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# **Improving Practice Questionnaire Report**

Merridale Medical Centre

March 2016



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16 March 2016

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=190407>

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

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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	9	36	109	110	64	5
Q2 Telephone access	102	91	70	45	20	5
Q3 Appointment satisfaction	31	67	113	70	44	8
Q4 See practitioner within 48hrs	64	72	99	56	30	12
Q5 See practitioner of choice	110	86	63	34	21	19
Q6 Speak to practitioner on phone	55	87	77	46	20	48
Q7 Comfort of waiting room	11	52	121	84	56	9
Q8 Waiting time	28	84	113	60	35	13
Q9 Satisfaction with visit	5	26	73	98	121	10
Q10 Warmth of greeting	5	26	67	95	129	11
Q11 Ability to listen	5	28	64	98	128	10
Q12 Explanations	5	28	65	104	124	7
Q13 Reassurance	9	29	63	99	121	12
Q14 Confidence in ability	6	29	60	100	131	7
Q15 Express concerns/fears	9	31	66	94	125	8
Q16 Respect shown	2	20	66	100	134	11
Q17 Time for visit	11	29	67	98	117	11
Q18 Consideration	4	36	81	81	112	19
Q19 Concern for patient	8	30	80	78	116	21
Q20 Self care	7	31	74	79	116	26
Q21 Recommendation	11	32	62	78	124	26
Q22 Reception staff	4	23	85	119	96	6
Q23 Respect for privacy/confidentiality	4	25	99	110	90	5
Q24 Information of services	14	36	108	88	71	16
Q25 Complaints/compliments	15	74	122	57	38	27
Q26 Illness prevention	10	60	128	67	40	28
Q27 Reminder systems	16	52	127	59	50	29
Q28 Second opinion / comp medicine	12	53	120	47	38	63

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

## Your patient feedback

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

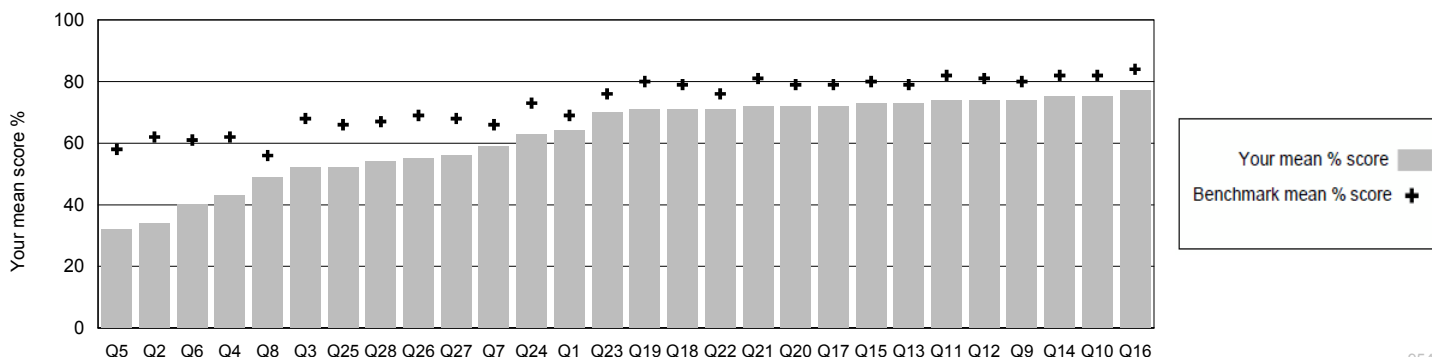
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	34	62	13	53	63	71	92
Q3 Appointment satisfaction	52	68	23	63	68	74	92
Q4 See practitioner within 48hrs	43	62	18	54	62	70	96
Q5 See practitioner of choice	32	58	22	48	57	65	95
Q6 Speak to practitioner on phone	40	61	25	54	61	67	92
Q7 Comfort of waiting room	59	66	27	60	66	71	90
Q8 Waiting time	49	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	80	41	76	81	85	97
Q10 Warmth of greeting	75	82	45	78	82	86	96
Q11 Ability to listen	74	82	46	78	83	87	97
Q12 Explanations	74	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	73	80	45	76	81	85	96
Q16 Respect shown	77	84	49	80	85	88	98
Q17 Time for visit	72	79	38	75	80	84	96
Q18 Consideration	71	79	41	75	79	83	98
Q19 Concern for patient	71	80	43	76	80	84	97
Q20 Self care	72	79	38	75	79	83	97
Q21 Recommendation	72	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	71	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	70	76	43	72	76	80	96
Q24 Information of services	63	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	52	66	31	62	66	70	96
Q26 Illness prevention	55	69	34	64	68	72	96
Q27 Reminder systems	56	68	27	63	68	72	96
Q28 Second opinion / comp medicine	54	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



