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Improving Practice Questionnaire Report

Merridale Medical Centre

March 2015



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27 March 2015

Dear Miss Kershaw

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

A guidance template for discussion of these local survey findings and an action plan have also be 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=180725>

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

Yours sincerely

CFEP UK Reports Team

Report Contents

Introduction

Your patient feedback

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

Supporting documents

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

Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	31	115	100	68	3
Q2 Telephone access	55	77	92	58	27	10
Q3 Appointment satisfaction	19	58	102	88	45	7
Q4 See practitioner within 48hrs	46	48	89	82	45	9
Q5 See practitioner of choice	101	84	66	40	20	8
Q6 Speak to practitioner on phone	65	70	83	34	18	49
Q7 Comfort of waiting room	10	48	113	85	53	10
Q8 Waiting time	22	88	101	66	30	12
Q9 Satisfaction with visit	4	30	91	121	66	7
Q10 Warmth of greeting	12	30	72	114	84	7
Q11 Ability to listen	5	34	80	101	91	8
Q12 Explanations	7	30	86	110	74	12
Q13 Reassurance	10	35	79	114	67	14
Q14 Confidence in ability	7	35	79	104	85	9
Q15 Express concerns/fears	12	36	83	106	72	10
Q16 Respect shown	4	24	81	98	101	11
Q17 Time for visit	19	38	95	87	71	9
Q18 Consideration	5	33	96	98	69	18
Q19 Concern for patient	8	31	86	104	69	21
Q20 Self care	8	31	82	103	69	26
Q21 Recommendation	11	34	74	91	89	20
Q22 Reception staff	7	18	98	112	74	10
Q23 Respect for privacy/confidentiality	6	23	87	114	74	15
Q24 Information of services	12	33	87	107	56	24
Q25 Complaints/compliments	17	47	109	73	32	41
Q26 Illness prevention	10	45	108	81	43	32
Q27 Reminder systems	12	44	98	84	45	36
Q28 Second opinion / comp medicine	14	41	103	61	32	68

