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Improving Practice Questionnaire Report

Merridale Medical Centre

March 2013



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28 March 2013

Dear Mrs 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.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=153482>

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

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	3	32	146	129	42	1
Q2 Telephone access	50	67	126	82	20	8
Q3 Appointment satisfaction	17	47	133	108	42	6
Q4 See practitioner within 48hrs	42	54	104	106	34	13
Q5 See practitioner of choice	70	70	86	86	21	20
Q6 Speak to practitioner on phone	44	68	106	71	14	50
Q7 Comfort of waiting room	1	33	136	137	39	7
Q8 Waiting time	12	54	139	99	35	14
Q9 Satisfaction with visit	1	17	100	135	87	13
Q10 Warmth of greeting	2	19	101	119	98	14
Q11 Ability to listen	2	19	88	117	118	9
Q12 Explanations	0	20	83	138	100	12
Q13 Reassurance	0	23	86	137	94	13
Q14 Confidence in ability	0	20	91	133	100	9
Q15 Express concerns/fears	0	27	79	127	106	14
Q16 Respect shown	0	15	89	123	117	9
Q17 Time for visit	3	28	80	129	99	14
Q18 Consideration	0	23	84	137	94	15
Q19 Concern for patient	2	14	106	119	96	16
Q20 Self care	1	18	87	129	93	25
Q21 Recommendation	3	17	87	126	104	16
Q22 Reception staff	3	28	105	153	60	4
Q23 Respect for privacy/confidentiality	4	25	135	121	58	10
Q24 Information of services	6	35	105	129	54	24
Q25 Complaints/compliments	8	51	138	86	24	46
Q26 Illness prevention	2	47	138	100	33	33
Q27 Reminder systems	9	63	111	104	27	39
Q28 Second opinion / comp medicine	8	54	113	82	29	67

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

Your patient feedback

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

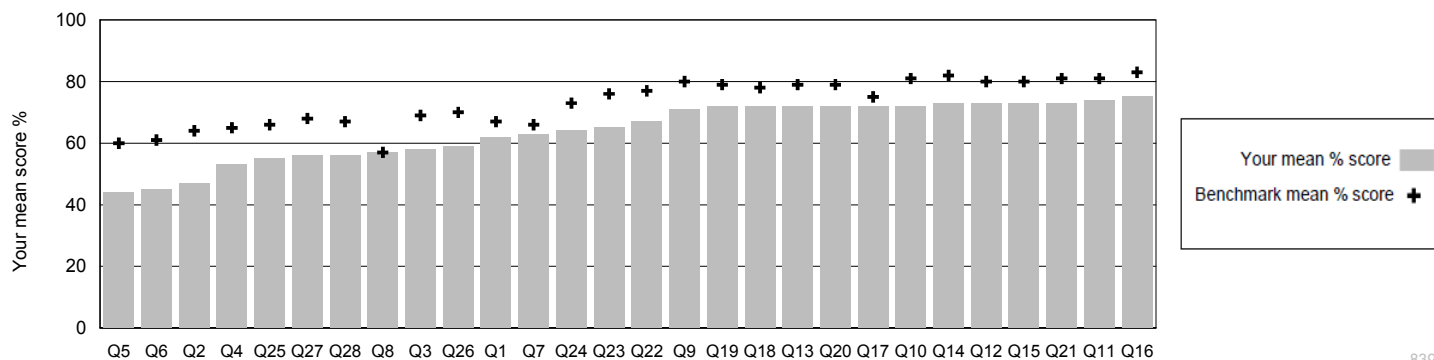
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	62	67	40	63	67	71	99
Q2 Telephone access	47	64	22	55	64	72	99
Q3 Appointment satisfaction	58	69	35	64	69	74	99
Q4 See practitioner within 48hrs	53	65	22	57	64	72	99
Q5 See practitioner of choice	44	60	23	52	60	68	99
Q6 Speak to practitioner on phone	45	61	31	54	61	67	99
Q7 Comfort of waiting room	63	66	21	61	66	72	100
Q8 Waiting time	57	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	71	80	48	76	80	84	99
Q10 Warmth of greeting	72	81	47	78	82	86	99
Q11 Ability to listen	74	81	49	78	82	86	100
Q12 Explanations	73	80	47	76	81	85	100
Q13 Reassurance	72	79	48	75	79	83	100
Q14 Confidence in ability	73	82	47	78	83	86	100
Q15 Express concerns/fears	73	80	48	76	80	84	100
Q16 Respect shown	75	83	45	80	84	88	100
Q17 Time for visit	72	75	45	70	75	79	100
Q18 Consideration	72	78	47	74	78	82	100
Q19 Concern for patient	72	79	43	75	79	83	100
Q20 Self care	72	79	51	75	80	83	99
Q21 Recommendation	73	81	46	77	81	85	100
About the staff							
Q22 Reception staff	67	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	65	76	42	72	76	80	100
Q24 Information of services	64	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	55	66	38	62	66	70	100
Q26 Illness prevention	59	70	19	66	69	73	100
Q27 Reminder systems	56	68	42	63	67	72	99
Q28 Second opinion / comp medicine	56	67	37	63	67	71	99
Overall score	64	73	44	69	73	77	100

