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Improving Practice Questionnaire Report

Merridale Medical Centre

March 2014



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28 March 2014

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.

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=164042>

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

Yours sincerely



Helen Powell
Survey Manager

Report Contents

Introduction

Your patient feedback

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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 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 | 1 | 21 | 101 | 87 | 70 | 3 |
| Q2 Telephone access | 38 | 74 | 82 | 48 | 34 | 7 |
| Q3 Appointment satisfaction | 6 | 37 | 91 | 75 | 68 | 6 |
| Q4 See practitioner within 48hrs | 20 | 49 | 82 | 65 | 54 | 13 |
| Q5 See practitioner of choice | 58 | 79 | 52 | 42 | 35 | 17 |
| Q6 Speak to practitioner on phone | 36 | 68 | 65 | 46 | 25 | 43 |
| Q7 Comfort of waiting room | 3 | 48 | 99 | 73 | 52 | 8 |
| Q8 Waiting time | 10 | 53 | 102 | 62 | 46 | 10 |
| Q9 Satisfaction with visit | 2 | 17 | 65 | 83 | 111 | 5 |
| Q10 Warmth of greeting | 1 | 15 | 57 | 91 | 110 | 9 |
| Q11 Ability to listen | 2 | 14 | 52 | 87 | 120 | 8 |
| Q12 Explanations | 0 | 14 | 52 | 97 | 110 | 10 |
| Q13 Reassurance | 5 | 17 | 55 | 80 | 114 | 12 |
| Q14 Confidence in ability | 3 | 20 | 44 | 88 | 118 | 10 |
| Q15 Express concerns/fears | 3 | 24 | 48 | 84 | 110 | 14 |
| Q16 Respect shown | 1 | 20 | 45 | 85 | 121 | 11 |
| Q17 Time for visit | 4 | 27 | 59 | 70 | 111 | 12 |
| Q18 Consideration | 3 | 23 | 58 | 81 | 101 | 17 |
| Q19 Concern for patient | 2 | 22 | 63 | 79 | 100 | 17 |
| Q20 Self care | 0 | 25 | 65 | 80 | 94 | 19 |
| Q21 Recommendation | 3 | 17 | 61 | 73 | 112 | 17 |
| Q22 Reception staff | 2 | 23 | 72 | 90 | 81 | 15 |
| Q23 Respect for privacy/confidentiality | 2 | 28 | 66 | 97 | 74 | 16 |
| Q24 Information of services | 4 | 24 | 69 | 99 | 66 | 21 |
| Q25 Complaints/compliments | 11 | 38 | 94 | 65 | 39 | 36 |
| Q26 Illness prevention | 3 | 39 | 89 | 82 | 42 | 28 |
| Q27 Reminder systems | 8 | 38 | 83 | 75 | 50 | 29 |
| Q28 Second opinion / comp medicine | 7 | 38 | 83 | 64 | 37 | 54 |

