

Private and Confidential
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Improving Practice Questionnaire Report

Merridale Medical Centre

February 2018



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22 February 2018

Dear Ms Kershaw

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

A guidance template for discussion of these local survey findings and an action plan have also been included which may help facilitate discussions with your patient reference group (PRG).

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

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

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=217606>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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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' 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	3	36	104	80	30	9
Q2 Telephone access	76	73	61	30	10	12
Q3 Appointment satisfaction	21	39	87	66	37	12
Q4 See practitioner within 48hrs	59	61	61	48	17	16
Q5 See practitioner of choice	87	52	57	30	17	19
Q6 Speak to practitioner on phone	61	54	69	26	17	35
Q7 Comfort of waiting room	7	23	116	79	29	8
Q8 Waiting time	20	80	86	45	8	23
Q9 Satisfaction with visit	3	21	55	83	87	13
Q10 Warmth of greeting	5	13	58	76	98	12
Q11 Ability to listen	4	13	51	75	106	13
Q12 Explanations	5	15	56	73	93	20
Q13 Reassurance	7	17	54	75	88	21
Q14 Confidence in ability	5	13	48	73	101	22
Q15 Express concerns/fears	4	18	51	72	96	21
Q16 Respect shown	5	10	50	73	105	19
Q17 Time for visit	5	19	58	74	86	20
Q18 Consideration	6	13	67	65	92	19
Q19 Concern for patient	2	15	62	58	93	32
Q20 Self care	5	17	56	70	86	28
Q21 Recommendation	7	13	52	54	99	37
Q22 Reception staff	4	21	68	79	79	11
Q23 Respect for privacy/confidentiality	5	18	56	91	73	19
Q24 Information of services	8	32	80	63	56	23
Q25 Complaints/compliments	15	38	91	54	30	34
Q26 Illness prevention	5	37	97	65	31	27
Q27 Reminder systems	10	37	89	61	34	31
Q28 Second opinion / comp medicine	7	37	83	55	24	56

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

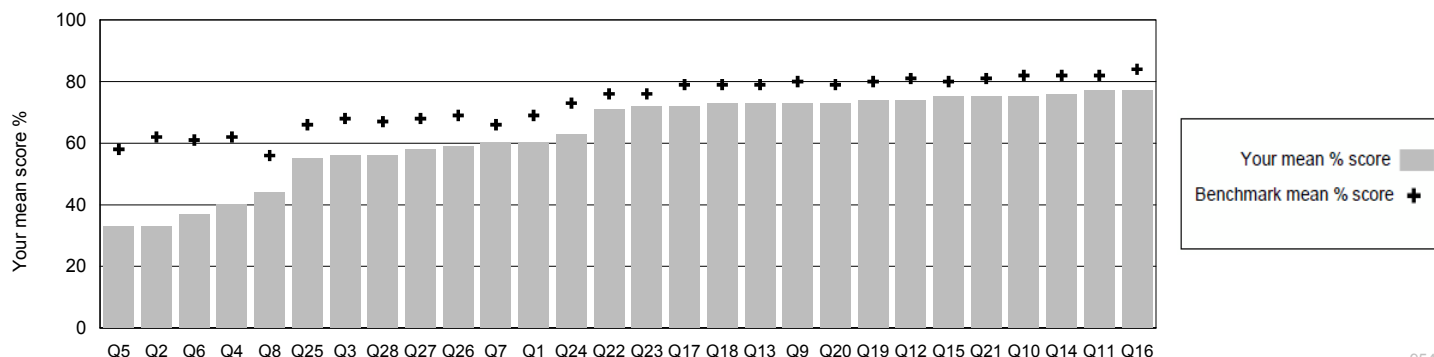
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	60	69	23	64	68	73	92
Q2 Telephone access	33	62	13	53	63	71	92
Q3 Appointment satisfaction	56	68	23	63	68	74	92
Q4 See practitioner within 48hrs	40	62	18	54	62	70	96
Q5 See practitioner of choice	33	58	22	48	57	65	95
Q6 Speak to practitioner on phone	37	61	25	54	61	67	92
Q7 Comfort of waiting room	60	66	27	60	66	71	90
Q8 Waiting time	44	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	73	80	41	76	81	85	97
Q10 Warmth of greeting	75	82	45	78	82	86	96
Q11 Ability to listen	77	82	46	78	83	87	97
Q12 Explanations	74	81	42	77	81	85	97
Q13 Reassurance	73	79	41	75	80	84	98
Q14 Confidence in ability	76	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	77	84	49	80	85	88	98
Q17 Time for visit	72	79	38	75	80	84	96
Q18 Consideration	73	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	75	81	41	78	82	86	99
About the staff							
Q22 Reception staff	71	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	72	76	43	72	76	80	96
Q24 Information of services	63	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	58	68	27	63	68	72	96
Q28 Second opinion / comp medicine	56	67	30	62	67	71	96
Overall score	63	73	35	69	73	77	95