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

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*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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



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
About the practice							
Q1 Opening hours satisfaction	62	65	49	61	65	68	78
Q2 Telephone access	47	54	24	47	54	61	81
Q3 Appointment satisfaction	58	65	42	60	65	69	81
Q4 See practitioner within 48hrs	53	59	22	53	60	65	82
Q5 See practitioner of choice	44	51	23	45	51	58	85
Q6 Speak to practitioner on phone	45	57	31	51	57	62	77
Q7 Comfort of waiting room	63	63	41	59	63	69	85
Q8 Waiting time	57	54	34	50	54	59	75
About the practitioner							
Q9 Satisfaction with visit	71	80	63	76	80	83	94
Q10 Warmth of greeting	72	81	67	78	81	84	95
Q11 Ability to listen	74	82	68	78	82	85	96
Q12 Explanations	73	80	67	77	81	84	95
Q13 Reassurance	72	79	65	75	79	82	94
Q14 Confidence in ability	73	82	67	79	83	85	95
Q15 Express concerns/fears	73	80	66	76	80	83	94
Q16 Respect shown	75	84	70	81	84	87	95
Q17 Time for visit	72	74	57	70	74	78	93
Q18 Consideration	72	78	63	75	78	81	92
Q19 Concern for patient	72	79	64	75	79	82	93
Q20 Self care	72	79	65	75	79	82	92
Q21 Recommendation	73	81	64	78	81	84	95
About the staff							
Q22 Reception staff	67	72	56	68	72	75	83
Q23 Respect for privacy/confidentiality	65	71	57	68	72	75	83
Q24 Information of services	64	68	54	65	69	72	80
Finally							
Q25 Complaints/compliments	55	62	47	58	62	66	76
Q26 Illness prevention	59	66	52	63	66	69	80
Q27 Reminder systems	56	64	50	60	64	67	80
Q28 Second opinion / comp medicine	56	64	49	60	64	67	77
Overall score	64	70	55	67	71	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

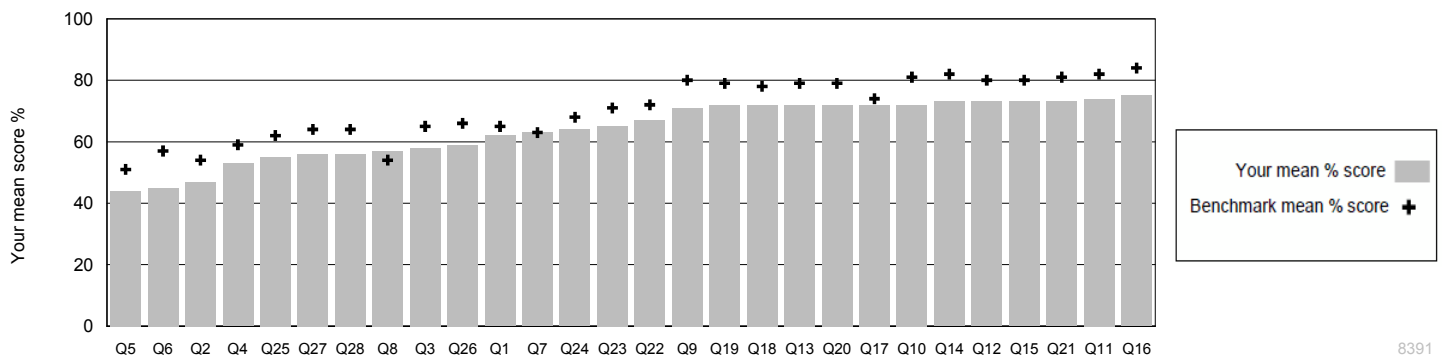
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*Based on data from 278 practices carrying out 358 surveys between April 2008 and March 2012 with 25 or more responses.