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

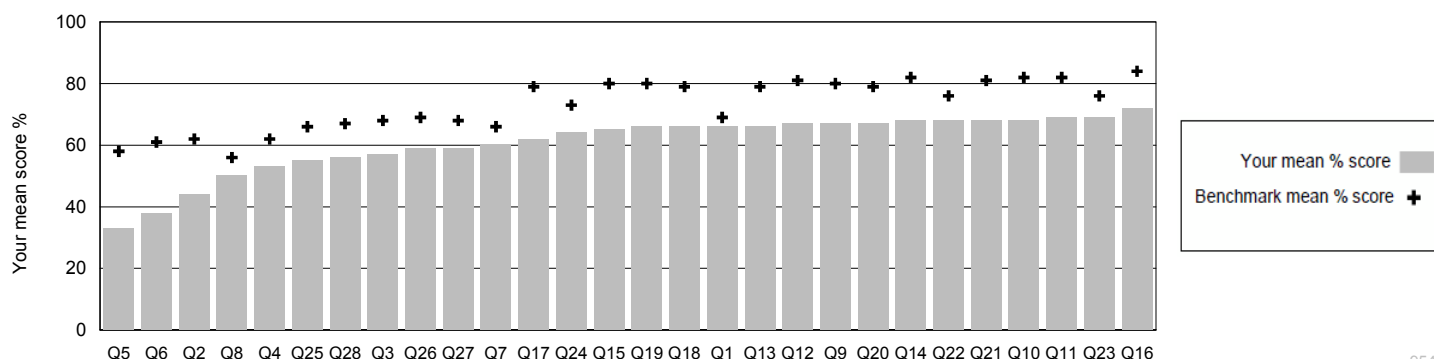
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	69	23	64	68	73	92
Q2 Telephone access	44	62	13	53	63	71	92
Q3 Appointment satisfaction	57	68	23	63	68	74	92
Q4 See practitioner within 48hrs	53	62	18	54	62	70	96
Q5 See practitioner of choice	33	58	22	48	57	65	95
Q6 Speak to practitioner on phone	38	61	25	54	61	67	92
Q7 Comfort of waiting room	60	66	27	60	66	71	90
Q8 Waiting time	50	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	67	80	41	76	81	85	97
Q10 Warmth of greeting	68	82	45	78	82	86	96
Q11 Ability to listen	69	82	46	78	83	87	97
Q12 Explanations	67	81	42	77	81	85	97
Q13 Reassurance	66	79	41	75	80	84	98
Q14 Confidence in ability	68	82	43	79	83	87	99
Q15 Express concerns/fears	65	80	45	76	81	85	96
Q16 Respect shown	72	84	49	80	85	88	98
Q17 Time for visit	62	79	38	75	80	84	96
Q18 Consideration	66	79	41	75	79	83	98
Q19 Concern for patient	66	80	43	76	80	84	97
Q20 Self care	67	79	38	75	79	83	97
Q21 Recommendation	68	81	41	78	82	86	99
About the staff							
Q22 Reception staff	68	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	69	76	43	72	76	80	96
Q24 Information of services	64	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	55	66	31	62	66	70	96
Q26 Illness prevention	59	69	34	64	68	72	96
Q27 Reminder systems	59	68	27	63	68	72	96
Q28 Second opinion / comp medicine	56	67	30	62	67	71	96
Overall score	61	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
About the practice							
Q1 Opening hours satisfaction	66	67	45	64	67	71	78
Q2 Telephone access	44	53	15	46	52	60	77
Q3 Appointment satisfaction	57	64	33	60	64	69	81
Q4 See practitioner within 48hrs	53	56	23	50	56	63	80
Q5 See practitioner of choice	33	48	22	41	48	55	83
Q6 Speak to practitioner on phone	38	57	31	51	57	63	76
Q7 Comfort of waiting room	60	62	47	57	63	68	83
Q8 Waiting time	50	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	67	80	60	76	80	84	94
Q10 Warmth of greeting	68	81	62	78	81	85	95
Q11 Ability to listen	69	82	65	78	82	86	96
Q12 Explanations	67	80	63	76	81	85	95
Q13 Reassurance	66	79	61	75	80	83	94
Q14 Confidence in ability	68	82	65	79	83	86	95
Q15 Express concerns/fears	65	80	62	76	80	84	94
Q16 Respect shown	72	84	68	80	84	87	95
Q17 Time for visit	62	78	59	74	79	83	93
Q18 Consideration	66	78	59	74	78	82	92
Q19 Concern for patient	66	79	60	75	79	83	93
Q20 Self care	67	78	61	74	78	82	92
Q21 Recommendation	68	81	60	78	81	85	95
About the staff							
Q22 Reception staff	68	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	69	72	51	69	72	76	83
Q24 Information of services	64	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	55	62	34	58	62	66	76
Q26 Illness prevention	59	65	42	62	65	68	79
Q27 Reminder systems	59	64	38	60	64	68	80
Q28 Second opinion / comp medicine	56	63	42	60	63	67	77
Overall score	61	70	48	67	70	74	86