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

Your patient feedback

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

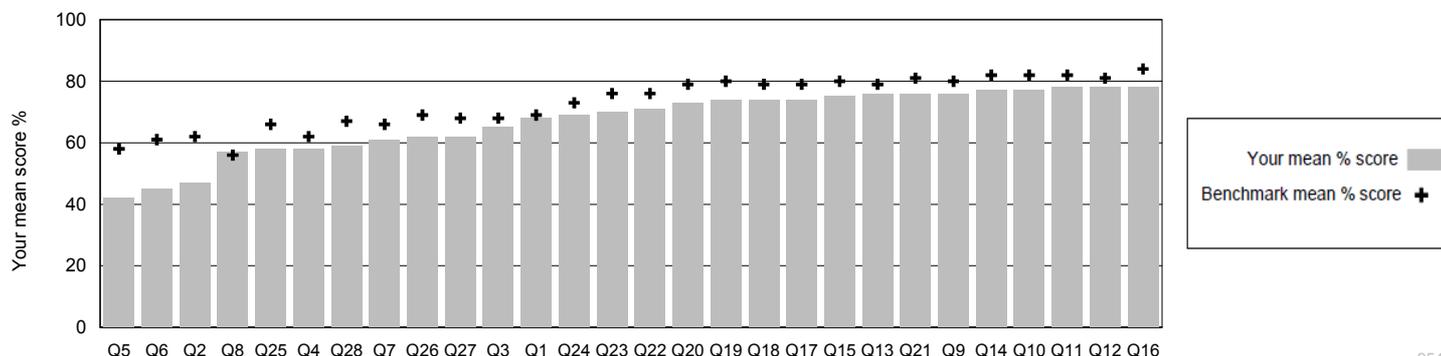
| | Your mean score (%) | Benchmark data (%)* | | | | | |
|---|---------------------|-------------------------|-----|----------------|--------|----------------|-----|
| | | National mean score (%) | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 68 | 69 | 23 | 64 | 68 | 73 | 92 |
| Q2 Telephone access | 47 | 62 | 13 | 53 | 63 | 71 | 92 |
| Q3 Appointment satisfaction | 65 | 68 | 23 | 63 | 68 | 74 | 92 |
| Q4 See practitioner within 48hrs | 58 | 62 | 18 | 54 | 62 | 70 | 96 |
| Q5 See practitioner of choice | 42 | 58 | 22 | 48 | 57 | 65 | 95 |
| Q6 Speak to practitioner on phone | 45 | 61 | 25 | 54 | 61 | 67 | 92 |
| Q7 Comfort of waiting room | 61 | 66 | 27 | 60 | 66 | 71 | 90 |
| Q8 Waiting time | 57 | 56 | 25 | 50 | 56 | 62 | 90 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 76 | 80 | 41 | 76 | 81 | 85 | 97 |
| Q10 Warmth of greeting | 77 | 82 | 45 | 78 | 82 | 86 | 96 |
| Q11 Ability to listen | 78 | 82 | 46 | 78 | 83 | 87 | 97 |
| Q12 Explanations | 78 | 81 | 42 | 77 | 81 | 85 | 97 |
| Q13 Reassurance | 76 | 79 | 41 | 75 | 80 | 84 | 98 |
| Q14 Confidence in ability | 77 | 82 | 43 | 79 | 83 | 87 | 99 |
| Q15 Express concerns/fears | 75 | 80 | 45 | 76 | 81 | 85 | 96 |
| Q16 Respect shown | 78 | 84 | 49 | 80 | 85 | 88 | 98 |
| Q17 Time for visit | 74 | 79 | 38 | 75 | 80 | 84 | 96 |
| Q18 Consideration | 74 | 79 | 41 | 75 | 79 | 83 | 98 |
| Q19 Concern for patient | 74 | 80 | 43 | 76 | 80 | 84 | 97 |
| Q20 Self care | 73 | 79 | 38 | 75 | 79 | 83 | 97 |
| Q21 Recommendation | 76 | 81 | 41 | 78 | 82 | 86 | 99 |
| About the staff | | | | | | | |
| 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 | 69 | 73 | 29 | 68 | 73 | 77 | 96 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 58 | 66 | 31 | 62 | 66 | 70 | 96 |
| Q26 Illness prevention | 62 | 69 | 34 | 64 | 68 | 72 | 96 |
