

Private and Confidential

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Improving Practice Questionnaire Report

Market Cross Surgery

December 2015



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23 December 2015

Dear Ms Allen

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=187650>

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

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	0	4	76	155	136	2
Q2 Telephone access	0	3	46	125	197	2
Q3 Appointment satisfaction	3	21	55	129	156	9
Q4 See practitioner within 48hrs	14	30	69	119	118	23
Q5 See practitioner of choice	20	54	80	121	76	22
Q6 Speak to practitioner on phone	8	37	71	107	81	69
Q7 Comfort of waiting room	2	13	73	120	160	5
Q8 Waiting time	12	61	109	104	64	23
Q9 Satisfaction with visit	0	1	20	92	253	7
Q10 Warmth of greeting	0	1	13	82	272	5
Q11 Ability to listen	0	2	12	84	269	6
Q12 Explanations	0	2	17	81	265	8
Q13 Reassurance	0	3	21	77	261	11
Q14 Confidence in ability	0	1	13	80	268	11
Q15 Express concerns/fears	0	4	14	85	258	12
Q16 Respect shown	0	1	11	66	284	11
Q17 Time for visit	0	3	19	87	254	10
Q18 Consideration	0	3	17	91	239	23
Q19 Concern for patient	0	0	22	77	254	20
Q20 Self care	0	1	22	89	230	31
Q21 Recommendation	1	0	16	63	265	28
Q22 Reception staff	0	6	24	84	253	6
Q23 Respect for privacy/confidentiality	0	5	27	88	243	10
Q24 Information of services	0	4	38	102	204	25
Q25 Complaints/compliments	0	8	52	131	143	39
Q26 Illness prevention	0	5	50	124	168	26
Q27 Reminder systems	2	18	54	116	150	33
Q28 Second opinion / comp medicine	0	11	50	96	126	90

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

Your patient feedback

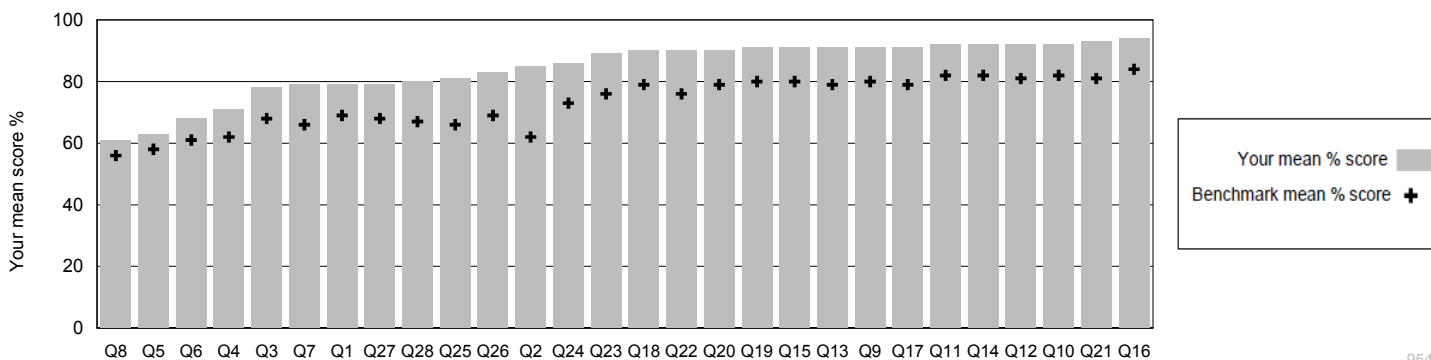
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	79	69	23	64	68	73	92
Q2 Telephone access	85	62	13	53	63	71	92
Q3 Appointment satisfaction	78	68	23	63	68	74	92
Q4 See practitioner within 48hrs	71	62	18	54	62	70	96
Q5 See practitioner of choice	63	58	22	48	57	65	95
Q6 Speak to practitioner on phone	68	61	25	54	61	67	92
Q7 Comfort of waiting room	79	66	27	60	66	71	90
Q8 Waiting time	61	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	91	80	41	76	81	85	97
Q10 Warmth of greeting	92	82	45	78	82	86	96
Q11 Ability to listen	92	82	46	78	83	87	97
Q12 Explanations	92	81	42	77	81	85	97
Q13 Reassurance	91	79	41	75	80	84	98
Q14 Confidence in ability	92	82	43	79	83	87	99
Q15 Express concerns/fears	91	80	45	76	81	85	96
Q16 Respect shown	94	84	49	80	85	88	98
Q17 Time for visit	91	79	38	75	80	84	96
Q18 Consideration	90	79	41	75	79	83	98
Q19 Concern for patient	91	80	43	76	80	84	97
Q20 Self care	90	79	38	75	79	83	97
Q21 Recommendation	93	81	41	78	82	86	99
About the staff							
Q22 Reception staff	90	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	89	76	43	72	76	80	96
Q24 Information of services	86	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	81	66	31	62	66	70	96
Q26 Illness prevention	83	69	34	64	68	72	96
Q27 Reminder systems	79	68	27	63	68	72	96
Q28 Second opinion / comp medicine	80	67	30	62	67	71	96
Overall score	85	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