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

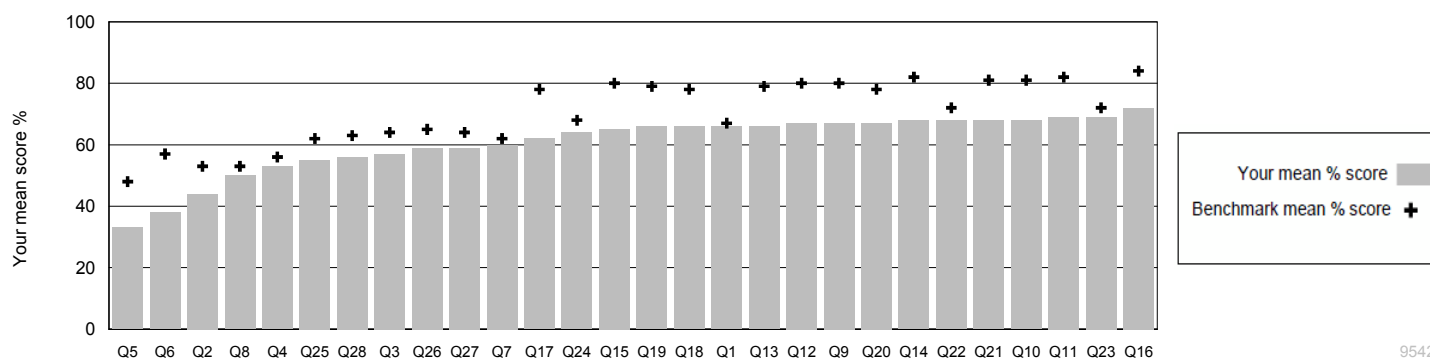
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (>12000 patients)



9542

Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	25	62	69	50	65	70	74	83
25 - 59	199	60	70	47	66	70	74	87
60 +	65	64	72	50	69	72	75	85
Blank	30	62	69	51	64	69	74	89
Gender								
Female	192	59	70	48	67	70	74	86
Male	93	65	72	49	68	72	75	84
Blank	34	58	69	49	65	69	74	85
Visit usual practitioner								
Yes	104	65	73	53	70	73	76	86
No	157	58	68	44	64	68	72	84
Blank	58	61	69	47	65	69	74	86
Years attending								
< 5 years	80	63	71	47	67	72	74	88
5 - 10 years	77	58	70	47	66	71	75	86
> 10 years	125	61	71	49	67	71	75	85
Blank	37	61	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	26/03/2014	25/02/2013	27/01/2012
Q1 Opening hours satisfaction	66	68	62	73
Q2 Telephone access	44	47	47	45
Q3 Appointment satisfaction	57	65	58	65
Q4 See practitioner within 48hrs	53	58	53	61
Q5 See practitioner of choice	33	42	44	43
Q6 Speak to practitioner on phone	38	45	45	44
Q7 Comfort of waiting room	60	61	63	62
Q8 Waiting time	50	57	57	59
Q9 Satisfaction with visit	67	76	71	84
Q10 Warmth of greeting	68	77	72	84
Q11 Ability to listen	69	78	74	86
Q12 Explanations	67	78	73	83
Q13 Reassurance	66	76	72	83
Q14 Confidence in ability	68	77	73	85
Q15 Express concerns/fears	65	75	73	84
Q16 Respect shown	72	78	75	88
Q17 Time for visit	62	74	72	82
Q18 Consideration	66	74	72	81
Q19 Concern for patient	66	74	72	82
Q20 Self care	67	73	73	80
Q21 Recommendation	68	76	73	83
Q22 Reception staff	68	71	67	69
Q23 Respect for privacy/confidentiality	69	70	65	68
Q24 Information of services	64	69	64	66
Q25 Complaints/compliments	55	58	55	56
Q26 Illness prevention	59	62	59	63
Q27 Reminder systems	59	62	56	61
Q28 Second opinion / comp medicine	56	59	56	61
Overall score	61	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?