| Q27 Reminder systems | 62 | 68 | 27 | 63 | 68 | 72 | 96 |
| Q28 Second opinion / comp medicine | 59 | 67 | 30 | 62 | 67 | 71 | 96 |
| Overall score | 67 | 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 |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 68 | 67 | 45 | 64 | 67 | 71 | 78 |
| Q2 Telephone access | 47 | 53 | 15 | 46 | 52 | 60 | 77 |
| Q3 Appointment satisfaction | 65 | 64 | 33 | 60 | 64 | 69 | 81 |
| Q4 See practitioner within 48hrs | 58 | 56 | 23 | 50 | 56 | 63 | 80 |
| Q5 See practitioner of choice | 42 | 48 | 22 | 41 | 48 | 55 | 83 |
| Q6 Speak to practitioner on phone | 45 | 57 | 31 | 51 | 57 | 63 | 76 |
| Q7 Comfort of waiting room | 61 | 62 | 47 | 57 | 63 | 68 | 83 |
| Q8 Waiting time | 57 | 53 | 28 | 49 | 53 | 58 | 74 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 76 | 80 | 60 | 76 | 80 | 84 | 94 |
| Q10 Warmth of greeting | 77 | 81 | 62 | 78 | 81 | 85 | 95 |
| Q11 Ability to listen | 78 | 82 | 65 | 78 | 82 | 86 | 96 |
| Q12 Explanations | 78 | 80 | 63 | 76 | 81 | 85 | 95 |
| Q13 Reassurance | 76 | 79 | 61 | 75 | 80 | 83 | 94 |
| Q14 Confidence in ability | 77 | 82 | 65 | 79 | 83 | 86 | 95 |
| Q15 Express concerns/fears | 75 | 80 | 62 | 76 | 80 | 84 | 94 |
| Q16 Respect shown | 78 | 84 | 68 | 80 | 84 | 87 | 95 |
| Q17 Time for visit | 74 | 78 | 59 | 74 | 79 | 83 | 93 |
| Q18 Consideration | 74 | 78 | 59 | 74 | 78 | 82 | 92 |
| Q19 Concern for patient | 74 | 79 | 60 | 75 | 79 | 83 | 93 |
| Q20 Self care | 73 | 78 | 61 | 74 | 78 | 82 | 92 |
| Q21 Recommendation | 76 | 81 | 60 | 78 | 81 | 85 | 95 |
| About the staff | | | | | | | |
| 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 | 69 | 68 | 45 | 65 | 69 | 72 | 80 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 58 | 62 | 34 | 58 | 62 | 66 | 76 |
| Q26 Illness prevention | 62 | 65 | 42 | 62 | 65 | 68 | 79 |
| Q27 Reminder systems | 62 | 64 | 38 | 60 | 64 | 68 | 80 |
| Q28 Second opinion / comp medicine | 59 | 63 | 42 | 60 | 63 | 67 | 77 |
| Overall score | 67 | 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