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	Maximum
Age								
Under 25	54	63	68	49	65	69	72	83
25 - 59	183	64	69	55	66	70	72	87
60 +	94	65	73	54	70	73	76	85
Blank	22	66	69	42	64	69	73	90
Gender								
Female	191	64	70	55	66	70	73	86
Male	140	65	72	57	68	72	75	85
Blank	22	65	69	40	64	69	73	85
Visit usual practitioner								
Yes	115	70	73	57	70	73	76	86
No	187	61	67	49	63	67	70	84
Blank	51	63	69	52	65	69	73	86
Years attending								
< 5 years	75	63	71	56	67	71	74	88
5 - 10 years	125	66	70	46	66	70	73	86
> 10 years	125	63	71	55	68	71	74	85
Blank	28	66	69	50	64	69	74	86

*Based on data from 278 practices carrying out 358 surveys between April 2008 and March 2012 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	26/04/2011
Q1 Opening hours satisfaction	62	73
Q2 Telephone access	47	45
Q3 Appointment satisfaction	58	65
Q4 See practitioner within 48hrs	53	61
Q5 See practitioner of choice	44	43
Q6 Speak to practitioner on phone	45	44
Q7 Comfort of waiting room	63	62
Q8 Waiting time	57	59
Q9 Satisfaction with visit	71	84
Q10 Warmth of greeting	72	84
Q11 Ability to listen	74	86
Q12 Explanations	73	83
Q13 Reassurance	72	83
Q14 Confidence in ability	73	85
Q15 Express concerns/fears	73	84
Q16 Respect shown	75	88
Q17 Time for visit	72	82
Q18 Consideration	72	81
Q19 Concern for patient	72	82
Q20 Self care	72	80
Q21 Recommendation	73	83
Q22 Reception staff	67	69
Q23 Respect for privacy/confidentiality	65	68
Q24 Information of services	64	66
Q25 Complaints/compliments	55	56
Q26 Illness prevention	59	63
Q27 Reminder systems	56	61
Q28 Second opinion / comp medicine	56	61
Overall score	64	71

Your patient feedback

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

Comments about how the practice could improve

- Just perfect thanks.
- Staff should not ask patients why they need to see the doctor when they ring up, that is private.
- To allow appointments to be made for a different day (in advance) or if one is not available that day.
- More doctors.
- More people to answer phones early morning. Email info about how/when best times to book appointments with doctors - the system changes and I don't always know what's changed. I don't like being asked by reception on phone what's wrong with me.
- I would like to book an appointment for a day in the week that suits me. It's disgraceful that the practice number isn't local 0176. The admin staff and medical staff need better communication - after many attempts myself and from my care team, my prescription is still wrong!
- Get rid of the music. It doesn't protect privacy and is very annoying.
- Keep to appointment times (doctors).
- I find it quite hard to book appointments on the phone.
- The new phone line/number is a massive improvement.
- Not being able to see doctor/nurse of your choice even if you state name. This is my 4th visit and I have seen 4 persons.
- In my lifetime thankfully I have not had to visit doctor often but I have always found this practice helpful even though when I walk through the door I feel I am in another world.
- Very pleased.
- Mainly phone appointment, difficulty getting through.
- Long-standing patients should be given the opportunity to see original family doctor only for more serious complaints, otherwise happy to see clinician for general ailments. Receptionist should check notes on computer before dealing with patients who want to see GP.
- The availability of a GP is poor and this requires improvement.
- A more private reception area - the desk is too open.
- Have more female doctors.
- Would like to see the same doctor. It would help up, because he knows about us.
- More GPs.
- None, I have received excellent care from my doctor and nurse every time I've visited.
- Very good practice and I am happy with all aspects.
- Not happy about practice phone numbers, costs me a lot to phone up including waiting time on phone. Should be a local number. Can never pre-book appointment with my doctor.
- Self check-in should work. Too long on the wait with the reception to make an appointment, 45 minutes.
- None.
- Practice has addressed reception queue issues with barriers. Self check-in service always has antibacterial soap.
- Unable to answer this or others due to I only attend on rare occasions.
- No, very happy with the service. I would have said before to be able to see a doctor rather than a nurse but that has changed now and I feel you are now able to see a doctor.

