

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

# **Improving Practice Questionnaire Report**

Merridale Medical Centre

March 2014



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

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

t 0845 5197493  
f 01392 824767

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

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](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

### Your patient feedback

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

### Supporting documents

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

## Introduction

### About the IPQ

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

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

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

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

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

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	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

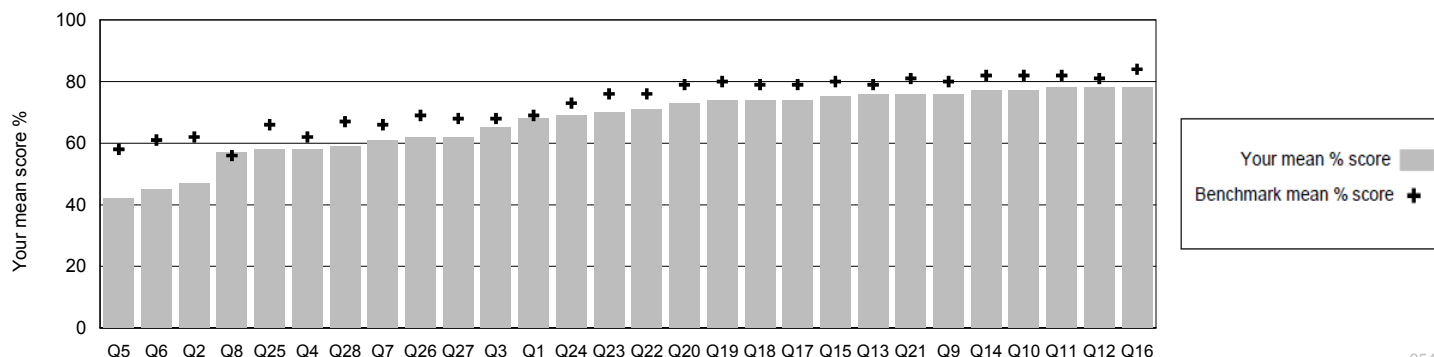
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	68	69	23	64	68	73	92
Q2 Telephone access	47	62	13	53	63	71	92
Q3 Appointment satisfaction	65	68	23	63	68	74	92
Q4 See practitioner 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
<b>About the practitioner</b>							
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
<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	69	73	29	68	73	77	96
<b>Finally</b>							
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



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

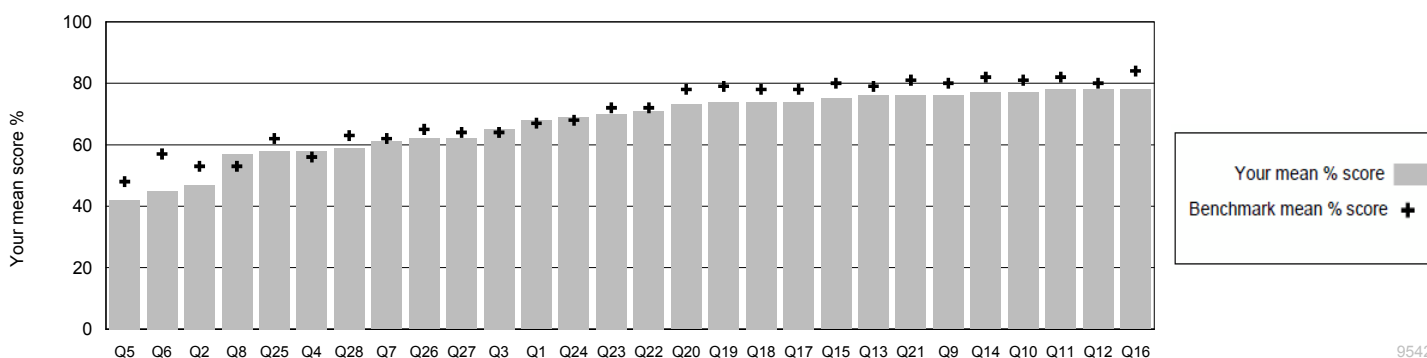
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	68	67	45	64	67	71	78
Q2 Telephone access	47	53	15	46	52	60	77
Q3 Appointment satisfaction	65	64	33	60	64	69	81
Q4 See practitioner 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
<b>About the practitioner</b>							
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
<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	69	68	45	65	69	72	80
<b>Finally</b>							
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)



9542



## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
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
<b>Gender</b>								
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
<b>Visit usual practitioner</b>								
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
<b>Years attending</b>								
< 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.

9542

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

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

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

Please turn over ↻



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

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

### About the staff

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

### Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**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.