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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	64	67	45	64	67	71	78
Q2 Telephone access	34	53	15	46	52	60	77
Q3 Appointment satisfaction	52	64	33	60	64	69	81
Q4 See practitioner within 48hrs	43	56	23	50	56	63	80
Q5 See practitioner of choice	32	48	22	41	48	55	83
Q6 Speak to practitioner on phone	40	57	31	51	57	63	76
Q7 Comfort of waiting room	59	62	47	57	63	68	83
Q8 Waiting time	49	53	28	49	53	58	74
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	80	60	76	80	84	94
Q10 Warmth of greeting	75	81	62	78	81	85	95
Q11 Ability to listen	74	82	65	78	82	86	96
Q12 Explanations	74	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	73	80	62	76	80	84	94
Q16 Respect shown	77	84	68	80	84	87	95
Q17 Time for visit	72	78	59	74	79	83	93
Q18 Consideration	71	78	59	74	78	82	92
Q19 Concern for patient	71	79	60	75	79	83	93
Q20 Self care	72	78	61	74	78	82	92
Q21 Recommendation	72	81	60	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	71	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	70	72	51	69	72	76	83
Q24 Information of services	63	68	45	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	52	62	34	58	62	66	76
Q26 Illness prevention	55	65	42	62	65	68	79
Q27 Reminder systems	56	64	38	60	64	68	80
Q28 Second opinion / comp medicine	54	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

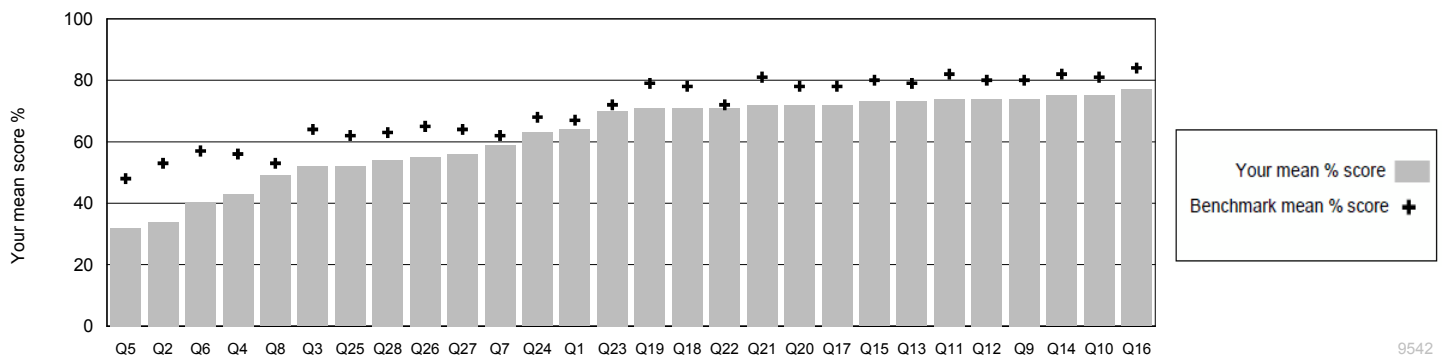
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\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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)



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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>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	30	59	69	50	65	70	74	83
25 - 59	210	62	70	47	66	70	74	87
60 +	70	68	72	50	69	72	75	85
Blank	23	53	69	51	64	69	74	89

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	198	63	70	48	67	70	74	86
Male	112	62	72	49	68	72	75	84
Blank	23	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	118	68	73	53	70	73	76	86
No	158	58	68	44	64	68	72	84
Blank	57	65	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	73	63	71	47	67	72	74	88
5 - 10 years	88	60	70	47	66	71	75	86
> 10 years	143	65	71	49	67	71	75	85
Blank	29	60	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.