Your patient feedback

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

Comments about how the practice could improve

- To see my family doctor when required.
- The only comment is about ringing up for an appointment in the morning which is difficult and the appointments go quick. It would be better if we were able to pre-book days in advance as I work 8-6 four days a week.
- Very good.
- Change the phone number to a local number. We have to pay to make an appointment. NHS is supposed to be free. Plus I can never see my usual clinician.
- If certain doctors (not the one I saw today) talked to the patients before changing dosage of ongoing medicines.
- Quicker appointments as have to wait too long.
- When awaiting for referral it would speed process if discussed over phone.
- Reduce waiting time to book appointments with GP. By 9.00am GP appointments gone. Book appointments online.
- Very poor phone service! More staff.
- I think that more evening appointments should be made available for people who work for a living. Failing that they should be allowed to book appointments in advance in order for them to arrange cover at work!
- Long wait at pharmacy, frequently running out of tablets and have to return at a later date for all or part order.
- No, very good.
- Provide a landline number for non BT subscribers.
- I think the practice got better and more doctors to see.
- Ongoing training and updates for staff.
- Sustain doctors - too many changes in the past year. Front desk - no privacy and sometimes staff can be loud and rude.
- Saturday opening if possible.
- Service has been adequate for my needs.
- Being able to see doctor of your choice instead of having to book 2 weeks in advance.
- I made a formal complaint and it was never responded to. Working within the NHS I am aware you have to answer complaints so not sure how you don't have to answer them. I will be honest, the service has improved since I made the complaint but I am still annoyed that my complaint was never answered.
- The telephone manner is in need of attention. They do not need to see or pry into so much information about my privacy.
- To be able to get through on the phone for appointments. To be able to book appointments in advance and to be able to see your doctor when needed. When people live far away it is impossible to get here for 7:30 just to queue up outside just to get an appointment, as when you ring at 8:00 you can't get through and when you do all appointments are all gone.
- Quick appointments, personal choice of a doctor. Avoid waiting for an appointment early in the morning, standing outside the closed door to get in first, especially for old people. Should be able to see a GP within a day.
- When you phone in morning to make an appointment you can improve. Thank you.
- When phoning up to get an appointment you can never see a doctor on the day and have to wait a week and a half.
- Whenever I have paper work, letters, forms to and from my care team to the practice, the practice has usually lost my information and have many times implied my consultant has lied and not sent information when I was with him the times he's sent it. I am usually having to chase the practice for reports etc. that they have lost!