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

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



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	60	67	45	64	67	71	78
Q2 Telephone access	33	53	15	46	52	60	77
Q3 Appointment satisfaction	56	64	33	60	64	69	81
Q4 See practitioner within 48hrs	40	56	23	50	56	63	80
Q5 See practitioner of choice	33	48	22	41	48	55	83
Q6 Speak to practitioner on phone	37	57	31	51	57	63	76
Q7 Comfort of waiting room	60	62	47	57	63	68	83
Q8 Waiting time	44	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	73	80	60	76	80	84	94
Q10 Warmth of greeting	75	81	62	78	81	85	95
Q11 Ability to listen	77	82	65	78	82	86	96
Q12 Explanations	74	80	63	76	81	85	95
Q13 Reassurance	73	79	61	75	80	83	94
Q14 Confidence in ability	76	82	65	79	83	86	95
Q15 Express concerns/fears	75	80	62	76	80	84	94
Q16 Respect shown	77	84	68	80	84	87	95
Q17 Time for visit	72	78	59	74	79	83	93
Q18 Consideration	73	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	75	81	60	78	81	85	95
About the staff							
Q22 Reception staff	71	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	72	72	51	69	72	76	83
Q24 Information of services	63	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	58	64	38	60	64	68	80
Q28 Second opinion / comp medicine	56	63	42	60	63	67	77
Overall score	63	70	48	67	70	74	86

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

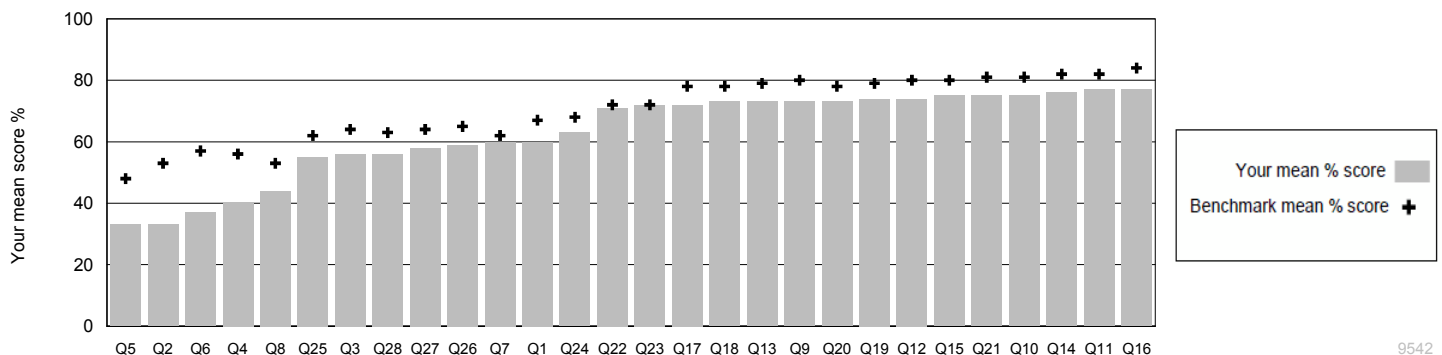
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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



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Your patient feedback

Table 4: Your patient demographics

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

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	36	62	69	50	65	70	74	83
25 - 59	156	62	70	47	66	70	74	87
60+	46	65	72	50	69	72	75	85
Blank	24	66	69	51	64	69	74	89

