

Private and Confidential

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Improving Practice Questionnaire Report

George Clare Surgery

December 2014



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17 December 2014

Dear Mrs Bridgement

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

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

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

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

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=177816>

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

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	9	41	97	79	49	6
Q2 Telephone access	42	73	84	45	31	6
Q3 Appointment satisfaction	13	39	86	81	53	9
Q4 See practitioner within 48hrs	32	63	67	49	62	8
Q5 See practitioner of choice	47	60	82	40	47	5
Q6 Speak to practitioner on phone	13	51	104	56	34	23
Q7 Comfort of waiting room	14	57	123	58	23	6
Q8 Waiting time	52	94	71	39	19	6
Q9 Satisfaction with visit	0	4	38	100	138	1
Q10 Warmth of greeting	0	4	30	96	150	1
Q11 Ability to listen	1	3	23	93	160	1
Q12 Explanations	1	4	30	91	153	2
Q13 Reassurance	1	4	33	89	148	6
Q14 Confidence in ability	0	5	29	80	164	3
Q15 Express concerns/fears	0	6	41	79	151	4
Q16 Respect shown	1	4	21	74	178	3
Q17 Time for visit	1	5	35	84	151	5
Q18 Consideration	0	5	48	97	128	3
Q19 Concern for patient	0	5	40	93	141	2
Q20 Self care	0	5	42	100	126	8
Q21 Recommendation	0	4	35	84	151	7
Q22 Reception staff	1	18	65	101	84	12
Q23 Respect for privacy/confidentiality	2	17	67	95	89	11
Q24 Information of services	6	28	65	95	71	16
Q25 Complaints/compliments	7	36	86	81	33	38
Q26 Illness prevention	3	32	87	89	51	19
Q27 Reminder systems	6	30	94	74	56	21
Q28 Second opinion / comp medicine	4	22	83	59	50	63

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

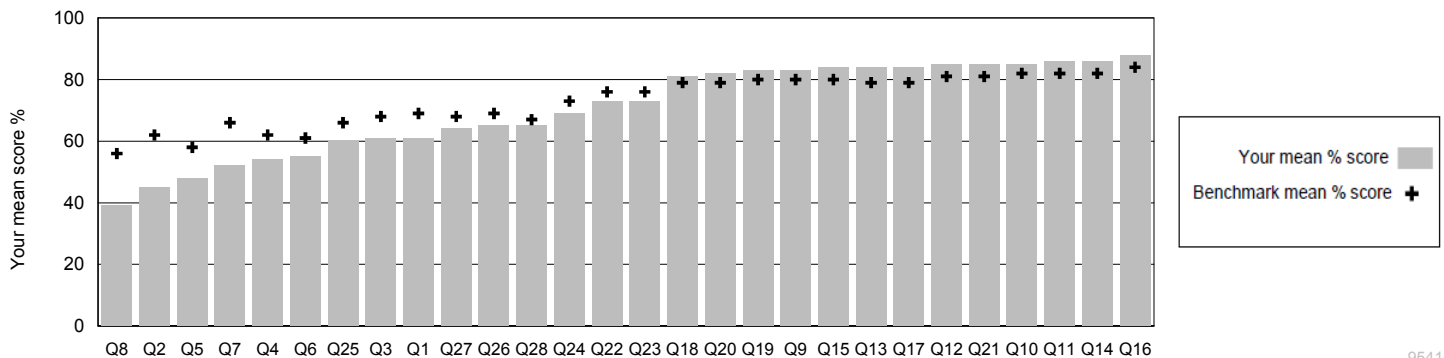
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	69	23	64	68	73	92
Q2 Telephone access	45	62	13	53	63	71	92
Q3 Appointment satisfaction	61	68	23	63	68	74	92
Q4 See practitioner within 48hrs	54	62	18	54	62	70	96
Q5 See practitioner of choice	48	58	22	48	57	65	95
Q6 Speak to practitioner on phone	55	61	25	54	61	67	92
Q7 Comfort of waiting room	52	66	27	60	66	71	90
Q8 Waiting time	39	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	83	80	41	76	81	85	97
Q10 Warmth of greeting	85	82	45	78	82	86	96
Q11 Ability to listen	86	82	46	78	83	87	97
Q12 Explanations	85	81	42	77	81	85	97
Q13 Reassurance	84	79	41	75	80	84	98
Q14 Confidence in ability	86	82	43	79	83	87	99
Q15 Express concerns/fears	84	80	45	76	81	85	96
Q16 Respect shown	88	84	49	80	85	88	98
Q17 Time for visit	84	79	38	75	80	84	96
Q18 Consideration	81	79	41	75	79	83	98
Q19 Concern for patient	83	80	43	76	80	84	97
Q20 Self care	82	79	38	75	79	83	97
Q21 Recommendation	85	81	41	78	82	86	99
About the staff							
Q22 Reception staff	73	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	73	76	43	72	76	80	96
Q24 Information of services	69	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	60	66	31	62	66	70	96
Q26 Illness prevention	65	69	34	64	68	72	96
Q27 Reminder systems	64	68	27	63	68	72	96
Q28 Second opinion / comp medicine	65	67	30	62	67	71	96
Overall score	71	73	35	69	73	77	95