- Practice has improved service in the last 5 years as previously impossible to access appointments/doctors. More appointments needed after 'working' hours as employers can get funny re appointments - frequent appointments.
- Appointments to see the doctor sometimes go far especially if one is not well. Seeing doctors in the mornings is not always easy.
- More care and attention should be provided and given to special needs persons. I call regularly about my special needs relative and on occasion the staff do not understand the need to see a doctor, but overall the staff are great.
- Advance bookings for nurse - would only book on the day before or day of appointment.
- It's not about the staff, they are polite, it's to do with the sanitiser bottle near self check in. It's quite unhygienic as you're pressing the bottle not knowing whose touched and then rubbing the sanitiser on your hands and screen.
- The cost of telephone calls on the 0844 number is expensive. A previous one cost me £1.20.
- The appointment system still does not work. I end up in urgent care just as much. I have to ring an average 17/18 times before I even get through.
- Remove pharmacy. Very poor.
- Be able to book appointments morning or afternoon at any time of day.
- Better music/no music.
- Make sure your automated signing in computer works. Parking - hopeless, had to walk from nearby streets.
- When making the appointment I stated what the problem (and possible diagnosis) was. The nurse could not make a definite diagnosis and called in a doctor - who confirmed the diagnosis and advised treatment. The appointment took twice as long as it should.
- More work on appointments for people who work. I struggle to call at 8 as I am driving to work.
- Don't know who my doctor is - changes every time.
- NHS is shocking, pay for rubbish service, NHS should be scrapped.
- There is no "usual" clinician - you see whoever is available, when they have a spare appointment. Being able to see a doctor more than once would be a huge improvement.
- Sometimes I have had to wait an hour to be seen.
- God helps you to keep the same quality standard longer.
- Could test results be emailed to the patient to save taking up an appointment with a follow up appointment if required.
- Appointment system needs upgrading so patient can get appointment on day when ringing. Prescriptions take too long to organise, should be able to order prescriptions day in advance not 2 - 3 days.
- Waiting times could improve and answering phone to make appointments needs a lot of improvement.
- When you book appointment by phone should be quickest.
- I think this is a very good practice - however I think the 'Rule' of one problem at a time, ridiculous and time wasting for both the patient and doctor.
- Phone service poor.
- You have to wait out in the rain, would be nice to be under a canopy or something.
- Need more doctors like two of them.
- The receptionists are excellent and need to be praised more often.
- Surgery should open Saturday as well. It will be great. Everything is good.

Your patient feedback

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

Any comments about how this practice could improve its service?

- I had to wait 2 weeks to see my GP!
- To improve appointment times because you can only get an appointment during 8am. To inform the patient when blood/urine or any sort of test results have arrived.
- More appointments available. See the doctor you want to see. Not somebody else.
- Better toys for children while waiting and car park space is an issue.
- As the length of time I had to wait to see a GP. I have been left in pain, so maybe a different structure to the appointment system, or have more GPs so the wait isn't so long.
- Earlier opening times.
- Not having 0844 number as it costs a fortune from a landline and when placed in a long queue for appointment can be awful. Waiting room is freezing and when not feeling well is uncomfortable.
- Making an appointment to see a doctor is not easy.
- Yes, not waiting over your time to be seen.
- Do a walk in to make an appointment as ringing wastes my credit.
- Maybe improve the waiting time to see the doctor.
- Get me to my doctor of choice especially the one who is treating me instead of another doctor instead and an appointment at a decent time.
- Be more proactive. Better communication, reception and telephone service.
- Allocate a doctor - you see that doctor.
- Improve the phone system, people shouldn't just call at 8am to get an appointment.
- Length time at the pharmacy.
- Saturday appointments are great!
- By letting patients choose what doctor to go to if they feel more comfortable with them.
- Easier to get through on the phone to make an appointment.
- To see a doctor you would like to see if can be when you have come back.
- In fairness I'd like to see my own doctor all the time.
- Is ok.
- Free telephone numbers to call in for appointments. Sometimes I have to be on phone for 15 minutes (if it late hrs of day) and it costs me a lot.
- There is a sign saying if you (the patient) are late by 10 minutes for your appointment, you will be asked to rebook. What if the doctor is running late and the patients are waiting for more than 10 minutes?
- See the GP of your choice.
- It would be nice if you could see the same doctor when your health problem has gone on for months.
- Sometimes the radio is too loud.
- Practice doctor to review referrals to hospital specialist twice a week.
- Save some appointments for kids 5 in the morning 5 after 12.
- I have never been seen on time when I had booked an appointment.