Your patient feedback

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

Comments about how the practice could improve

- Definitely telephone waiting time and cheaper calls.
- The music in reception is sometimes a little too loud/overbearing! I'm young and feel older patients may struggle hearing the appointment board!
- To listen to patients, not judge and try not to assume and take steps quickly to find out what is really going on, i.e. test, scans etc.
- Reduce number of times revisits required and combine where possible. Initial visit = one visit. Blood test = one visit. Test = one visit. X-ray = one visit. Results = one visit - all need time off work.
- New patients.
- I've never had any problems whatsoever with this surgery or any of the staff. You're all great at what you do.
- Online booking.
- Improve telephone lines.
- I feel that for myself it is not always good that you have to call by 8:30 or all of the appointments are gone. I have to be at work and don't always have credit on my phone.
- Satisfied.
- A fairer booking system that is not so 'time bound', i.e. if you are unable to telephone first thing in the morning then you are unlikely to get a doctor's appointment.
- Too long on holding on the phone to get an appointment (30 minutes).
- I just wish I could turn the clock back 18 years, the surgery was a lot simpler and I always got to see the doctor I wanted.
- Less waiting time. More appointments available. Being able to discuss more than one problem on the appointment instead of having to book another appointment for the same day.
- Telephone system - have just learnt through visiting today of the landline number - this should be available as a matter of course. Availability of appointments for urgent consultations remains poor over the years - it was necessary to give considerable health information to get the consultation I needed. As an infrequent user, although with a significant health condition, I am not confident of getting the attention needed when it is needed. Staff when I do see them are professional, caring and on the whole very competent.
- I think there is still a need for absolute clarity about how and when you can make an appointment both with any doctor and a named doctor.
- Saturday open hours would be handy or occasional late night 9:00pm.
- Can never seem to be able to make an appointment on the same day as calling.
- It took a letter of complaint from me about the booking system to get a convenient appointment in advance.
- Appointment reminders by email and text as well as by post.
- Advise patients when the doctor of their choice is next available.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- No, fabulous.
- Not in the slightest. This doctor was very amenable and friendly.
- See the doctors I would like to see. I have come here for 5 years and seen all the doctors, seen my own 3 times.
- Be more easily and evidently available.
- It's always nice to be able to actually see your own doctor! This doctor is professional with sympathy!
- I find my doctor very good when you can get in to see him, also this doctor has been good.
- No, fab!
- She is helpful and makes you feel at ease and was very easy to talk to. She does her job well.
- No, ok.
- Very pleased.
- More of them.
- No, an excellent visit all round.
- It's very frustrating when you try to book an appointment and are told that the receptionist doesn't know when your GP will be available for appointments.
- This doctor, excellent.
- More time when we see the doctor to explain our health issues.
- Repeat appointment with same doctor for continue problem.
- Service of good quality.
- Appeared professional.
- A smile!
- No improvement, the doctor was very informative.
- More listen to express the illness, not feeling well.
- This doctor - no improvements needed.
- Weekend opening hours. Avoid waiting time, should have been seen 20 minutes ago.
- Not all the doctors are uncaring. There are a few that look at you like you are wasting their time. The nursing staff are great. They explain things fully and are caring and considerate.
- No, very good indeed.
- None at all.
- Not always thinking of NHS cost. People's life is first.
- No because he is excellent.
- More routine check-ups available to patients, e.g. blood tests, urine tests, x-rays.
- Improvement not necessary in my experience.
- Doctors are very good at listening.
- I think my doctor and my nurse are the best.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- This doctor is simply the most caring, informative, reliable, productive doctor I have ever seen. She has done more for me in just one appointment than any others over a very long period of time. She has delivered on everything she said she would do. I'm desperately sorry she is leaving. Huge thanks to her!
- The doctor I see was very nice and will always try and get in to see her. She is lovely.
- Open on Saturdays between 8-12 for 'working' patients who cannot get in before you close in week.
- None - all are good.
- She's just excellent.
- This doctor was very current and good manner with a teenager.
- Not every visit to the doctor can be dealt with in five minutes.
- The doctor put my mind at rest with his treatment and advice. I will ask for him when I need a doctor again.
- If they were less rushed! An impossible ask!
- Just see people who have been using the practice for years. The reason we are still here is because we felt we could talk to our doctors!
- Doctors being not too quick to give treatment and taking time to make the right diagnosis.
- It would be nice to think that a doctor could on occasion spend more time with you if you needed it. I know this is a dream.

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 = 353

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	32	146	129	42	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (32 \times 25) + (146 \times 50) + (129 \times 75) + (42 \times 100)}{(353 - 1)} = 21,975/352 = 62\%$$

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
40	63	67	71	99

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*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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

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.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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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: 14100

Surveys Completed: 353

has completed the

Improving Practice Questionnaire

Completed on 28 March 2013



Michael Greco
Director



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