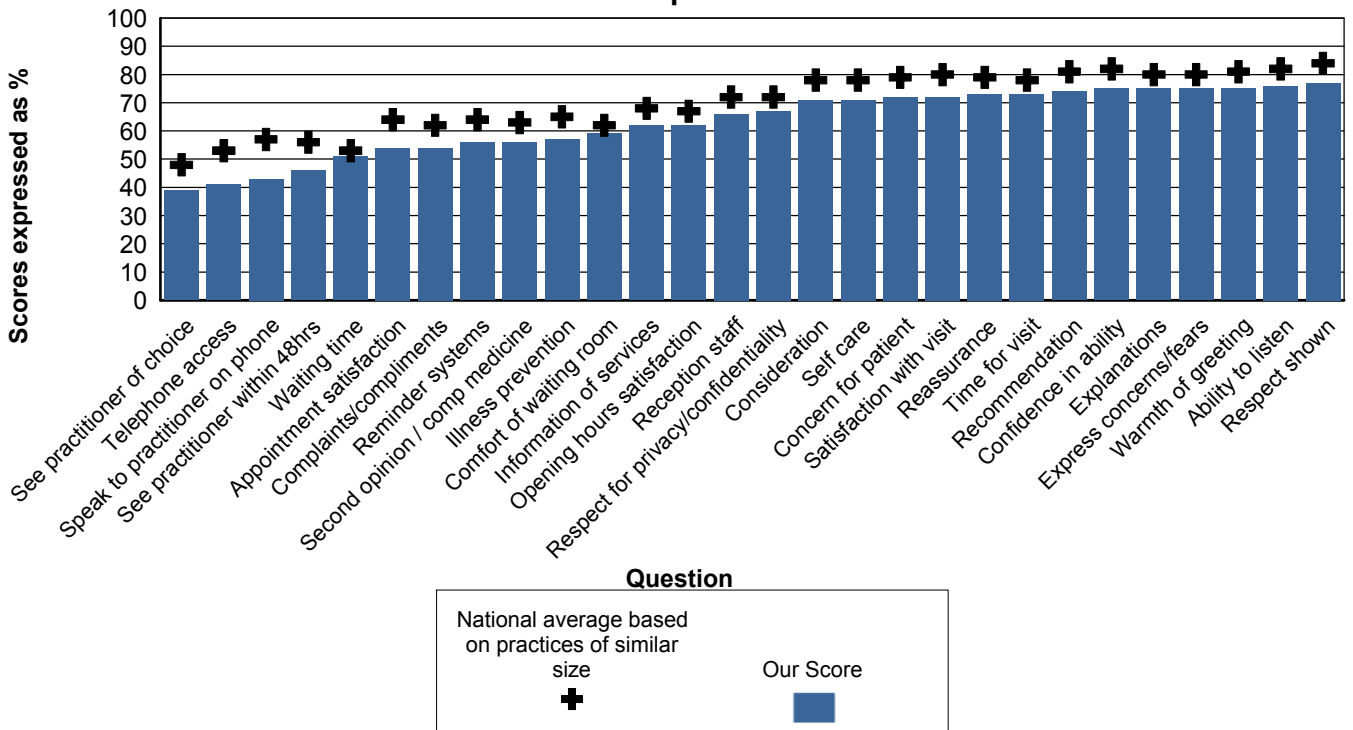
Thank you for your participation in this survey

## Patient Experience Survey Results 2016/2017 Merridale Medical Centre



# "Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you

