

Private and Confidential

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Improving Practice Questionnaire Report

Market Cross Surgery

December 2016



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22 December 2016

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=196807>

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	0	7	56	126	110	3
Q2 Telephone access	0	4	36	100	157	5
Q3 Appointment satisfaction	3	16	57	106	118	2
Q4 See practitioner within 48hrs	11	39	66	95	73	18
Q5 See practitioner of choice	13	42	86	81	58	22
Q6 Speak to practitioner on phone	7	31	83	74	56	51
Q7 Comfort of waiting room	2	18	74	97	108	3
Q8 Waiting time	8	52	96	84	41	21
Q9 Satisfaction with visit	0	3	21	81	187	10
Q10 Warmth of greeting	0	0	20	74	196	12
Q11 Ability to listen	0	1	21	66	203	11
Q12 Explanations	0	3	21	78	189	11
Q13 Reassurance	0	5	18	79	190	10
Q14 Confidence in ability	0	1	19	66	208	8
Q15 Express concerns/fears	0	3	25	70	189	15
Q16 Respect shown	0	1	15	59	217	10
Q17 Time for visit	1	2	26	69	187	17
Q18 Consideration	0	2	29	70	179	22
Q19 Concern for patient	0	2	23	65	192	20
Q20 Self care	0	3	28	70	175	26
Q21 Recommendation	0	1	19	60	204	18
Q22 Reception staff	0	5	33	72	183	9
Q23 Respect for privacy/confidentiality	0	3	35	79	176	9
Q24 Information of services	0	12	36	85	150	19
Q25 Complaints/compliments	1	9	57	92	91	52
Q26 Illness prevention	2	8	54	106	103	29
Q27 Reminder systems	3	18	53	100	97	31
Q28 Second opinion / comp medicine	0	11	54	79	86	72