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

9541

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

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



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Your patient feedback

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

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	67	45	64	67	71	78
Q2 Telephone access	45	53	15	46	52	60	77
Q3 Appointment satisfaction	61	64	33	60	64	69	81
Q4 See practitioner within 48hrs	54	56	23	50	56	63	80
Q5 See practitioner of choice	48	48	22	41	48	55	83
Q6 Speak to practitioner on phone	55	57	31	51	57	63	76
Q7 Comfort of waiting room	52	62	47	57	63	68	83
Q8 Waiting time	39	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	83	80	60	76	80	84	94
Q10 Warmth of greeting	85	81	62	78	81	85	95
Q11 Ability to listen	86	82	65	78	82	86	96
Q12 Explanations	85	80	63	76	81	85	95
Q13 Reassurance	84	79	61	75	80	83	94
Q14 Confidence in ability	86	82	65	79	83	86	95
Q15 Express concerns/fears	84	80	62	76	80	84	94
Q16 Respect shown	88	84	68	80	84	87	95
Q17 Time for visit	84	78	59	74	79	83	93
Q18 Consideration	81	78	59	74	78	82	92
Q19 Concern for patient	83	79	60	75	79	83	93
Q20 Self care	82	78	61	74	78	82	92
Q21 Recommendation	85	81	60	78	81	85	95
About the staff							
Q22 Reception staff	73	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	73	72	51	69	72	76	83
Q24 Information of services	69	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	60	62	34	58	62	66	76
Q26 Illness prevention	65	65	42	62	65	68	79
Q27 Reminder systems	64	64	38	60	64	68	80
Q28 Second opinion / comp medicine	65	63	42	60	63	67	77
Overall score	71	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

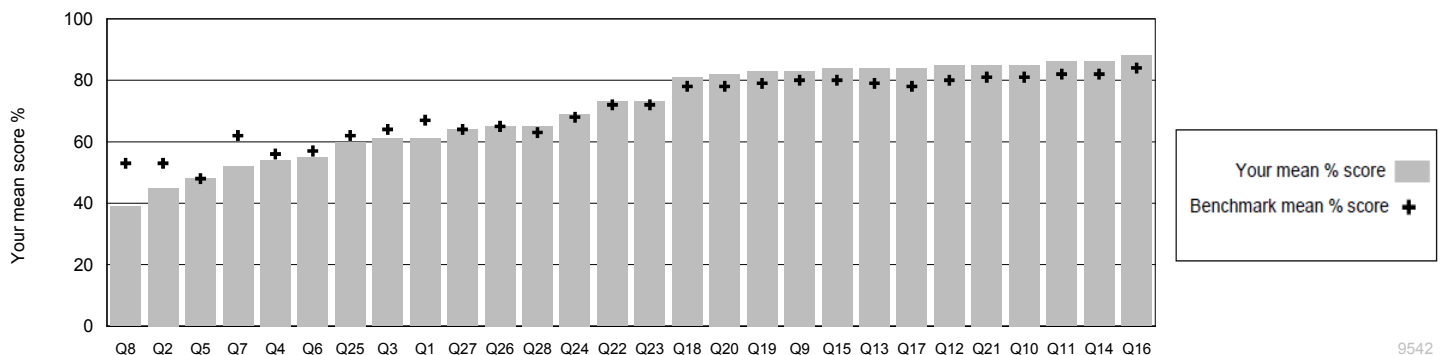
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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	19	68	69	50	65	70	74	83
25 - 59	116	72	70	47	66	70	74	87
60 +	124	70	72	50	69	72	75	85
Blank	22	70	69	51	64	69	74	89