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## Your patient feedback

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

	Current scores	23/03/2015	26/03/2014	25/02/2013
Q1 Opening hours satisfaction	64	66	68	62
Q2 Telephone access	34	44	47	47
Q3 Appointment satisfaction	52	57	65	58
Q4 See practitioner within 48hrs	43	53	58	53
Q5 See practitioner of choice	32	33	42	44
Q6 Speak to practitioner on phone	40	38	45	45
Q7 Comfort of waiting room	59	60	61	63
Q8 Waiting time	49	50	57	57
Q9 Satisfaction with visit	74	67	76	71
Q10 Warmth of greeting	75	68	77	72
Q11 Ability to listen	74	69	78	74
Q12 Explanations	74	67	78	73
Q13 Reassurance	73	66	76	72
Q14 Confidence in ability	75	68	77	73
Q15 Express concerns/fears	73	65	75	73
Q16 Respect shown	77	72	78	75
Q17 Time for visit	72	62	74	72
Q18 Consideration	71	66	74	72
Q19 Concern for patient	71	66	74	72
Q20 Self care	72	67	73	73
Q21 Recommendation	72	68	76	73
Q22 Reception staff	71	68	71	67
Q23 Respect for privacy/confidentiality	70	69	70	65
Q24 Information of services	63	64	69	64
Q25 Complaints/compliments	52	55	58	55
Q26 Illness prevention	55	59	62	59
Q27 Reminder systems	56	59	62	56
Q28 Second opinion / comp medicine	54	56	59	56
Overall score	63	61	67	64

## 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?

- Better opening hours and ability to book online and beyond 48 hours in advance.
- I think everyone is trying so hard despite the volume of patients, demands and stress put upon yourselves. Thank you.
- It is brilliant.
- Rubbish service for trying to see a doctor tried from opening time only one nurse appointment left. Very hard to come as working tried to get in sit and wait no luck tried to get in to see doctor for two days, nothing, it is a doctors and almost impossible to see one. It was my husband but I rung for appointment.
- Full trained staff and get more training.
- None at all - as a visitor to Merridale to see nurse specialist. I do not feel Merridale could be any better.
- Open surgery hours, should be open on Saturday and evenings.
- Appointment booking service is very poor. Often appointments are not available (even if called at 8.30am). Pre book system also is very weak.
- Nothing, absolutely great compared to my last doctors.
- Appointments are very hard to obtain with a GP and you never get to see same GP.
- More bookable appointments on the internet.
- Prescriptions open longer but wonderful reception staff who made sure I still got my prescription very grateful.
- Yes when a female comes in for smear test the nurse could let the patient relax more instead of just roughly putting the plastic instrument inside causing bleeding this is what I have experienced in the past. Hope it will be different today!
- Waiting time when phoning at 8.00 for a same day appointment. Better system, have just done my paperwork to do online but do feel that you should be able to speak to reception.
- The practice is excellent. Very supportive and friendly staff.
- Service is excellent in all the years I been coming here. Reception staff always happy smiling and happy to help.
- I find it hard to get through on the phone sometimes.
- Sort out an easily understood and speedy appointment system. Ensure computers allow appointments to be made more than one month in advance.
- Leave the appointment making procedure the way it is now - 8am. The recent change and then back again was a little irritating. Information about changes would have helped instead of finding out at the time of trying to make an appointment and then having to come back.
- Please make it easier to have an appointment on the day or day after - by phone, not driving all the way there to have to do it.
- A better appointment system - have old style waiting service for workers and some evenings. System not flexible enough!
- Find out more about how people on a low income can get help with prescriptions.
- Not towards myself.
- Free Wi-Fi, ha ha.
- Booking system could be better - on the phone 20 minutes this morning.
- Free Wi-Fi, water machine.
- No complaints, very good, happy with service.