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

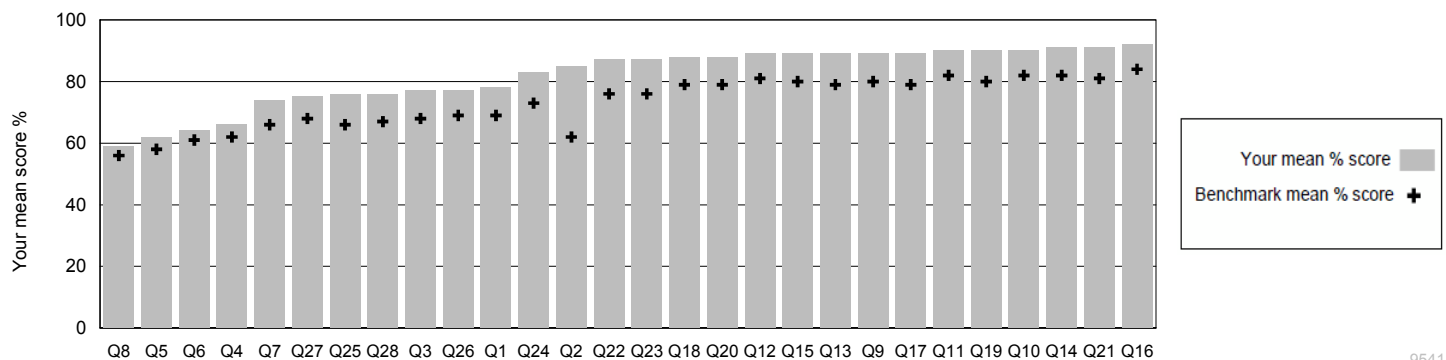
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	78	69	23	64	68	73	92
Q2 Telephone access	85	62	13	53	63	71	92
Q3 Appointment satisfaction	77	68	23	63	68	74	92
Q4 See practitioner within 48hrs	66	62	18	54	62	70	96
Q5 See practitioner of choice	62	58	22	48	57	65	95
Q6 Speak to practitioner on phone	64	61	25	54	61	67	92
Q7 Comfort of waiting room	74	66	27	60	66	71	90
Q8 Waiting time	59	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	89	80	41	76	81	85	97
Q10 Warmth of greeting	90	82	45	78	82	86	96
Q11 Ability to listen	90	82	46	78	83	87	97
Q12 Explanations	89	81	42	77	81	85	97
Q13 Reassurance	89	79	41	75	80	84	98
Q14 Confidence in ability	91	82	43	79	83	87	99
Q15 Express concerns/fears	89	80	45	76	81	85	96
Q16 Respect shown	92	84	49	80	85	88	98
Q17 Time for visit	89	79	38	75	80	84	96
Q18 Consideration	88	79	41	75	79	83	98
Q19 Concern for patient	90	80	43	76	80	84	97
Q20 Self care	88	79	38	75	79	83	97
Q21 Recommendation	91	81	41	78	82	86	99
About the staff							
Q22 Reception staff	87	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	87	76	43	72	76	80	96
Q24 Information of services	83	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	76	66	31	62	66	70	96
Q26 Illness prevention	77	69	34	64	68	72	96
Q27 Reminder systems	75	68	27	63	68	72	96
Q28 Second opinion / comp medicine	76	67	30	62	67	71	96
Overall score	82	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 (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	78	69	50	65	69	73	88
Q2 Telephone access	85	65	29	58	66	73	86
Q3 Appointment satisfaction	77	69	45	64	70	75	89
Q4 See practitioner within 48hrs	66	63	31	55	63	71	89
Q5 See practitioner of choice	62	59	32	51	60	66	87
Q6 Speak to practitioner on phone	64	61	35	55	61	68	86
Q7 Comfort of waiting room	74	66	42	60	66	72	86
Q8 Waiting time	59	55	26	49	56	61	83
About the practitioner							
Q9 Satisfaction with visit	89	80	59	76	81	85	93
Q10 Warmth of greeting	90	82	62	78	83	87	94
Q11 Ability to listen	90	82	61	78	83	87	94
Q12 Explanations	89	81	61	77	81	86	92
Q13 Reassurance	89	79	59	75	80	84	92
Q14 Confidence in ability	91	82	62	78	83	87	93
Q15 Express concerns/fears	89	80	59	76	81	85	92
Q16 Respect shown	92	84	64	80	85	88	94
Q17 Time for visit	89	79	56	75	80	84	91
Q18 Consideration	88	79	58	75	80	84	91
Q19 Concern for patient	90	79	57	75	80	84	91
Q20 Self care	88	78	58	74	79	84	90
Q21 Recommendation	91	81	59	77	82	86	92
About the staff							
Q22 Reception staff	87	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	87	76	58	73	77	80	91
Q24 Information of services	83	73	55	69	74	77	90
Finally							
Q25 Complaints/compliments	76	66	43	62	68	71	85
Q26 Illness prevention	77	69	47	65	70	73	87
Q27 Reminder systems	75	68	44	64	69	73	86
Q28 Second opinion / comp medicine	76	67	45	63	68	72	86
Overall score	82	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