*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



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	79	69	50	65	69	73	88
Q2 Telephone access	85	65	29	58	66	73	86
Q3 Appointment satisfaction	78	69	45	64	70	75	89
Q4 See practitioner within 48hrs	71	63	31	55	63	71	89
Q5 See practitioner of choice	63	59	32	51	60	66	87
Q6 Speak to practitioner on phone	68	61	35	55	61	68	86
Q7 Comfort of waiting room	79	66	42	60	66	72	86
Q8 Waiting time	61	55	26	49	56	61	83
About the practitioner							
Q9 Satisfaction with visit	91	80	59	76	81	85	93
Q10 Warmth of greeting	92	82	62	78	83	87	94
Q11 Ability to listen	92	82	61	78	83	87	94
Q12 Explanations	92	81	61	77	81	86	92
Q13 Reassurance	91	79	59	75	80	84	92
Q14 Confidence in ability	92	82	62	78	83	87	93
Q15 Express concerns/fears	91	80	59	76	81	85	92
Q16 Respect shown	94	84	64	80	85	88	94
Q17 Time for visit	91	79	56	75	80	84	91
Q18 Consideration	90	79	58	75	80	84	91
Q19 Concern for patient	91	79	57	75	80	84	91
Q20 Self care	90	78	58	74	79	84	90
Q21 Recommendation	93	81	59	77	82	86	92
About the staff							
Q22 Reception staff	90	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	89	76	58	73	77	80	91
Q24 Information of services	86	73	55	69	74	77	90
Finally							
Q25 Complaints/compliments	81	66	43	62	68	71	85
Q26 Illness prevention	83	69	47	65	70	73	87
Q27 Reminder systems	79	68	44	64	69	73	86
Q28 Second opinion / comp medicine	80	67	45	63	68	72	86
Overall score	85	73	53	70	74	78	88

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

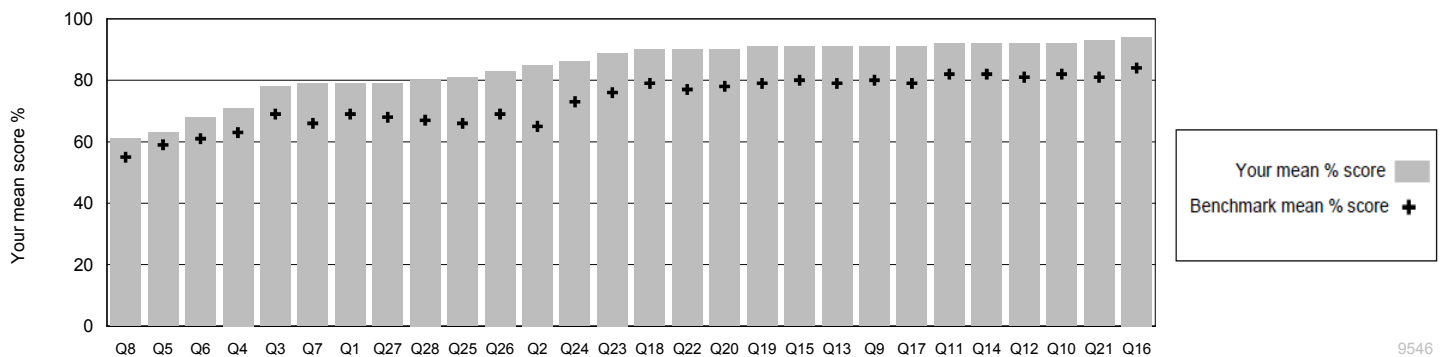
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*Based on data from 184 practices carrying out 263 surveys between April 2010 and March 2013 with 25 or more responses.