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	166	70	70	48	67	70	74	86
Male	87	73	72	49	68	72	75	84
Blank	28	68	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	139	72	73	53	70	73	76	86
No	103	70	68	44	64	68	72	84
Blank	39	69	69	47	65	69	74	86

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	61	74	71	47	67	72	74	88
5 - 10 years	43	72	70	47	66	71	75	86
> 10 years	152	70	71	49	67	71	75	85
Blank	25	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	12/11/2013	18/02/2013	17/10/2011
Q1 Opening hours satisfaction	61	63	53	64
Q2 Telephone access	45	44	32	47
Q3 Appointment satisfaction	61	63	47	65
Q4 See practitioner within 48hrs	54	55	39	56
Q5 See practitioner of choice	48	50	35	51
Q6 Speak to practitioner on phone	55	56	43	58
Q7 Comfort of waiting room	52	54	47	59
Q8 Waiting time	39	42	33	44
Q9 Satisfaction with visit	83	84	71	84
Q10 Warmth of greeting	85	87	74	87
Q11 Ability to listen	86	88	76	87
Q12 Explanations	85	87	73	86
Q13 Reassurance	84	84	73	84
Q14 Confidence in ability	86	88	77	87
Q15 Express concerns/fears	84	85	73	85
Q16 Respect shown	88	89	78	89
Q17 Time for visit	84	85	72	85
Q18 Consideration	81	82	71	83
Q19 Concern for patient	83	84	73	84
Q20 Self care	82	82	70	82
Q21 Recommendation	85	86	74	86
Q22 Reception staff	73	70	64	70
Q23 Respect for privacy/confidentiality	73	72	64	71
Q24 Information of services	69	68	58	67
Q25 Complaints/compliments	60	61	51	62
Q26 Illness prevention	65	68	57	66
Q27 Reminder systems	64	65	53	65
Q28 Second opinion / comp medicine	65	64	51	64
Overall score	71	72	60	72