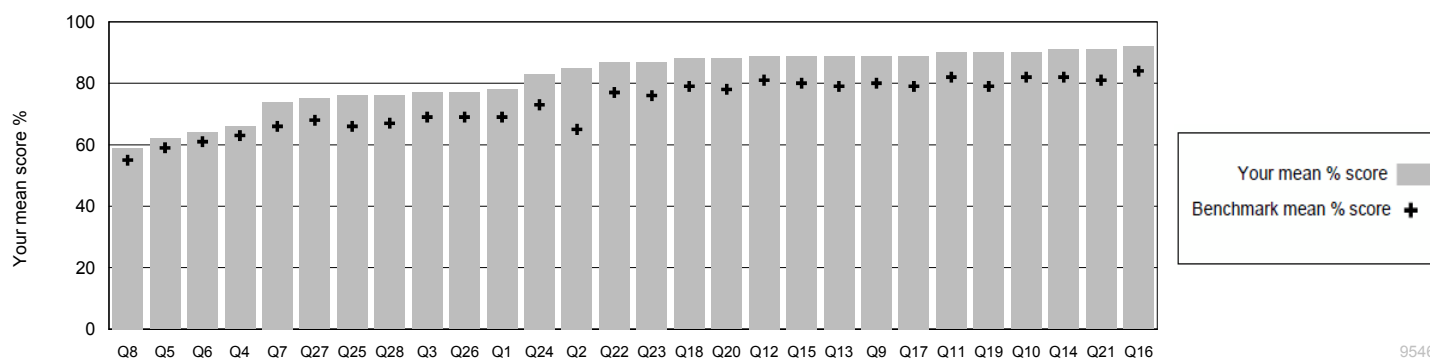
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*Based on data from 184 practices carrying out 263 surveys between April 2010 and March 2013 with 25 or more responses.

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	Maximum
Age								
Under 25	18	88	71	46	65	71	76	90
25 - 59	136	81	73	52	68	74	78	87
60 +	129	83	75	51	72	76	79	89
Blank	19	79	71	39	66	72	76	100
Gender								
Female	177	83	73	53	70	74	78	89
Male	102	82	74	52	70	75	79	87
Blank	23	78	72	44	66	72	78	98
Visit usual practitioner								
Yes	181	84	75	57	72	76	80	90
No	64	76	70	48	65	70	75	88
Blank	57	81	72	48	67	72	77	93
Years attending								
< 5 years	96	82	73	52	68	73	78	94
5 - 10 years	52	81	72	52	68	74	78	87
> 10 years	130	82	74	53	71	75	78	91
Blank	24	81	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	10/12/2015	28/11/2014	20/11/2013
Q1 Opening hours satisfaction	78	79	75	73
Q2 Telephone access	85	85	82	79
Q3 Appointment satisfaction	77	78	74	72
Q4 See practitioner within 48hrs	66	71	63	63
Q5 See practitioner of choice	62	63	58	61
Q6 Speak to practitioner on phone	64	68	62	60
Q7 Comfort of waiting room	74	79	75	75
Q8 Waiting time	59	61	60	56
Q9 Satisfaction with visit	89	91	87	85
Q10 Warmth of greeting	90	92	88	87
Q11 Ability to listen	90	92	89	86
Q12 Explanations	89	92	88	85
Q13 Reassurance	89	91	87	85
Q14 Confidence in ability	91	92	89	87
Q15 Express concerns/fears	89	91	88	84
Q16 Respect shown	92	94	90	88
Q17 Time for visit	89	91	87	84
Q18 Consideration	88	90	86	84
Q19 Concern for patient	90	91	87	84
Q20 Self care	88	90	86	83
Q21 Recommendation	91	93	89	87
Q22 Reception staff	87	90	87	86
Q23 Respect for privacy/confidentiality	87	89	86	84
Q24 Information of services	83	86	83	81
Q25 Complaints/compliments	76	81	75	73
Q26 Illness prevention	77	83	75	74
Q27 Reminder systems	75	79	73	72
Q28 Second opinion / comp medicine	76	80	75	72
Overall score	82	85	80	79

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?