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	149	63	70	48	67	70	74	86
Male	73	61	72	49	68	72	75	84
Blank	40	67	69	49	65	69	74	85

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	103	69	73	53	70	73	76	86
No	115	57	68	44	64	68	72	84
Blank	44	64	69	47	65	69	74	86

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Less than 5 years	65	66	71	47	67	72	74	88
5 - 10 years	63	56	70	47	66	71	75	86
More than 10 years	100	64	71	49	67	71	75	85
Blank	34	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	01/03/2017	04/03/2016	23/03/2015
Q1 Opening hours satisfaction	60	62	64	66
Q2 Telephone access	33	41	34	44
Q3 Appointment satisfaction	56	54	52	57
Q4 See practitioner within 48hrs	40	46	43	53
Q5 See practitioner of choice	33	39	32	33
Q6 Speak to practitioner on phone	37	43	40	38
Q7 Comfort of waiting room	60	59	59	60
Q8 Waiting time	44	51	49	50
Q9 Satisfaction with visit	73	72	74	67
Q10 Warmth of greeting	75	75	75	68
Q11 Ability to listen	77	76	74	69
Q12 Explanations	74	75	74	67
Q13 Reassurance	73	73	73	66
Q14 Confidence in ability	76	75	75	68
Q15 Express concerns/fears	75	75	73	65
Q16 Respect shown	77	77	77	72
Q17 Time for visit	72	73	72	62
Q18 Consideration	73	71	71	66
Q19 Concern for patient	74	72	71	66
Q20 Self care	73	71	72	67
Q21 Recommendation	75	74	72	68
Q22 Reception staff	71	66	71	68
Q23 Respect for privacy/confidentiality	72	67	70	69
Q24 Information of services	63	62	63	64
Q25 Complaints/compliments	55	54	52	55
Q26 Illness prevention	59	57	55	59
Q27 Reminder systems	58	56	56	59
Q28 Second opinion / comp medicine	56	56	54	56
Overall score	63	63	63	61

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?

- Frequent appointment with doctors! Should have more doctors available.
- More friendly staff on the phone.
- I find the 48 hour way of booking confusing. I have to queue out in the cold/rain at 8am to see the doctor I want and have to ask the receptionist for the right day to do this.
- My appointments are usually pre-booked so difficult to give opinions today but phone lines not always easy to get through.
- No comments. The surgery has always been very nice and quick with how they've treated me.
- A way of passing/receiving short messages to/from the GP (secure email?) so time is saved and appointments used for people who need them (for ongoing conditions).
- Finding difficult to book appointments.
- Awful chemist, very long wait, no seating, very rude staff!
- I don't feel that the receptionist should decide whether your reason for an appointment should be their decision. If you can book an appointment in 48 hours, then that rule should stick not be told to call back on the day as it's not always possible.
- Telephone system is ridiculous, call queues of up to 30 minutes at peak times. Release of 'all' appointments at 8am causes this. Not enough GPs! Clarification of urgent appointments, previously told that a two year old with breathing difficulties was not urgent by reception staff and refused an appointment.
- More doctors!
- The advance appointment booking system is terrible. I never struggle if I need an emergency appointment but the practice of releasing non-urgent appointments at 8am two days in advance is extremely frustrating.
- When you have to queue outside at 8am to get an appointment. It would be really great if there were more than just two on reception! The queues are often very long so it makes sense not to keep people waiting!
- The way in which appointments are booked is my only complaint. It is very difficult to get an appointment for the day or in advance unless I am sat with my phone and call at 8am exactly! Even 30 seconds later I am 25th in the queue. It is also difficult as I have to do a drop off for my son and commute to work. I rarely see the same doctor twice in a row, even for the same problem.
- I am happy. Good service.
- The practice could improve its morning appointments.
- Difficult to book appointments.
- Would prefer much more continuity of care - further appointments with the same doctor, not just the next one allocated by the computer. Internet booking system poor - frequently no appointments at all, or only nurse appointments. Rarely any doctor appointments.
- Weekend opening hours should be lengthened. Inconvenient to get appointments for people working Monday to Friday (8-6 hours).
- Long time waiting for appointment. Time spent on phone waiting in morning from 10-30 minutes.
- No music in waiting room.
- No, I wouldn't know how you could improve it. But I have difficulty in seeing any doctor other than two particular doctors and it took months of phoning to get an appointment.
- Telephone. Waiting outside in cold and wet.
- Having contact by phone is very hit and miss, the length of time waiting can be anything up to 40 minutes. I also feel I would benefit from seeing the same doctor consistently.