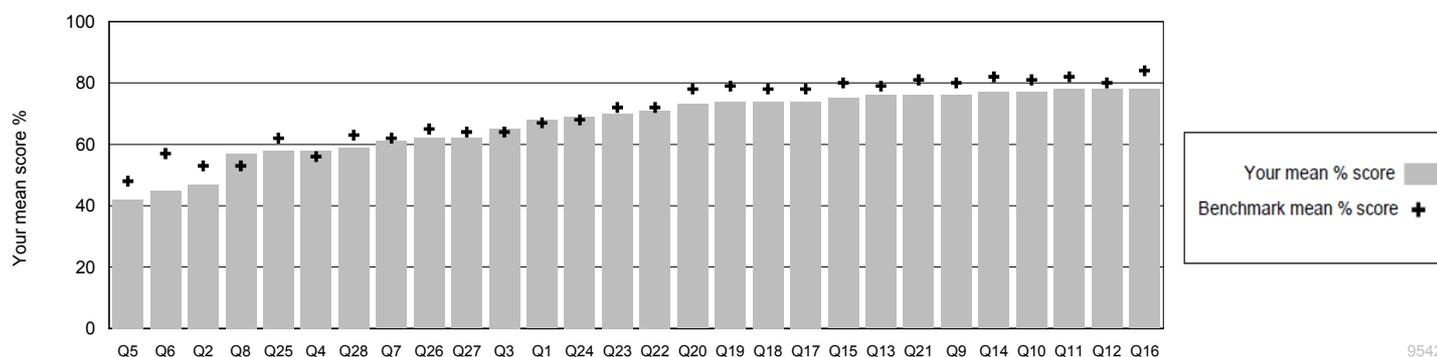
9542

*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 | Maximum |
| Age | | | | | | | | |
| Under 25 | 32 | 70 | 69 | 50 | 65 | 70 | 74 | 83 |
| 25 - 59 | 154 | 68 | 70 | 47 | 66 | 70 | 74 | 87 |
| 60 + | 78 | 65 | 72 | 50 | 69 | 72 | 75 | 85 |
| Blank | 19 | 67 | 69 | 51 | 64 | 69 | 74 | 89 |
| Gender | | | | | | | | |
| Female | 174 | 68 | 70 | 48 | 67 | 70 | 74 | 86 |
| Male | 82 | 67 | 72 | 49 | 68 | 72 | 75 | 84 |
| Blank | 27 | 69 | 69 | 49 | 65 | 69 | 74 | 85 |
| Visit usual practitioner | | | | | | | | |
| Yes | 103 | 73 | 73 | 53 | 70 | 73 | 76 | 86 |
| No | 123 | 62 | 68 | 44 | 64 | 68 | 72 | 84 |
| Blank | 57 | 68 | 69 | 47 | 65 | 69 | 74 | 86 |
| Years attending | | | | | | | | |
| < 5 years | 69 | 73 | 71 | 47 | 67 | 72 | 74 | 88 |
| 5 - 10 years | 73 | 63 | 70 | 47 | 66 | 71 | 75 | 86 |
| > 10 years | 117 | 67 | 71 | 49 | 67 | 71 | 75 | 85 |
| Blank | 24 | 67 | 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 | 25/02/2013 | 27/01/2012 |
|---|----------------|------------|------------|
| Q1 Opening hours satisfaction | 68 | 62 | 73 |
| Q2 Telephone access | 47 | 47 | 45 |
| Q3 Appointment satisfaction | 65 | 58 | 65 |
| Q4 See practitioner within 48hrs | 58 | 53 | 61 |
| Q5 See practitioner of choice | 42 | 44 | 43 |
| Q6 Speak to practitioner on phone | 45 | 45 | 44 |
| Q7 Comfort of waiting room | 61 | 63 | 62 |
| Q8 Waiting time | 57 | 57 | 59 |
| Q9 Satisfaction with visit | 76 | 71 | 84 |
| Q10 Warmth of greeting | 77 | 72 | 84 |
| Q11 Ability to listen | 78 | 74 | 86 |
| Q12 Explanations | 78 | 73 | 83 |
| Q13 Reassurance | 76 | 72 | 83 |
| Q14 Confidence in ability | 77 | 73 | 85 |
| Q15 Express concerns/fears | 75 | 73 | 84 |
| Q16 Respect shown | 78 | 75 | 88 |
| Q17 Time for visit | 74 | 72 | 82 |
| Q18 Consideration | 74 | 72 | 81 |
| Q19 Concern for patient | 74 | 72 | 82 |
| Q20 Self care | 73 | 73 | 80 |
| Q21 Recommendation | 76 | 73 | 83 |
| Q22 Reception staff | 71 | 67 | 69 |
| Q23 Respect for privacy/confidentiality | 70 | 65 | 68 |
| Q24 Information of services | 69 | 64 | 66 |
| Q25 Complaints/compliments | 58 | 55 | 56 |
| Q26 Illness prevention | 62 | 59 | 63 |
| Q27 Reminder systems | 62 | 56 | 61 |
| Q28 Second opinion / comp medicine | 59 | 56 | 61 |
| Overall score | 67 | 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.

Any comments about how this practice could improve its service?