- Able to get more early morning appointments.
- More funding.
- Excellent service.
- A lovely friendly practice.
- More holistic approach. Seize preventative opportunities when there is the chance.
- Question 22, not applicable as I have never had to make a complaint.
- Would love to see a water cooler/drinks machine.
- Reception staff can at times be stressed/busy and can at times come across as rude, both on phone and in person. On other occasions they are brilliant, but not consistent.
- Doctors seem to leave so regularly, rarely get to see the same one twice!
- Saturday service, even if only in the morning.
- I believe everyone at the centre is dedicated and very hard working. Thank you.
- Very satisfied with the way this practice is run.
- The issue of getting an appointment with a chosen doctor is not a criticism at all. It reflects on the pressures on the NHS. The practice could not do more, I do not think. Thank you!
- Totally satisfied.
- Maybe coffee machine or water machine.
- Maybe put television on in reception - sometimes the waiting is a bit long, and it gets boring waiting. Have no experience of out of hours service, so hope this would be adequate. Reminders for clinics and blood tests a little hit and miss on repeat prescriptions. Could be highlighted more prominently. Overall am very satisfied - but there is always room for improvement!
- Reduce waiting times on appointments. On average 30 minutes late.
- Always well looked after.
- We need new chairs.
- All the staff go out of their way at all times.
- I have moved to this practice specifically because their care and consideration for their patients was recommended to me, and I have found it exceptional on the two previous visits I have made here.
- Be given more funds to spend on its patients.
- Nothing could be improved.
- Nothing on the medical side, but more parking availability, at busy times especially, might be a consideration.
- This practice is second to none in my experience!
- I greatly appreciate the service both my husband and myself receive from this practice, and always speak highly of it to others.
- I have noticed that this year the waiting time for an appointment with the doctor has increased from around one week to three weeks!
- Certain receptionist could try listening, rather rude.
- Water machine, more inviting and comfier seats.

Your patient feedback

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

Any comments about how this practice could improve its service?

- I am very satisfied with the practice.
- Text message reminders would be good. May save missed appointments?
- When booking appointments via phone, the reception staff sometimes make it difficult to get an appointment by a series of questions. I understand the need to screen patients, but on occasions I have called and ended up without an appointment and called up on a different day, and been given an appointment. Questions such as "is it urgent?" - well no, otherwise I would be in A&E. The staff are always friendly and helpful face to face.
- Sit and wait service is great, but am often sat waiting a long time and if appointment is for one or both of my young children, this can be hard - would more spread out times/less people given the same time help?
- Doctor and patient respect - as a mother I'm often made to feel neurotic and over concerned, however we have never been without cause or left without medication!
- Self service check in. Display for wait times. Online appointment scheduling.
- Waiting times to see some doctors are too long - both with the making of the appointment and in the waiting room! Some of the receptionists are not that approachable!
- Given a specified appointment time, the wait is very long with no explanation.
- Everything is satisfactory.
- Mostly excellent - very lucky to have such good service. The opportunity to speak to a doctor, rather than take up an appointment may be beneficial if it could be arranged. Some calming music would be far better whilst waiting for appointments.
- Slightly more comfortable chairs in waiting room.
- More doctor's appointments.
- Nothing, everything is brilliant.
- Reception is very difficult to get to understand the urgency of doctor's appointment requirements.
- I like the practice. Really friendly and helpful staff.
- No, I find the doctors very good.
- To have an "on call/emergency" doctor that hasn't got a list of patients to see in the practice at the same time! Able to book emergency appointments a day in advance, i.e. book an emergency appointment for Thursday (on Wednesday), due to A&E at Grantham only being open certain hours too!
- I have always been happy about the service given.
- Not having to wait two weeks to see a doctor, and more lady doctors.
- Waiting times are long at times. Up to 45 minutes to go in for appointment. Also trying to get an appointment is ridiculous.
- Reception staff excellent, and doctors all very understanding. Prescription and dispensing staff also excellent.
- Waiting times, some days I've only waited minutes, other times I've been waiting for 60 minutes.
- First visit - unable to comment on most questions.
- The chairs with arms are extremely uncomfortable for the base of spine.
- Great as always.
- Very poor library selection. Chairs a bit hard, however spotlessly clean waiting room.
- By and large, it is as good as it could be. No complaints.

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?