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?

- What this GP could improve on is not to wait a long time to see your doctor. If a patient was 10 minutes late they would have to re-do their appointment. I don't think this is fair.
- A few times it has taken a long time to get through on the phone. On two separate occasions the person on the phone didn't email/instant message the doctor I needed to contact. I had to chase many times.
- You cannot get to see a GP - appointments for 48 hours in advance are hard to get due to calling at 8am when at work.
- The pharmacy area always takes ages and my repeat prescription is never ready.
- Water machine for patients.
- Make it possible for working people to make appointments at more convenient times to suit them and their children. Ringing at 8am is not convenient for everyone. The online appointments system often shows no appointments, only two or three but not for a doctor. Collection times for repeat prescriptions are not suitable for working people. The telephone system is terrible as often get disconnected after waiting for ages!
- Appointments are very difficult to get over the phone in the morning. For several years now (probably about seven or eight years actually), I have come down in person to make an appointment, queuing up from 7:40. I've been off sick so have had time to do this but before, I had to queue up and be late arriving at work. The system of seeing a doctor on the day disappeared to be replaced by 48 hours time. I was told this information was on the website - it wasn't.
- Very difficult to make appointment with doctor.
- To offer a better way of being able to book an appointment with a doctor.
- I've been told only one health question I should take with the doctor. I feel how it could be possible bring up only one complaint of my health. As a patient, sometimes for our illness it can be more than one, which is related to the illness when we (as patients) come with two to three questions. I feel this is not fair! I feel this is not good practice.
- Have more appointments available with GPs. Phone calls take very long to be answered and sometimes aren't even answered.
- I found it to be more helpful seeing one doctor when I need to be seen, rather than seeing different people all the time.
- Telephone and doctors.
- I always find trying to call the practice difficult. Sometimes I've been waiting 30 minutes for an answer - put the phone down, call back and get an answer within seconds. It's frustrating.
- The music on the phone is annoying and doesn't change often, makes me fall asleep and miss talking to the receptionist.
- Appointments.
- No. Satisfied.
- I put in a complaint about a certain practitioner over two years ago and I still haven't had any feedback about outcomes.
- Waiting times - my appointment was 6:30pm and I did not go in until 7:15pm! Availability of evening (after 4pm) appointments.
- Inform patients when they attend if there is a delay.
- Open more phone lines and offer more evening slots.
- Improve on appointment schedules. It always takes a bit long to make an appointment.
- It needs to improve by bookings. I spent an hour and a half waiting on the phone (two times they hung up the phone, so I had to call again and wait for the queue again). Plus I can't book with the doctor that I want even two days in advance.

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?