- Most of your staff appreciate your customers/clients but a few individuals appear to me as a bit arrogant in the way that they treat patients. If they were to emulate good customer service from the rest they would make a great team.
- Waiting time.
- More people on the phone to contact. Sometimes takes over 45 minutes to talk to someone.
- It's just hard to get an appointment with a particular doctor.
- Book appointment for next day!
- Have never met the GP on my records. I need a chance to discuss my health needs, how they interact with each other and plan future treatment. That doesn't seem to exist - yearly review? More GPs. Information on what's available and how it works. Toilet was very dirty - crust on seat - today.
- Phone system for mobile call, i.e. land line that works the same as 08 number.
- Have had a problem getting a repeat prescription for the pill as no contraceptive nurse and unable to attend Friday mornings. This was resolved today when I managed to see a doctor immediately.
- Would be helpful to be able to ring and speak to a doctor/nurse promptly rather than ring 111. Couldn't speak to someone about my child accidentally eating medicine when advised to call by the pharmacist who dispensed it.
- Not have children cycling around the waiting room as well as have less loud music in waiting room.
- I wish there was more continuity in seeing the same doctor.
- What is annoying is when you ring for an early appointment you can never get one so I and other people come before 8am then you get one.
- It would be better if you could get an appointment with your own doctor.
- Satisfied.
- To see your own doctor which hardly happens.
- Trying to book an appointment by telephone at 8am is very frustrating, especially when you are in a queue making your call very expensive. Toilets should be inspected at least twice a day.
- Phoning takes too long to get through. Not being able to see the same doctor or nurse with the same complaint.
- Not really, the staff are all wonderful they treat you like one of the family.
- Telephone service, have to wait too long to get through to someone.
- More nurses.
- I am happy with the practice.
- There are no recommendations on this. I feel Merridale continues to improve its standards. The receptionists are patient and polite always willing to help.
- Love it.
- The standard of care afforded me by one of the doctors has been exceptional and one of the receptionists has also been a huge help.
- Appointments that can be booked in advance.
- More pre-book appointments!!! 0116 number!
- Particularly want to thank one of the receptionists who was so helpful and empathic.
- The appointment system! You can only have an afternoon appointment once mornings have all gone is not good at all. If you want your child to get seen after school hours isn't possible because all mornings are not filled so you have to keep ringing to get that time appointment and sometimes it's all gone!

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?

- To talk to doctor on the phone or make appointment to see your GP as soon as possible.
- To be able to book in advance.
- Would be better to be able to see the same doctor for continuity of care.
- More up to date music station. Maybe with news breaks.
- More time with the doctor.
- To be able to book appointments in advance would be an advantage.
- Ability to book appointments in advance.
- After 5pm appointments.
- Chances of seeing doctor of your choice poor. Receptionists need to give list of doctors and times they work also I always prefer to see a doctor than a nurse - sometimes feel pressured to see nurse, for me that's ok, for my children it's not. Like most patients I like to see a doctor that I know and trust, it reassures you this should be made a priority for patients. Make more appointment times available for popular doctors. Being able to email GP of your choice would be good! Half the time you don't need to see doctor for queries or check ups just a quick phone call or email - i.e. if you want a summary to go private or something they have seen you or your children about and it's ongoing issue.
- I've been coming to this practice forever. 9 times out of 10 I've been able to get an appointment for the same day but with working I would benefit from being able to book an appointment for the next day if not able to get in on the day needed.
- Maybe have magazines in the waiting room.
- Having the opportunity to see my own doctor. They're always fully booked.
- Would be nice to be able to see my own doctor as can never get to see them as always fully booked from 8am when ringing first thing in the morning for my appointment.
- More advance appointments rather than having to call at 8am every day. This just isn't practical. At busy times it's almost impossible. I once had to call for 3 days in a row before I got seen. Online self booking would help.
- Some of the receptionists are lovely, some are very cold and not very friendly at all.
- Yes I had to have my blood pressure checked in a side room (small) down corridor B. The room was tiny no curtains at the door where everyone could see my top half, wasn't happy about that.
- You could put a shelter up so when standing out in the queue you don't get wet.
- Reception staff today were very polite but some are not, particularly phone reception. Appointments are difficult to get when working full time.
- More doctors instead of nurses.
- Getting through to the surgery has been a real issue especially in the mornings. When one has eventually got through there are no appointments available for the day so one has to try again and ring the next day.
- 100% satisfied.
- Telephone needs to be answered quicker - due to early appointments and it's always so busy first thing.
- Availability of female GP for late evening appointments.
- Have the same doctors working.
- Have more flexibility with appointments as appointments are only available in am or pm (depending when calling). Cannot get female doctors easily. Phone is always busy.
- Difficulty in getting through. Today learned about facility to pre-book appointments will be useful to me.