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 (4001-6000 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 (4001-6000 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	13	84	71	46	65	71	76	90
25 - 59	152	85	73	52	68	74	78	87
60 +	191	85	75	51	72	76	79	89
Blank	17	82	71	39	66	72	76	100

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	209	84	73	53	70	74	78	89
Male	142	85	74	52	70	75	79	87
Blank	22	85	72	44	66	72	78	98

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	248	85	75	57	72	76	80	90
No	78	82	70	48	65	70	75	88
Blank	47	86	72	48	67	72	77	93

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	117	84	73	52	68	73	78	94
5 - 10 years	69	86	72	52	68	74	78	87
> 10 years	164	84	74	53	71	75	78	91
Blank	23	84	71	43	66	71	78	92

*Based on data from 184 practices carrying out 263 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	28/11/2014	20/11/2013	08/01/2013
Q1 Opening hours satisfaction	79	75	73	77
Q2 Telephone access	85	82	79	81
Q3 Appointment satisfaction	78	74	72	73
Q4 See practitioner within 48hrs	71	63	63	59
Q5 See practitioner of choice	63	58	61	54
Q6 Speak to practitioner on phone	68	62	60	57
Q7 Comfort of waiting room	79	75	75	79
Q8 Waiting time	61	60	56	59
Q9 Satisfaction with visit	91	87	85	88
Q10 Warmth of greeting	92	88	87	91
Q11 Ability to listen	92	89	86	89
Q12 Explanations	92	88	85	90
Q13 Reassurance	91	87	85	89
Q14 Confidence in ability	92	89	87	90
Q15 Express concerns/fears	91	88	84	89
Q16 Respect shown	94	90	88	91
Q17 Time for visit	91	87	84	86
Q18 Consideration	90	86	84	87
Q19 Concern for patient	91	87	84	88
Q20 Self care	90	86	83	87
Q21 Recommendation	93	89	87	91
Q22 Reception staff	90	87	86	88
Q23 Respect for privacy/confidentiality	89	86	84	85
Q24 Information of services	86	83	81	79
Q25 Complaints/compliments	81	75	73	77
Q26 Illness prevention	83	75	74	78
Q27 Reminder systems	79	73	72	75
Q28 Second opinion / comp medicine	80	75	72	73
Overall score	85	80	79	81

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?

- Maybe open Saturday mornings.
- This has been my first appointment at the practice.
- Waiting times can be long. Waiting room is comfortable but echoes and radio noise were a problem when suffering from anxiety.
- I would like more updates to what services are available such as hearing tests or physiotherapists. Does the practice work alongside any complementary therapists? I also don't actually know who my GP is.
- Why change that which works so well.
- Couldn't find a better and caring practice. Full marks to everybody.
- No it's fine as it is.
- Q25-28 Haven't made use of these services therefore unable to answer. Long wait to see doctor of choice. Cannot book online appointment.
- Always there for me and husband who has dementia.
- Very happy with the attention I receive in every way.
- Would like to be able to see doctor of my choice earlier and more easily.
- No need to improve.
- The dispensary is sometimes slow. Appointments often run late.
- To be able to make appointments as requested in six weeks if this could be that done on day of visit instead of having to ring at a later time because the system isn't that long set up.
- Install a vending machine.
- The chairs are not very comfortable for a long session of sitting especially if you have hip problem.
- It would be good to know the names of the doctors in addition to this doctor. When GPs change it's not always easy to know who's who. Photo board?
- Less time waiting for repeat prescriptions (three days too long).
- Always very good so no adverse comments.
- Really can't fault anyone, we always get excellent care when we need it and advice.
- Overall very happy, would highly recommend.
- I think the practice is excellent.
- Waiting times could be reduced sometimes.
- More evening/weekend appointments.
- Wouldn't know about question 28, never asked at this practice. Been close with one doctor hence my visit today.
- It would be very helpful if there was a Saturday surgery.
- Appointment could be on time.
- Over the last few months I have been 'extremely' disappointed by the quality of diagnosis by locum doctors - both for me and my son. Misdiagnosis and lack of information.
- I am diabetic and was not reminded for a year about check-up and eventually booked in myself.
- More doctors.