## 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?

- For working people, the difficulty in "collection of prescriptions" could be improved. Even more people now work weekends.
- Every time I have rang to make an appointment for either myself or son has been a nightmare to get through at any time of the day. Once I rang 28 times in one day!
- Lessen the waiting time.
- Seem at times overstretched but still always polite and helpful.
- Re Q5 - When phoning for same day appointment, they don't tell you who you will see (they say they don't tell patients - very bizarre) and also even if you specifically request to see a doctor, they will offer you a time normally to see a nurse practitioner, but they don't tell you this, you have to check and then explain again why it needs to be a doctor. Q2 - When eventually you are at front of phone queue I have had the phone ring out your end over 50 rings before picked up. Q6 - Only if you really push this hard.
- One of the doctors is very nice doctor. Plus she help me with my problem.
- I would like to book appointment by telephone all day (in working hours) and in reception all day (in working hours).
- To be able to pre-book appointment longer in advance than 2 weeks. For example to be able to book an appointment for a month's time.
- To get through the phones to book an appointment for same day is virtually impossible.
- Not happy with service, staff unfriendly and arrogant. Maybe re-train on people skills and care for others.
- Have another line. Have more pre-bookables available. More appointments available. Maybe open until later.
- Being able to book with the same doctor made more easier. The way bookings are completed (48 hours etc) not simple procedure.
- I've been unable to answer a few of the questions due to not regularly needing to use the services, but each time I have come all has been good.
- Final section is good because I have not been in a situation where I had to complain but overall the experience was amazing.
- The reception staff can be rude at times. They often misinform about appointments, how in advance they can be made, then when called to make an appointment they then give other advice. Clear message/advice required.
- Yes, we find very hard to get appointment with this doctor. Get some more new female doctor to easy for all the ladies to talk easy ladies problem.
- Better phone service - the waiting times can be very bad sometimes if you don't call at the right time.
- Having problem calling the surgery, because patient doesn't have any minutes on the mobile.
- Not being able to see a doctor on the day you ring up could be improved. Some people may not be able to wait 48 hours.
- It's very difficult to get an appointment with a doctor so maybe increasing the amount of appointments you can book with a doctor can help.
- Telephone appointment system. I have had to call two mornings at 8am and been on hold for 40 minutes to be told all appointments with doctor have gone, before I finally got an appointment with a locum. I was also disconnected twice during this as well. I was unable to book in with the GP who looks after my current health issue which is disappointing.
- I feel it is very difficult to make an appointment with GP. This one I only had because health visitor made it for me, even though I have been trying to do it myself I couldn't get one (I have been trying for 2 weeks). Maybe practice could have GP who will be seeing patient on sit and wait basis to see patients on the day as well as nurse practitioner who is available on the day.
- I would like to have the same GP on at least all my visits. Obviously on day off and holidays it's not possible. But would prefer to see the same GP. I think that way the GP will know you etc.

## 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 online appointments. More chances of seeing doctor.
- Telephone service is very poor. Can't get appointment as you want and the doctor we want.
- I been to this doctors millions of times never been treated as well as I did today. This doctor is fantastic.
- Allowing us to choose which doctor we see.
- The online system and phone service.
- Took me 3 days to get to see a doctor.
- The lady in one room is very good.
- Want doctor not a nurse!
- Sometimes when a doctor of your choice asks you make an appointment to see them in e.g. 2-3 weeks the staff are not massively forthcoming and you are made to feel rather like an unimportant person and just wasting their time. Obviously if the relevant doctor asks you to make this booking then why does it become such a task!!
- Appointments, appointments.
- Improve your appointment system.
- Reception staff listen to patient. I was told by a doctor at walk in centre I needed to see my GP but the reception staff would only book me to see NP wasting everyone's time, I was sent straight back to waiting room and had to wait another hour for an appointment with a GP.
- Never see same person twice, I stay at practice because of the relationship I have with one of the doctors but never manage to see her anymore.
- There is a nurse in this practice that could find another job as they are rude, doesn't listen to their patients and always have a "I don't know" as an answer. This practice need more doctors!!
- Could we book doctor appointment online please.
- Same day appointments would be great with doctor not nurse especially urgent health concerns - feel doctors know better than nurse.
- Most of the time I find the patient toilet one in the reception was not clean. Needs to be clean at least every 2 hours please.
- Maybe put some heating on in the waiting area, was a bit chilly. Maybe form some sort of queuing system in the pharmacy. When it gets so busy people do their best to jump the queue which is wrong.
- Too many patients and can't get to see a doctor who knows you.
- Telephones.
- Automatic doors accessing the corridors please.
- Telephone system, cannot get through. More doctors so more appointments.
- Being able to book an appointment more than 2 working days in advance. It took me 3 weeks of ringing at 8am to get my daughter a follow up appointment that the doctor had asked me to do after 6 weeks!!
- Unhappy to make an appointment from 8.00am to see a doctor. It took 45 mins two days ago.
- Trying to ring for an appointment is enough to make you weep. I myself spent one hour before I actually got through. Blue badge parking is not always possible as people coming to the chemist park outside or in the blue badge spot.
- Phone system - wait ages to get through by which time appointments have gone. Object to being asked what problem is. Prescription time - stupid - non workable for working patients and get rid of patients who do not attend appointments.
- Cannot see doctor. Still give you more nurses.