- Trying to call the practice is a nightmare. You wait up to 40 minutes to then be cut off with "it is currently our busiest time, please call back later". It is extremely frustrating. Also it would be helpful to have doctors available on the day, a two day wait is not in my eyes acceptable. I find myself ringing the Westcotes hub instead of coming to Merridale as you are seen on the day at the hub.
- Cannot get appointment when required. Very, very poor.
- I trust my doctor to do the right thing for me and advise me correctly. They have done over the past years.
- I called 8:01 and was in a line of 27. When phone put through still waited 10 minutes on different line. Needed to see the doctor that day on practitioner's advice. Had to go back to practitioner and then go again to see doctor hours later.
- Better booking system for GP appointments for working people, have to ring at 8am and takes 30-40 minutes to get through, not possible when at work. If ring later, appointment gone.
- It can be difficult to get an appointment when you have to call at 8am, so when working I cannot call until 10 when all appointments have been given out. Every time I call I get told to ring back the next day.
- The telephone queue length.
- More appointments. Answer phone. Not run late!
- I would like that every doctor or nurse practitioner to have an amount of patients and be always the same doctor/nurse that sees me. Not change every time I visit.
- Need to improve waiting time in the morning, especially for phoning to make an appointment. Waiting for phone call about 30 minutes and all appointments gone. Need to improve. Two days advance booking for appointments, all gone. Need to improve.
- Same day doctor. Not having to phone in the morning for appointments for day as by time get through appointments gone.
- Trying to get through on the phone is ridiculous, if you don't call at exactly 8am you can't get through. Called yesterday at 8:04am and wasn't even put in queue message, just said unable to take call and cut line off. Also, find certain practitioners very abrupt and uncaring a lot of the time.
- Online appointments - more availability please!
- Appointment system by telephone needs improving. Long wait and sometimes phone cuts off.
- I myself think the practice is very good and help when they can.
- I have no adverse comments of the way the practice is run.
- Wish could get better phone service. Phone 8am told phone call could not be completed, 8:15 on phone 9am.
- Doctor appointments.
- Really need to make it easier to make a GP appointment. Waited on the telephone for almost one hour only to be told when I finally got through that there were no appointments left.
- The only thing that should be changed is the appointments. Trying to get an appointment on the phone is a joke, it's so bad I could not rate it. You have to get down to the surgery at 7 in the morning to get an appointment.
- Availability to choose doctor of choice. Improve delays in getting an appointment.
- Improve the system for making telephone appointments.
- Spent one hour on phone number one in queue regarding results. Gave up waiting for answer.
- Poor answering the phone and to get appointments.
- Improve the ability to contact the practice and to book to see doctors.
- Just a query about the prescription line seems to get confused with the reception number.

Your patient feedback

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

Any comments about how this practice could improve its service?

- More protection for front desk staff, abuse not needed.
- No comments. They doing their job very good way.
- More options to make appointment not just at 8am or 2pm, the whole day. I work and struggle to get appointments so I end up neglecting my health. Also when booking an appointment, the message saying "you're next" is said too many times.
- Very rarely can you get an appointment at the Merridale, more often than not we (as a family) have to contact 111 to get an appointment with 'The Hub'. This happens even if we start ringing before the practice opens. By the time we get through to make an appointment, all appointments have been filled.
- I waited about 50 minutes for a prescription to be signed by the duty doctor. I had to leave without it as I had to be somewhere else. Another 10 minutes and the pharmacy would have been closed. I was told my usual meds had been sent next door for collection, but I didn't need those, only what had been prescribed. One and a quarter hours wasted.
- Improve appointment booking system - make it easier to get through via phone or introduce online booking system. Make sure nursing staff are clinically competent with diagnosis/prescribing and if they're unsure, they should consult a GP for second opinion rather than second guess patients.
- Very, very hard to book an appointment at 8am on the phone!
- More people to answer the phone at busy times. Today I was waiting on the phone 36 minutes before being cut off on answer.
- Male doctors.
- Better opening times (longer for people who work). Be able to see a doctor, always made to see a health professional. Reduce waiting times, last three visits have been waiting an hour or more.
- Getting appointments for those that choose to work. Also I was in A&E after a serious mental health episode, I was told there to see my GP. So the next day I queued for 45 minutes and then told I can't be seen for 11 days!
- I am very dissatisfied with the overall treatment I have received for my condition - over a year before any immediate support looks to be received.
- Never get to see the doctor. When we need to see the doctor, why do we get told you see the nurse first? Our family doctor was a particular doctor but we can't get an appointment to see them and I had to take my wife to other clinic.

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?