Your patient feedback

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

Any comments about how this practice could improve its service?

- None. It's brilliant as it is.
- None, it is excellent.
- The staff (no clinical) are amazing.
- Waiting times. One doctor available more hours/days.
- The practice can't - it's perfect.
- As a disabled person the walk to the doctors' rooms is considerable. Txt reminders.
- Not so many on call GPs. To have a long standing doctor like one doctor would be ideal.
- Availability of doctors and appointments - too long to wait on occasions.
- My experience have always been excellent.
- Only small area is waiting times - however appreciate this often can't be helped. Perhaps offer 5/10/15 minute appointments? Otherwise any experience here has been positive.
- Waiting times to see a doctor or nurse could be better. From experience I have waited more than 45 minutes for my appointment.
- Better availability to make an appointment sooner. Ease of talking to a doctor over the phone. It's difficult to be in sit and wait clinic being a working mum of two.
- Not on this visit.
- Potentially comfier chairs in the waiting room, maybe some more artwork. A board of all the staff with their photos in reception, so you can identify who you're seeing.
- I can't fault the practice at all! Staff are polite and efficient. Keep up the excellent work!
- I have found consistency of doctors difficult and staff in the pharmacy hit and miss and told I'm one of over 3000 so not to complain!
- Always quick when I have had to bring my child in.
- More child friendly magazines and books.
- Obtaining appointment when required/ideal. Would I know be a luxury but this is an area that is challenging for all parties, i.e. resources. One doctor is excellent, very good at listening.
- It is a great asset to have this surgery. All staff including doctors helpful. Good communicators and empathic.
- Comfier chairs? Clear directions to toilets.
- All at Market Cross Surgery regardless of the role they fill ensure that the service given exceeds expectations.
- Customer service level from one receptionist is excellent, wish it would rub onto another receptionist with whom whose name I have never known as cannot see their badge! Very sad to say it as this practice has always provided a warm and helpful welcome.
- Better availability of female doctors. To keep female doctors longer in practice. When waiting room full, unable to hear some doctors call name, difficult for hard of hearing. Maybe a screen to see also? Keep this doctor!
- No problems at all - staff/doctors etc always very helpful. Last part - never needed info etc so rated as good.
- Longer opening times - evening appointments.
- Waiting time just too long.
- Keep up the good work!
- Very good.

Your patient feedback

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Any comments about how this practice could improve its service?

- No, it is very good.
- Great staff all round. Very friendly and helpful so I am well satisfied with the practice.
- For me to have some appointments until 7pm would be helpful and Saturday AMs.
- More continuity of doctors - staff seem to move on and new doctors come in far too often.
- Waiting time to see one doctor are quite long.
- More bookable appointments with doctor of choice within a decent timeframe. This gives confidence you have in being treated with continuity.
- Passing clipboards around patients is not very healthy. No sanitising products on reception desk.
- Can't fault anything whatsoever. An excellent service and fortunate to be living in this catchment area.
- No need to do more. Always superb care and ability from all staff.
- The practice should charge patient (£25) who do not show for appointments.
- Drinking water machine.
- Everything suits me just fine. Thank you.
- A more consistent availability of permanent doctors less short term 'fill in doctors'.
- Must be one of the best in the area.
- I don't need music in the waiting room.
- Very good.
- Not qualified.
- Just keep going, I could not manage without you.
- The scoring indicates my satisfaction.
- This is a very good practice.
- Mince pies and sherry!
- Keep up the good standard of care.
- Excellent.
- More permanent medical staff (doctors). Shortage of GPs a general problem.
- Just a very good service.
- Patients have to wait a long time to see doctor of choice.
- Cannot answer questions I have not experienced.
- I have no experience of either question 25 or 28 and so could not answer.
- The national problem of my main doctor being extremely busy but substitute avail.
- We have always been very impressed with the level of care at this practice. However, we don't always see the same doctor which would aid continuity.
- Not have to wait a month to see the doctor.
- None. This is the best practice I have ever been with.