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?

- Have better trained staff who tell you that I don't need to see a doctor and they could have a smile on their face (reception) can be so rude.
- Let you choose which doctor you want to see and not stick you with rubbish doctor nobody wants to see.
- I find the surgery helpful and flexible and have always been treated with respect and understanding.
- Reception staff - some good, some very poor at understanding patient needs. Doctor - some want to get rid of you quickly.
- Question 25 and 28, I have no reason to use the option so can't comment.
- I don't agree with having to book different appointments for different problems as sometimes problems are linked and you are not the expert so you wouldn't know. Also prescribing painkillers for every single problems - ibuprofen, paracetamol and co-codamol doesn't cure everything.
- More phone lines to make appointments. It can take hours to get through from 8am, then by the time you get through, there maybe none left!
- Prioritise children visits. Sometimes if there's an issue one has to wait a day or two to see the doctor.
- Afternoon appointments available to book in morning. Doctors react to referrals quicker. My partner waited for 2 weeks for doctor just to do pain clinic referral and only happened because I rang every day.
- Waiting times are very long. Apart from that happy with this practice. Certain doctors could be more pleasant as they seem moody/very short, giving no explanation about symptoms etc.
- It would also be nice to be able to book appointments with one doctor rather than having to ring on the day and see different doctors each time.
- Make the booking of appointments with the same GP(s) easier. Make it more transparent which appointment can be booked when and how. However, things have greatly improved over the last few years.
- Being able to see your own doctor. He knows and understands us better as he's known us a long time.
- To improve they need consistent doctors! Every time I phone the doctor I requested has left!
- To see doctor of choice. Makes patients feel reassured.
- Provide a good supply of reading material for the waiting room. Have a better working relationship with the pharmacy.
- Newsletter - shorter, simplified language. More space around reception desk - less echoing for privacy. Ability to choose doctor to achieve consistency. Phones answered more quickly for appointments on the day. Provide double-time appointments when requested. More consistent practice doctors. Friday was the first appointment offered from a Tuesday am phone call (4 days!).
- Cater for night shift workers who cannot phone in at 0800 to make an appointment.
- I find the practice very good and is improving.
- Keep doing what you are doing. Great job.
- Yes.
- Too much too hot inside in the summer.
- Keep one doctor as she is a very good and friendly doctor.
- No, everything good.
- Very pleased the children chair have been removed!
- Never had any problems.
- More doctors. More appointments for people. Waiting too long on phone.

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?

- This practice is renowned as probably one of the top 5 in the county for terrible service to it's patients. The receptionists are a law unto themselves and have proven very difficult to get past even with my children needing appointments.
- More appointments allotted for people who work during the day. At times you feel discriminated for working as it is hard to get late appointment.
- Just to be able to see a doctor by booking the day before.
- Not satisfied at all this visit.
- Cannot think of anything at the moment.
- Up to now I find it really working well and the staff help as much as possible. But wouldn't change it too much as it's not broken.
- Keep up good work. We are over the moon how you run the practice.
- 13 minutes late to be seen, not ideal given how short appointment was. Website was down, generic practice example site all I could see when booking.
- Take into account the fact that it is somewhat difficult for working patients to make appointment and that they have very restricted access to a doctor of their choice.
- None, always very good.
- Enable people to see the same doctor on follow up visits.
- Never had any problems, staff wonderful. Keep up good work.
- The doctor was not an expert to help me and to take care of myself!
- Blood for the weekend. Receptionist was lovely.
- The practice is so big feels like a hospital, no personalised care. Treat and go attitude.

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?