- Doing an excellent job.
- Very happy with the doctor.
- No, she was very kind and listened to what I said.
- Appointment system should improve.
- Cannot fault medical staff. I understand the NHS is stretched but improvements need to be made.
- No, great service received today.
- This doctor was very supportive and helpful and really tailored her support to my personal situation.
- No. She is great.
- Just repeat prescription appointment. Didn't have any problems but difficult to comment on most questions above. Overall happy.
- Would like more time with the doctor to explain my health.
- Excellent service as always.
- My doctor is excellent. I always feel listened to and I am confident in her support.
- This doctor is an excellent doctor.
- Not possible. She is amazing. A credit to her profession.
- Yes, this practitioner almost looks half asleep when you're talking to them. I feel they are very regimented and when faced with questions they do not seem to have any confident answers. I told them I had gained weight and they said "have you been eating more at Christmas?". I then lacked confidence to open up about other concerns I have about my health. I have never felt happy with visiting this practitioner.
- No comments. Perfect.
- Doctor is excellent, no improvement needed.
- This doctor is super. I feel very lucky to have such an understanding doctor and would recommend her to anybody.
- If the doctor has time, as it is so difficult to get an appointment, I think more than one illness/concern should be able to be discussed.
- Doctor is very good. Listened very carefully, got some advice, I am very happy and pleased.
- This doctor is an excellent doctor.
- Well they are all day all week. I am quite happy with doctor's service. Thank you.
- Always felt like the health professionals have been brilliant.
- No, satisfied.
- Do all the tests needed in one appointment rather than having to book multiple appointments.
- Be more thoughtful when talking to patients. I am depressed and have put on weight and she practically called me fat. Did not appreciate this.
- I have been booked with nurse so many times because no space with doctor but when I see the nurse and told my problem they said I need to see doctor so they're wasting my day with no result appointment.
- This doctor was lovely and reassuring, no complaints.
- Very smart and friendly lady. Advice as she felt right. I may come in again to see a doctor if ever possible.

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?

- Helpful and informative, reassuring but inconclusive.
- No, very polite and helpful.
- When I said to this practitioner about what happened I had to repeat myself twice with the situations and they said I should my child how to wash themselves properly, I do. I said that to the practitioner and the look on their face looked like they didn't believe me!
- Patient to see the same clinicians or doctor. That will reduce the amount of time you spend explaining your condition over and over again to different health professionals that are working under one surgery.
- Be more welcoming and polite. Not run late!
- When comes about consulting and using stethoscope I do not feel confident that the nurse can hear my heart and lungs over a sweater. The confidence should prevail.
- Seemed very unsure and for such a simple condition, this is worrying. Would definitely be reluctant to see in the future.
- Small query about length of antibiotic course, just needed clarifying at end of appointment if different from what initially told. Not a big issue.
- I am sure doctors do as much for us as they possibly can under the present system.
- You should be able to see your own GP, but it is very hard.
- Very pleased with this practitioner, she is very understanding.
- Very good.
- I think the doctors could listen a bit more and be a bit more patient with their client.
- This doctor is brilliant.
- None, when you can get to see a doctor, they are excellent.
- This practitioner couldn't or wouldn't sign my prescription which caused a long wait that led to no meds as I couldn't wait any longer. Not the usual service I'd expect.
- This doctor was thoroughly professional and extremely informative and explanatory in her explanations. Her manner of conduct was excellent and her empathy/ability to listen exemplary. The doctor is a credit to the practice.
- Every time I visit the practice I see a different doctor who has no knowledge of my long term condition. Being able to see the same doctor would help, even if I could book appointments a week in advance.
- No - very good.
- They should ask if we have any other issue? Not only one problem at one appointment when I am disabled with multiple problems.

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 = 262

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	36	104	80	30	9

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (36 \times 25) + (104 \times 50) + (80 \times 75) + (30 \times 100)}{(262 - 9)} = 15,100/253$$