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?

- Staff and doctors and clinic all excellent.
- Why do I have to phone four times in the morning to get an afternoon appointment? You are not the only ones who work! Boss not happy!
- Chances of seeing GP of my choice is very poor as all appointments have been taken by 8.15am even though I phone at 8am.
- By giving more information about things.
- More appointments available for two of the doctors.
- Getting to see a doctor of your choice.
- I have always had very good service from the practice. Doctors and nurses and ancillary staff all.
- By letting you see the same doctor not a different one each time.
- Phone! I always end up queuing.
- I am very happy with service provided.
- Clean the self check in screen, I'm not complaining just couldn't think of anything else.
- Get more staff to take calls at 8am so I'm not 18 in the queue with a 20 minute wait and then get cut off because no one can take the call.
- When one of the doctors retired I was transferred to another one who I have never met so as regards usual clinician I haven't one. Every time I make an appointment it's a different doctor. Also why are you still on the expensive tariff on the telephone. NHS recommended all clinics use the cheaper rate, and yet you are one of the minority still on the dearer tariff.
- To expensive when trying to ring in morning for a slot with my doctor.
- When we queue outside in the morning waiting for the doors to open at 8am, it would be helpful if during cold or rainy days the doors could open earlier so we can stand and queue inside.
- More permanent GPs. Less work load for doctors - small catchment size of surgery. Better use of existing NHS services/less bought in services.
- Please can you provide us to make an advance appointment, thanks.
- Excellent practice very happy.
- The appointments system has always been very poor.
- More pre-book slots.
- More pre-book ones, for people who work.
- One doctor is the best doctor and one of the other doctors is a nice man. Some doctors don't listen as much.
- Excellent service.
- I think it runs very smoothly.
- Reception staff lovely.
- Some of the receptionists fail to give the warmth and confidence I require. I find that I can only speak to one of them.
- Excellent practice. Very happy.
- Online booking. Pre-book appointments. Better music.
- Great 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?

- Asking for reason for visit by reception staff will no doubt make many patients uncomfortable, perhaps reiterating confidentiality procedures would help this.
- Appointment booking system. Dedicated mental health specialists.
- Calling for appointment incurs a premium rate charge. It cost me £7 to make an appointment. This is not mentioned at the start of the call. Serious concern.
- About making appointment in morning.
- I find the overall practices of the surgery could all be improved but on the whole I'm happy with the care I receive as a patient of this practice.
- I have been registered here for 10 years, I am very happy.

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?

- No excellent.
- Listen, let me ask questions. Check that answer given suits me, completes what I need.
- I always see a doctor, I am happy.
- Satisfied.
- No thank you.
- They are a brilliant doctor.
- None. This doctor is a lovely doctor (only one I have seen).
- In the past I had only one negative experience from one of the doctors who I made it clear that I do not wish to meet again. Apart from this incident myself and my children are happy with your service.
- I love my doctor. They help me a lot. Thanks.
- The doctor to come to talk to us on the phone or call us back as soon as possible.
- Follow a particular doctor's lead.
- Need more time with the doctor to talk about health issues.
- Doctors very good when see them.
- At one time my visits to the surgery was only to see a nurse who would diagnose me for, e.g. re my blood pressure, which I then asked the nurse to speak to the doctor about my blood pressure and medication was given. Seeing a doctor has got better, but advice by one doctor about my tennis elbow was very poor, although another doctor was much better on this issue.
- Have surgeries available on Saturdays.
- Keep a particular doctor.
- Could listen proper to all of the problem.
- No, all very good.
- Listen more before typing on computer.
- Have morning and afternoon appointments more available for people that are working. Phone busy.
- Some doctors/nurse make you feel like you are wasting their time which puts you off attending. Today's doctor was very good so my responses are better than what they'd normally be on past experiences.
- Not limiting each appointment to one problem only. Sometimes I have several issues/problems I would like to discuss.
- In the past 2 weeks I have seen two doctors and one nurse, all 100/100%.
- I am sure with a little more experience of patients they will be great. I would not expect them to equal one of the other doctors.
- Is very kind and helpful.
- No, this doctor was excellent. I've been several times with my problem and it took this doctor to get me a scan and find the real problem.
- I try and see a particular doctor every time they have been fantastic. Had problems with nurses a while ago.
- One of the staff is really good, give them a pay rise.
- Great doctors.