## 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?

- Better appointment system - it makes it difficult to bother coming to GP when ill.
- The telephone need to be checked if you are hard of hearing it's difficult to hear what number to press and then it's rather a long wait.
- More doctors or fewer patients!
- Would like to see many more appointments available online currently it's very poor.
- Getting an appointment with doctor needs to be vastly improved and would be nice to see doctor of your choice. You call 2 days in advance and still cannot get appointment.
- More bass in the speakers.
- Have more GPs urgently.
- Not enough GPs, more patient care.
- The 'clocking-in' panel on the wall. For inserting month of birth etc, sometimes does not work in recognising me, so I ask the receptionist.
- The appointments are very hard to get and old people can't stand outside at 7.30 to make an appointment so they have to rely on others to make an appointment. The choice to see my chosen doctor is very poor.
- Telephone appointment delays to be improved.
- The staff being understanding.
- I am not happy at all about the reception because when I came to make appointment for my family reception staff always give me reason they never give me a chance to see a doctor.
- No comments at all.
- Telephone booking isn't good. I would rather see the doctor who originally treated me but couldn't until I went on the online booking at 2.00am at work. Although I was told to book at reception first only to be told this was incorrect.
- Keep it up!
- God help the NHS!
- Need a full time diabetic nurse.
- Phones.
- More availability of appointments to see GP.
- Give an opportunity to make an appointment more than 48 hours in advance.
- More communication regarding repeat prescriptions especially if it is to be refused/delayed. I had to find out from the hospital.
- Phones.
- The service at the chemist shop at the surgery needs to be improved. Also at the reception service needs a bit of improvement sometime you get cut off or you have to wait for ages.
- More men's magazines, FHM, football magazines, Mayfair, Penthouse, comics!
- I don't know, the problems lay outside this practice, with the pressures being put on with the amount of people using the service.
- More appointments and more phone lines - being number 27 on the phone is unacceptable!
- Patient saying why can they not book doctor week ahead. Patient saying why should I come twice one day to make a doctor appointment. If they come in today, they want to make doctor appointment next week.

## 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?

- Improved telephone system?
- Can never get an appointment with one of the doctors.
- Change the sit and waits. Rubbish!!
- Sort out phone appointments. Takes a long time to get through and by 8am most appointments have gone. I hate the phone system. Prescription times are no use to people who work!
- Phone system doesn't connect when busy.
- Very poor appointment system.
- Under difficulties that arise very capable even some of us (of my family) can be complicated in our requests.
- Too many people are not attending their appointments. In my opinion they should be fined like the dentist does. It's really annoying that someone else could have had their appointment.
- Wish you could make an appointment further ahead than 2 days took me 3 attempts to get an appointment.
- Don't change the rules of the practice every other week.
- Not having to wait outside in bad weather to let patients in and wait until 8am.
- Nothing to add.