Your mean percentage score for Q1 = 60%

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	60

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

9541

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Certificate of Completion

This is to certify that

Merridale Medical Centre

5 Fullhurst Avenue
Leicester
LE3 1BL

Practice List Size: 15000

Surveys Completed: 262

has completed the

Improving Practice Questionnaire

Completed February 2018



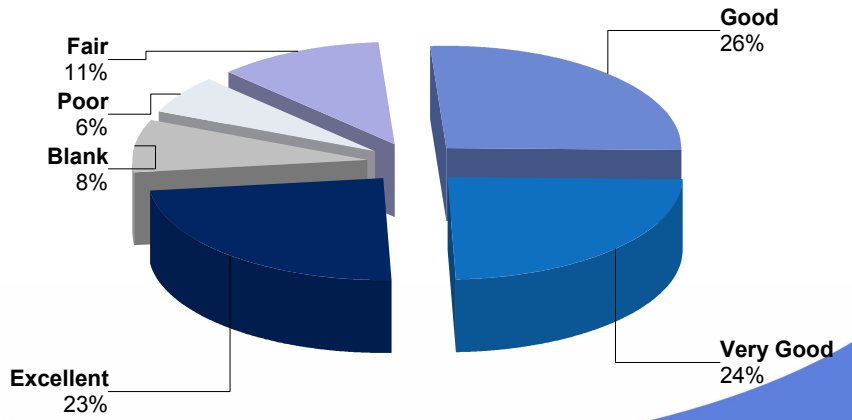
Michael Greco
Director



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.

73%

of all patient ratings about this practice were **good, very good or excellent**



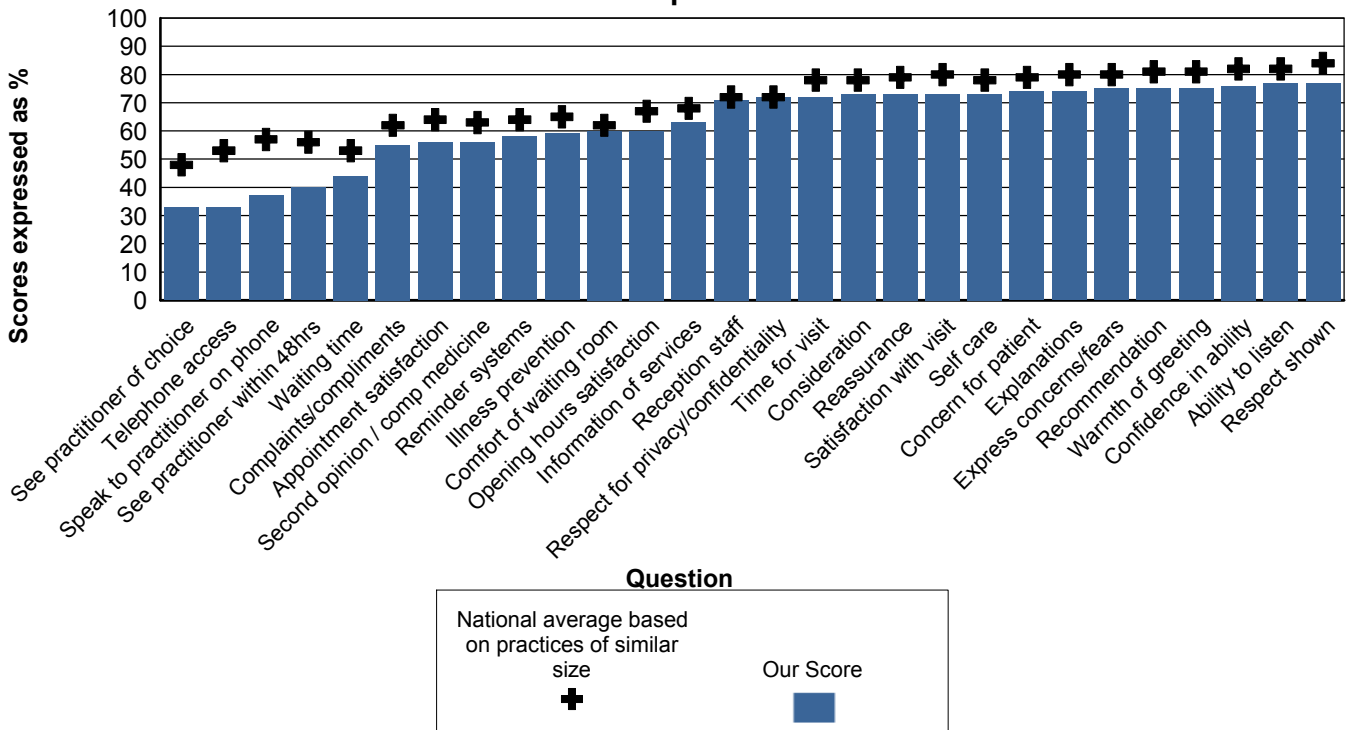
Thank you for your participation in this survey

Patient Experience
Survey Results 2017/2018
Merridale Medical Centre



"Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you