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 people to answer the phones if you did want to make an appointment.
- Two lines in the mornings - one for booked appointments, one for non-booked. Open doors 5 minutes before appointments start so you're not starting late from the get go.
- Seating arrangements inadequate.
- Please, please go back to appointments and stop the mayhem in the waiting room and car park.
- When you ring to see your doctor you never get appointment under 2 weeks. When you are feeling unwell, the last thing you want to do is wait to see a doctor for up to hour and a half or longer. You need to have timed appointments, and when you want to see your doctor you should not have to wait longer than 48 hours.
- Open doors at 8am to allow patients in to wait out of bad weather and introduce a number system for this so people don't miss their turn to be booked in.
- More opening later, helpful for working people.
- More doctors needed as I had to book my appointment three weeks in advance and this was still not with the doctor I would have liked to book with.
- Be on time! More availability to book appointments.
- Improve the allocation of same day appointments - length of waiting time to see doctor/nurse unacceptable.
- Too many pre-booked appointments for morning surgery.
- To be able to see one or two doctors regarding my problem rather than who is available.
- Increased opening hours.
- It's hard to get an appointment. Some of the reception staff are rude. Never go in on time for your appointed time.
- Probably more doctors as Chatteris grows rapidly.
- The staff, doctors and nurses are great. Poor things are overstretched due to the ratio of people needing help to the amount of staff available to see.
- Chairs in seating area very hard to sit on.
- More doctors.
- More nursing staff.
- Everything is very good except I think the amount of time spent waiting to see the doctor, this is too long.
- Chatteris is growing fast but the surgery has not. Needs a bigger car park, road and junction into. New road is not wide enough. Bigger waiting room.
- The surgery needs to be made bigger, as it is not growing with the amount of people living in Chatteris.
- Bigger surgery. Ability to be able to get someone to answer phones at 8:30am. More availability to pre-book appointments. Staff not to take coffee break all at same time making patients wait to ask a question.
- Improved contact with reception answering phone calls.
- Improved contact with reception.
- Much better now none appointment system in morning.
- Keep as you are.
- Return to booked appointments system.
- Put more seats out for everyone.

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?

- Only two things that I would recommend as an improvement is to provide more seats in the waiting area. Last thing to provide another notification system in the reception area and children's play area as it's not easy for those on a busy day if waiting near reception to know if they are being called.
- The surgery is a very busy practice and runs an excellent service. I have never been declined an appointment as needed - routine or urgent I have not encountered any problems with any staff at all and feel very happy with services provided.
- I'd like to be able to book appointment for a few days in advance online to fit in with work commitments (or give them advance notice). There are rarely opportunities to do this.
- I think it should be run like a deli counter. We get a number, next doctor available puts the number up and you go in.
- Employing reception staff that have people skills and a bit of enthusiasm for the job.
- I'd like to get an appointment when I'm ill, not after I have exhausted the pharmacy and my own first aid skills. A&E is for emergencies, but sometimes it's the only option!
- Best practice I have ever belonged to.
- The only concern is trying to make an afternoon appointment on the phone in the early morning as they seem to all been taken up.
- Improve parking! Even without the screening van, there is often no parking spaces and I have had to park on New Street.
- Have difficulty in getting through to someone, the phone can ring for ages and then holding. My prescriptions are sometimes either not ready or have not been authorised by a doctor. The delay causes me stress.
- Always satisfied and had good practice with doctors and staff.
- Open clinic too long wait with small children. Option to have an appointment.
- No, it's great.
- Maybe more doctors as surgery is always full.
- More doctors.
- Stop queuing outside in all weathers when you could go inside and sit down, a small ticket could be taken at the door to keep your place in the queue.
- Need for more availability to see regular GPs - not acceptable to wait weeks for appointments! Happier greeting receptionists. More professionalism needed. Need to be aware of details given out. Need separate staff answering telephone calls.
- More telephonists/receptionists at peak times.
- To not have the book by day service!
- Reception staff; brilliant! Every nurse or doctor I've ever seen have been great.
- Open weekends.
- In my case, everything is fine.
- Doctors have a very hard time, I don't think everyone appreciates the service they provide.
- More doctors, bigger waiting room. More space each day.
- Finding a way to offer more appointments without having to join the queue at open surgery - it's particularly tricky with small children.
- Giving 8:30 appointments is not realistic as you open at 8:30. By the time you see a receptionist, it could be 8:45am. This needs to change.

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?