## 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?

- Very good.
- Full trained staff and get more training.
- None at all - thanks to all.
- Locum doctors to have more access to patient files.
- Very warm and welcoming person. However fact that for all prescriptions she has to check books are a bit worrying sometimes as confidence reduces.
- Doctors when you get to see them are excellent.
- The doctor I based this on was excellent and really made me feel at ease. Also had a blood test done and that practitioner was lovely.
- This doctor always gives 100%.
- No. This doctor is excellent. The best GP I have ever known.
- No. The doctor was fantastic - informative and very helpful.
- Better knowledge of patients - too much retrieval of information - doctor should see the same patients if possible.
- No very happy with this doctor.
- Don't rush the appointment.
- No complaint. Very good.
- All doctors I have seen have been very good and treated me and my son as individual people not just another patient.
- Doctors are very good, friendly and professional. Some of the nurses are very good but there's one or two that come across very unfriendly.
- Doing brilliant.
- He is brilliant.
- Doctors and nurses are generally very helpful.
- No this doctor is a brilliant doctor and really cares about his patients.
- This doctor is brilliant, always listens and very thorough. Brilliant at her job.
- Get some more new doctors we can see on same day. If we want see doctor we have to wait for 3 or 4 days is not nice.
- Perfect. In the past some doctors I have seen haven't been as compassionate or willing to help. But recently that's been different.
- I know this person has many patients but it would be nice if she expressed concern or to care about my well being. Also giving practical and proper advice would be nice and not just fobbing off my feelings/symptoms to stress.
- They were fantastic.
- In order to see GP in my own practice I have to wait over 2 weeks if I were to book it myself or I am being sent to hospital which in my opinion shouldn't be an option if it's within opening hours of my practice. Doctor - more time and consideration for the doctor I didn't have 10 min appointment, I have been asked to dress baby in the waiting area. We have left room just in the nappy dressed baby.
- Satisfied at the moment.
- Have more time for patient.



## 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?

- Open in the evening.
- Carry on helping.
- Smile, be warmer.
- The doctors are really good, professional and helpful but I can't ever see them when I need them. I have been trying for months to see a doctor for my continuous menstruation pains irregular bleeding and feeling unwell. They think (receptionists?) is not important and keep saying "ring tomorrow" we have no GPs available. Very sad.
- Friendly manners is always grateful and greeting when entering room is always comforting.
- Was very pleased with one of the doctors, she was so lovely. Was very clear and had time for us both. She didn't spend 90% of the time looking at the computer!
- Personal level.
- The doctor I saw was excellent. 10 out of 10 in fact could be more. Her explanation was just what I needed.
- No all very good.
- No complaints whatever. It's sometimes a nice surprise to be called in earlier than the stated time - very good.
- The doctors are the best I have no issue with the doctors.
- No comments at all.
- This doctor is first rate my doctor of preference when I try to book.
- God help the GPs.
- Doing great.
- The same doctor being seen to create better professional relationships.
- Keep doing what you are doing now!
- No. They are all excellent and do a great job in very difficult times, under great pressure. Thank you!
- Be able to discuss more than one problem.
- Very good visit. Thank you.
- Warmer. Friendly. Caring. Charismatic. Overall very monotone and didn't seem to want to speak, only enough to do her job.
- She could have looked at me when talking to me, or even pretended to be interested.
- I am on medication and I always have problems, time and amount.
- One of the doctors is lovely.

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 = 333

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	9	36	109	110	64	5

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

$$\frac{\begin{aligned} &(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) \\ &+ (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100) \end{aligned}}{\begin{aligned} &(\text{Total number of patient responses} - \text{number of blank/spoilt}) \end{aligned}} = \frac{(9 \times 0) + (36 \times 25) + (109 \times 50) + (110 \times 75) + (64 \times 100)}{(333 - 5)} = 21,000/328$$

Your mean percentage score for Q1 = 64%

### Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	64

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

9541

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

### Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

### Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

### Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

### Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

### Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



### About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
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**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**Merridale Medical Centre**

5 Fullhurst Avenue  
Leicester  
LE3 1BL

**Practice List Size: 15000**

**Surveys Completed: 333**

has completed the

## **Improving Practice Questionnaire**

Completed March 2016



**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.