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?

- Sometimes the GP they don't ask me can I help you in any kind of way. I want to resolve my skin condition. They don't give me a cream or treat me with it just a face wash. That is all they give me. I need help on this skin condition.
- One of the doctors - Top Doctor.
- Excellent, very happy with service provided.
- I found one of the doctors to be very unprofessional, laughing at my ailments and not taking a genuine health concern seriously at all.
- My only complaint if one considers it to be a complaint is the fact that doctors and other significant staff change so often. One never sees the same doctor successively.
- Very caring.
- I think for me they are best.

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 = 283

| Questionnaire rating scale | Poor | Fair | Good | Very Good | Excellent | Blank/spoilt |
|----------------------------|------|------|------|-----------|-----------|--------------|
| Number of ratings | 1 | 21 | 101 | 87 | 70 | 3 |

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (21 \times 25) + (101 \times 50) + (87 \times 75) + (70 \times 100)}{(283 - 3)} = 19,100/280$$

Your mean percentage score for Q1 = 68%

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 | 68 |

| 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"/> |
| 2 Ease of contacting the practice on the telephone | <input type="checkbox"/> |
| 3 Satisfaction with the day and time arranged for your appointment | <input type="checkbox"/> |
| 4 Chances of seeing a doctor/nurse within 48 hours | <input type="checkbox"/> |
| 5 Chances of seeing a doctor/nurse of <u>your</u> choice | <input type="checkbox"/> |
| 6 Opportunity of speaking to a doctor/nurse on the telephone when necessary | <input type="checkbox"/> |
| 7 Comfort level of waiting room (e.g. chairs, magazines) | <input type="checkbox"/> |
| 8 Length of time waiting in the practice | <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"/> |
| 10 The warmth of the doctor/nurse's greeting to me was | <input type="checkbox"/> |
| 11 On this visit I would rate the doctor/nurse's ability to really listen to me as | <input type="checkbox"/> |
| 12 The doctor/nurse's explanations of things to me were | <input type="checkbox"/> |
| 13 The extent to which I felt reassured by this doctor/nurse was | <input type="checkbox"/> |
| 14 My confidence in this doctor/nurse's ability is | <input type="checkbox"/> |
| 15 The opportunity the doctor/nurse gave me to express my concerns or fears was | <input type="checkbox"/> |
| 16 The respect shown to me by this doctor/nurse was | <input type="checkbox"/> |
| 17 The amount of time given to me for this visit was | <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"/> |
| 19 | The doctor/nurse's concern for me as a person on this visit was | <input type="checkbox"/> |
| 20 | The extent to which the doctor/nurse helped me to take care of myself was | <input type="checkbox"/> |
| 21 | The recommendation I would give to my friends about this doctor/nurse would be | <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"/> |
| 23 | Respect shown for your privacy and confidentiality | <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"/> |

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"/> |
| 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"/> |
| 27 | The availability and administration of reminder systems for ongoing health checks is | <input type="checkbox"/> |
| 28 | The practice's respect of your right to seek a second opinion or complementary medicine was | <input type="checkbox"/> |

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

Any comments about how the doctor/nurse could improve?

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

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

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Merridale Medical Centre

5 Fullhurst Avenue
Leicester
LE3 1BL

Practice List Size: 13955

Surveys Completed: 283

has completed the

Improving Practice Questionnaire

Completed on 28 March 2014



Michael Greco
Director



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