- Revise the appointments system. The open surgery is a 'nightmare' much better with the telephone system. At present it is more like a 'cattle market' or a football match queue.
- This practice gives us what we need and when we need it. Reception staff are much improved and very helpful and polite.
- Freshen up waiting area.
- As a working member of the public, the lack of being able to make specific appointments within a couple of days very poor.
- Keep to appointment times. Allow patients to contact doctors and to get doctors to phone back and help/advise on phone or to come in and be seen - more time for others.
- Employ personable, helpful, less aggressive receptionists who seem to think they are the GPs and won't make you an appointment until you have gone through everything with them first.
- I have rang in on a late night surgery at 10am in the morning to find all appointments gone. Walk in surgery in the mornings I found that people already got appointment so you have to wait extra 1/2 hour or so, these people are behind you in the queue.
- Improve appointment system.
- More available appointments and when it's my daughter's one year vaccinations, don't have her waiting weeks for them.
- Background music not too loud, sometimes helps distract mind from pain.
- Increase amount of GPs, not enough pre-bookable appointments that aren't less than two weeks away.
- Not a fan of open clinic - difficult for patients who work full time.
- The present set-up is good. Just be patient and you will always be seen by a doctor on the day of your visit.
- You have so many patients to see! Can't see how you can improve with this overload.
- Have more GP appointments available online.
- Some days reception can be disorganised and some need further training in answering phones and listening to patients' concerns.
- The surgery is now extremely busy. Chatteris needs either a second surgery or expansion of existing surgery due to rapidly growing population. Waiting times can be 1-2 hours!

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?

- This doctor is a very good doctor, very friendly and reassuring.
- No, well satisfied with our doctor.
- No, well satisfied with our doctor.
- Keep this doctor.
- Nothing except we don't want him to leave.
- The doctors always display courtesy and professionalism. I always feel that have time to ask questions and never feel rushed.
- I'm satisfied with all doctors that have seen me.
- Be more consistent with time spent with each patient. If there is a complicated condition which will take 30 minutes to sort out them that patient could be given an appointment later in the day instead of making subsequent patients wait for one and a half hours to be seen.
- Considering treatment, no. Just regarding seeing fewer doctors.
- Being more available as part time GP only there twice a week.
- Excellent doctor and practice.
- More money from the government for health provision.
- Due to the growing amount of people attending this surgery, I feel that another practice is needed as all staff at the surgery are very stretched.
- Another surgery in Chatteris.
- Need more doctors on full time, not doctors few days a week!
- None - One doctor, lovely lady, credit to surgery!
- None, very satisfied.
- I found my own doctor very kind and helpful and interested.
- Excellent doctor.
- Nothing to add.
- None at present.
- The nurse is lovely. She makes my visits stress free. Thank you.
- Very good staff.
- Stay as you all are now. Many thanks to you all.
- The staff on reception are always very friendly, but there sometimes seems to be a communication problem, with regards to getting medication.
- Not enough specialist nurse appointments available.
- Nope, all been great!
- No - she was excellent.
- First visit to new doctor; action was taken to arrange an appointment within 48 hours.
- This doctor is a fantastic GP, always really helpful, understanding and knowledgeable.

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?

- More days at work.
- The doctor is very good.
- This doctor is brilliant, wouldn't see anyone else other than one other doctor who I also like. If I can't see this doctor, I find another doctor good too.
- This time I had this doctor and I was so shocked and happy with how she treated and spoke to me. Previously I have found other doctors rush and don't listen.
- This doctor was excellent. Disappointed with another doctor's listening skills. Appeared eager for me to leave.
- My doctor is superb - 'patient confidentiality' could not tell!
- None - very, very considerate and helpful.
- Wish this doctor did more days.
- I would like to have this doctor more times during the week as I feel less confident every time I need a doctor, I need to see another doctor. This doctor is a very special doctor, there are not many as she is, and after meeting her it is strange to see a different one. I would not change anything about her other than that.

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 = 281

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	9	41	97	79	49	6

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(9 \times 0) + (41 \times 25) + (97 \times 50) + (79 \times 75) + (49 \times 100)}{(281 - 6)} = 16,700/275$$

Your mean percentage score for Q1 = 61%

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	61

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.

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



Certificate of Completion

This is to certify that

George Clare Surgery

Swan Drive
New Road
Chatteris
Cambridgeshire
PE16 6EX

Practice List Size: 12222

Surveys Completed: 281

has completed the

Improving Practice Questionnaire

Completed on 17 December 2014



Michael Greco
Director



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