- A good surgery. Have every confidence in it.
- First visit - unable to comment on most questions.
- Do not try to fix that which isn't broken.
- Softer chairs in reception! Reminders by SMS/email.
- Not sure they can. In my experience (many years), this is an excellent practice.
- No, new premises and facilities are excellent from a patient's point of view. A good example for other practices.
- Don't need to. It's very good.
- This is a very good/excellent practice.
- Keep doing the same things.
- Overall, excellent.
- Provide a Saturday surgery.
- An excellent practice in all respects. Minor surgery facilities could be extended. Plus Physiotherapy.
- I haven't been a patient long, but I feel just like one of the family.
- An excellent practice, I have been in Grantham for 16 years now, I stayed with this practice as they have always helped with any issues I have, and I feel like I cannot trust another doctor as much as mine who was been my GP since I was a child. 10/10.
- This is only my second visit to the practice as a patient myself. I personally have had no issues, however my partner has been treated unfairly by a particular member of reception staff.
- Better chairs in waiting area - bit hard for the older people to sit in for a length of time.
- No - excellent practice.
- I cannot speak highly enough about all of the staff at this practice. Excellent.
- All okay here.
- Longer opening hours for people who work, and can't get an appointment outside of office hours at the present moment.
- The time it takes to see one's own doctor, on average three weeks for a routine (non-emergency) appointment. The sometimes lack of late afternoon/early evening appointments, e.g. up to 6pm.
- Being able to always see the same doctor would be good.
- None thank you, keep up the excellent advice.
- Cannot collect prescription from pharmacy because no longer a resident in immediate area, so email prescription to another pharmacy would help save the planet in fuel cost!
- Message appointment times to mobiles.

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 holistic approach.
- No - excellent.
- No, well done and thank you.
- I have had excellent care from this practice.
- No - she is always very caring.
- No, she was fantastic, listened, explained, advised. Couldn't wish for a better consultation.
- Totally satisfied.
- Excellent doctor. Very reassuring and helpful.
- No, he's terrific.
- I found this practitioner amazing, I am a healthcare professional myself and she treated me with kindness and professionalism. She did not talk down to me, but still gave me the information I needed - I would recommend her to anyone.
- Be given more support from the Government to further deliver the excellent quality of care that I already receive!
- Completely satisfied.
- Don't think this is possible - already excellent.
- Nothing.
- She is awesome already.
- None!
- None, he is fantastic.
- She was very nice, kind, and friendly.
- None, she was lovely.
- The nurse was warm and welcoming, as always.
- The doctor was fantastic and went the extra mile to help.
- Have used this service only a few times.
- No. Very informative and knowledgeable. Great service.
- None. We are totally satisfied with the service.
- Warm hands!
- Very satisfied with this doctor - many years as a patient.
- The standard is excellent.
- No - very caring and competent.
- Very good, she seems to enjoy her role a lot more these days.
- Value an experienced GP.
- Again, excellent service, cannot fault anyone who works in this surgery. A great run service all round.

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?

- None - very thoughtful of my personal situation, treated as an individual - very pleased with how my visit was handled.
- Very good as it is.
- All okay here.
- Excellent.
- The three doctors I have seen are all charming and extremely helpful with their advice.

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 = 302

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	7	56	126	110	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (7 \times 25) + (56 \times 50) + (126 \times 75) + (110 \times 100)}{(302 - 3)} = 23,425/299$$

Your mean percentage score for Q1 = 78%

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	78

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: 4414

Surveys Completed: 302

has completed the

Improving Practice Questionnaire

Completed December 2016



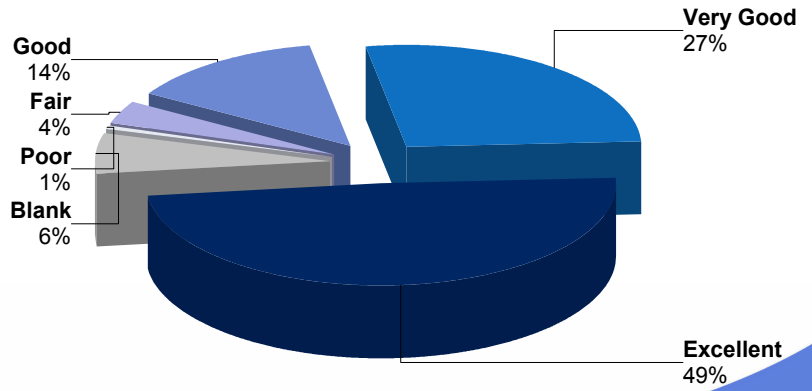
Michael Greco
Director



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.