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?

- Coffee machine. Water bowser.
- Better sound proofing in reception - extremely noisy and echoes. Installation of air conditioning much needed for warmer weather.
- Maybe a text reminder/confirmation service for injections and (SMS). General appointments - my dentist does this and I find it useful.
- Needs to be better resourced - but I am aware how difficult that is to achieve.
- I think the practice is very efficient and very good at its job.
- Cut waiting time down for doctors.
- Very satisfied.
- Would be convenient if we could use the telephone for a doctor more, rather than always making an appointment.
- The waiting area can get a bit stuffy - bit more fresh air would be beneficial.
- Waiting times are sometimes quite lengthy.
- Staff are always very pleasant to me.
- Improve acoustics in waiting area.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- No, they were very helpful and nice.
- This doctor is wonderful. You cannot improve on perfection.
- Nothing to improve. Excellent.
- No - the doctor is excellent.
- They are very caring and understand, no improvements are necessary.
- Excellent in every way.
- No need.
- Maybe more time given, but in present NHS pressure, understandably not possible!
- No - can't get any better!
- Overall very happy, would highly recommend.
- Being able to get an appointment with your doctor within 48 hours. Good doctors always seem to be booked up.
- Not really, I am very happy with the doctors at this surgery.
- No - this doctor is fabulous.
- No - excellent in all aspects.
- All the doctors are very good.
- Full time rather than part time! Only because they are so good!
- No. I always try to see this doctor as I have total confidence in them.
- Needs to work on time keeping - waited 30 minutes for my appointment.
- Keep nearer to appointment time.
- Time keeping clearly isn't their strong point. Was running 40 minutes late for my 10 minute appointment which made me late for another appointment. No acceptable.
- We have dealt with them for a long time and we have always found them to be very professional and extremely caring. Thank you!
- None - first class all the way.
- They are really good, listens to the patient full even when a child.
- No, this doctor has been fantastic to both myself and my family. Would highly recommend - the practice is lucky to have them.
- Very skilled and professional . Two receptionists efficient.
- No, very good.
- Would be exceptionally difficult to identify further improvements.
- The nurse has done an outstanding job. Lovely to get on with.
- Q27 - Do you have such a system?
- No, this doctor is great.
- Perfect!

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- No, very good.
- Nothing, they are excellent.
- No, very caring!
- None! They're perfect already.
- No need to do more, could not be better - really.
- Everything suits me just fine. Thank you.
- Keep the same level of service.
- Excellent.
- No they are all great.
- No need - excellent.
- Time keeping for appointments could be better.
- Practice requires extra, permanent GPs. There is a large turnover of locum doctors.
- I am totally happy with my GP. Don't let them retire.
- I visit the practice rarely and have always been satisfied with the service it offers, although on occasion I have not seen the doctor of my choice I have no complaints.
- This doctor tells me what I need to know. I always feel confident that what they decide is for the best. How can this doctor improve? No idea!
- Already first class!
- All the GPs and nurses have seen have been excellent friendly, supportive and caring.
- No improvement they are great.
- Nil, excellent GP.
- They are first rate practitioners and I feel very comfortable with their services.
- Keep up the friendly service, nothing further to say.
- Keep doing what you're doing docs, thanks.
- Was very impressed.
- Very nice.
- None excellent.

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 = 373

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	4	76	155	136	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (4 \times 25) + (76 \times 50) + (155 \times 75) + (136 \times 100)}{(373 - 2)} = 29,125/371$$

Your mean percentage score for Q1 = 79%

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	79

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

Market Cross Surgery

Bourne Road
Corby Glen
Grantham
NG33 4BB

Practice List Size: 4328

Surveys Completed: 373

has completed the

Improving Practice Questionnaire

Completed December 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.