- My usual doctor was excellent. Currently seeing a different doctor who has been very good.
- Some doctors are rather too strict with time to see patient. They stick to time even when one has more to ask about.
- There have been occasions when the doctor has not listened to what was being explained, and missed symptoms. But this was a while ago.
- The appointments system confuses me. I was refused an appointment at reception on Monday afternoon for the next day (Tuesday). I was told to ring on Tuesday morning at 8am.
- Immunisations for my child - nurse very matter of fact. They didn't check name/details or offer reassurance. It's a big thing for a parent so more kindness would be appreciated.
- Pay private, patients deserve to be seen as people, not stats.
- Doctor I saw was very good and would like to be able to state doctor I wished to see.
- They listen the problem only one. If patient has another problem they said only one a time, you can book another appointment.
- More nurses.
- To be a bit more soft, nice when talking to the patient.
- Get some more nurses who know what they are talking about!
- Some doctors I've seen at the practice are excellent overall but the odd one are rude, not very pleasant. Just seem uninterested and want you in and out within 2 seconds, not listening to what you are saying. Feel it's dangerous practice, lets the surgery down.
- Sometimes inconvenience with new doctor or nurse.
- More in-depth explanation of diagnosis.
- Smile.
- Great service here, we are very lucky to have an NHS!
- Give more time to a patient, listen more and advise more about certain conditions and to stop your condition getting worse or if it gets worse.
- Is ok.
- I would have liked it if she had turned to face us to say 'hello' when we walked in to the room, rather than away from us.
- Consistency of doctor you see.
- The nurses well some need more training.
- To speak slower about the medication, how often to take it etc. especially when there's more than one to be taking. Also, to be a lot more personable wouldn't go a miss. I've yet to see one doctor smile, bless him.
- I suspect they might.
- Some doctors don't want to know, just want to get rid of you.
- Overall I am satisfied with the service given.
- They need to listen to the patient and refer them to a specialist. I've suffered with a bad shoulder for several years and they keep referring me to a physio every year which doesn't help as I am still suffering but the doctors keep referring me back and the physios keep saying they cannot help.
- Not just taking a patients 'word' for it! I suffered for 7/8 months with a severe abscess and only two doctors looked at it (the first and last visit on this).

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?

- Be more polite and less moody. Explain the condition/symptoms of reason of visit.
- It would be helpful if able to offer double appointments for things requiring more explanation, or if have two problems to seek advice for.
- Last visit prior to this one nurse practitioner was quite inconsiderate towards my problem.
- When I've been to see one doctor he's very cold. Lacks bedside manner! Need to be more caring!
- More understanding/knowledge about medical conditions - consider the whole needs of the patient/medical history.
- Have been able to access past records on PC. To have prior knowledge of me as a patient. To have had sufficient time with me as requested (as the double appointment requested by me was denied).
- Work in the afternoons.
- All doctors and staff are very polite and willing to help in any way.
- By allowing patient to see the same doctor.
- All doctors and nurse show respect at all times. (Sorry they always do this!) Great job, well done.
- Yes.
- One person has been exceptional this year whilst treating me.
- Nurse appointments on a Saturday.
- Can't fault them.
- Doctors could make themselves more accessible instead of hiding behind receptionists and clinicians.
- Some are very unfriendly. Some are great.
- More sincere attention to be taken of patient by nurse. Poor advice by nurse.
- Doctors are great but too many agency doctors who - English speaking not very good so make sure you pick the doctors that can speak clear enough English. As for the nurses, no problem. Love one to bits. Always listens.
- None, they are great.
- The doctor are should listen to the patient to care of them at least to keep 50% in their right.
- Provide health advice and more friendly.

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 = 319

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	31	115	100	68	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (31 \times 25) + (115 \times 50) + (100 \times 75) + (68 \times 100)}{(319 - 3)} = 20,825/316$$

Your mean percentage score for Q1 = 66%

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	66

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

9541

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

Associated benchmark mean scores relevant to your practice list size are also provided.

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Certificate of Completion

This is to certify that

Merridale Medical Centre

5 Fullhurst Avenue
Leicester
LE3 1BL

Practice List Size: 14350

Surveys Completed: 319

has completed the

Improving Practice Questionnaire

Completed on 27 March 2015



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.