90%

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



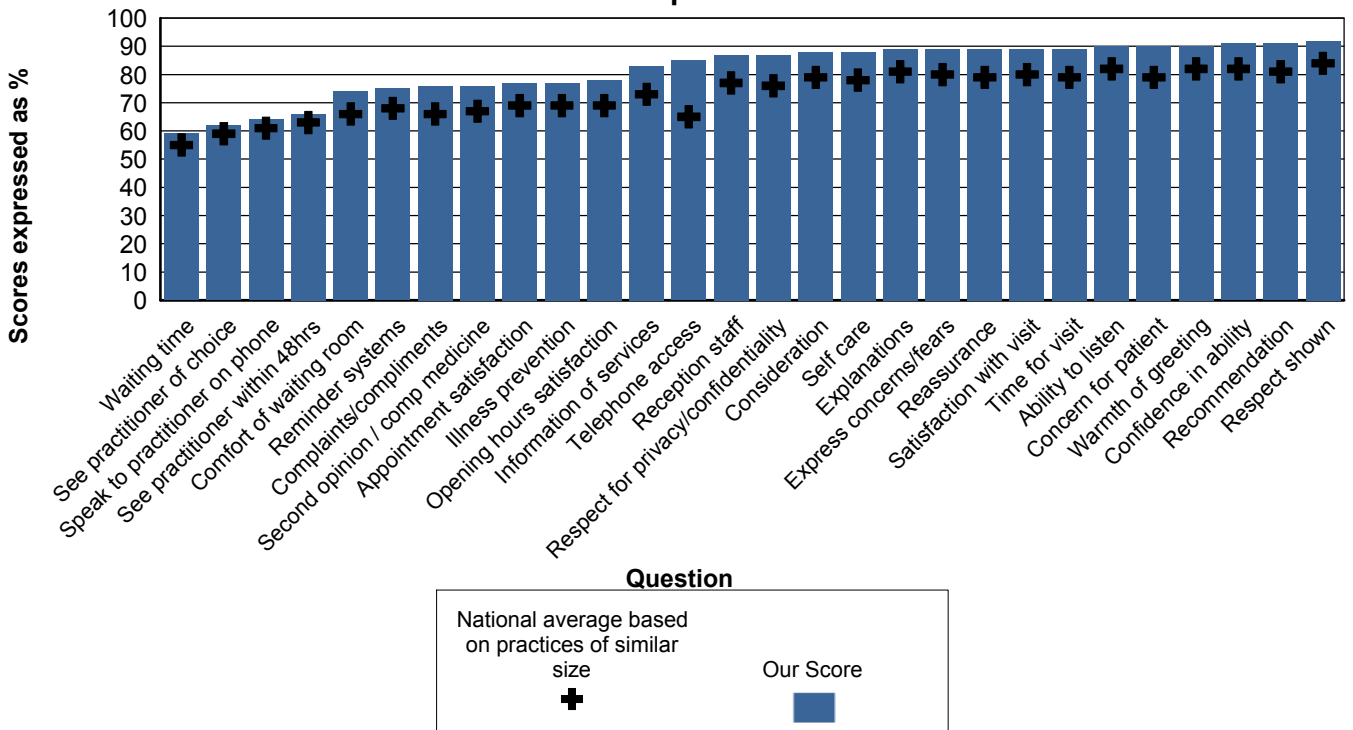
Thank you for your participation in this survey

Patient Experience Survey Results 2016/2017 Market Cross Surgery



"Striving towards excellence"

Overall practice scores



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

