

Private and Confidential

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Improving Practice Questionnaire Report

Market Cross Surgery

December 2014



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10 December 2014

Dear Mrs Senescall

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=178940>

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	1	16	85	165	118	4
Q2 Telephone access	0	5	57	151	170	6
Q3 Appointment satisfaction	6	24	84	141	131	3
Q4 See practitioner within 48hrs	22	46	104	97	91	29
Q5 See practitioner of choice	27	59	117	87	71	28
Q6 Speak to practitioner on phone	18	35	103	87	67	79
Q7 Comfort of waiting room	1	23	89	133	140	3
Q8 Waiting time	14	61	125	107	63	19
Q9 Satisfaction with visit	0	3	38	115	227	6
Q10 Warmth of greeting	2	3	31	98	248	7
Q11 Ability to listen	2	2	27	106	245	7
Q12 Explanations	2	3	35	101	239	9
Q13 Reassurance	3	3	38	97	239	9
Q14 Confidence in ability	1	2	34	91	255	6
Q15 Express concerns/fears	0	4	37	99	241	8
Q16 Respect shown	1	2	25	86	268	7
Q17 Time for visit	0	4	34	114	225	12
Q18 Consideration	1	2	38	115	205	28
Q19 Concern for patient	1	5	36	103	223	21
Q20 Self care	1	1	45	104	206	32
Q21 Recommendation	1	4	29	95	239	21
Q22 Reception staff	0	5	28	122	226	8
Q23 Respect for privacy/confidentiality	0	2	38	131	206	12
Q24 Information of services	0	4	56	127	177	25
Q25 Complaints/compliments	1	10	80	124	108	66
Q26 Illness prevention	0	13	94	125	121	36
Q27 Reminder systems	3	20	90	116	114	46
Q28 Second opinion / comp medicine	3	10	69	90	103	114

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

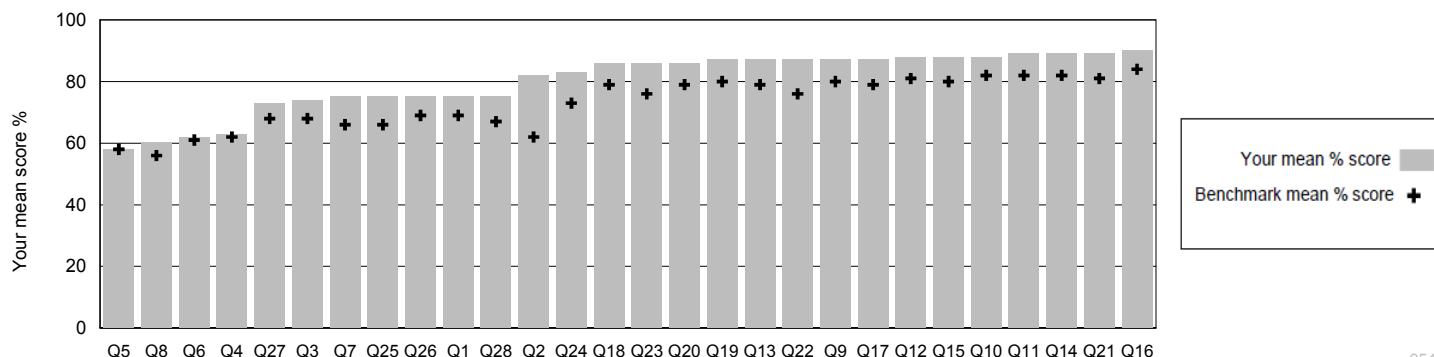
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	75	69	23	64	68	73	92
Q2 Telephone access	82	62	13	53	63	71	92
Q3 Appointment satisfaction	74	68	23	63	68	74	92
Q4 See practitioner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

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

9541

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

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



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (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	75	69	50	65	69	73	88
Q2 Telephone access	82	65	29	58	66	73	86
Q3 Appointment satisfaction	74	69	45	64	70	75	89
Q4 See practitioner within 48hrs	63	63	31	55	63	71	89
Q5 See practitioner of choice	58	59	32	51	60	66	87
Q6 Speak to practitioner on phone	62	61	35	55	61	68	86
Q7 Comfort of waiting room	75	66	42	60	66	72	86
Q8 Waiting time	60	55	26	49	56	61	83
About the practitioner							
Q9 Satisfaction with visit	87	80	59	76	81	85	93
Q10 Warmth of greeting	88	82	62	78	83	87	94
Q11 Ability to listen	89	82	61	78	83	87	94
Q12 Explanations	88	81	61	77	81	86	92
Q13 Reassurance	87	79	59	75	80	84	92
Q14 Confidence in ability	89	82	62	78	83	87	93
Q15 Express concerns/fears	88	80	59	76	81	85	92
Q16 Respect shown	90	84	64	80	85	88	94
Q17 Time for visit	87	79	56	75	80	84	91
Q18 Consideration	86	79	58	75	80	84	91
Q19 Concern for patient	87	79	57	75	80	84	91
Q20 Self care	86	78	58	74	79	84	90
Q21 Recommendation	89	81	59	77	82	86	92
About the staff							
Q22 Reception staff	87	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	86	76	58	73	77	80	91
Q24 Information of services	83	73	55	69	74	77	90
Finally							
Q25 Complaints/compliments	75	66	43	62	68	71	85
Q26 Illness prevention	75	69	47	65	70	73	87
Q27 Reminder systems	73	68	44	64	69	73	86
Q28 Second opinion / comp medicine	75	67	45	63	68	72	86
Overall score	80	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

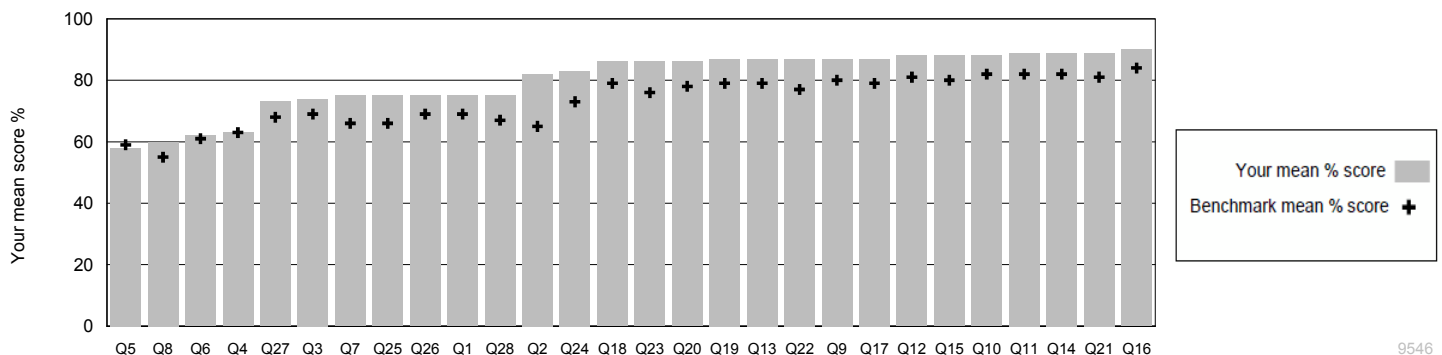
9546

*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	31	81	71	46	65	71	76	90
25 - 59	180	81	73	52	68	74	78	87
60 +	159	81	75	51	72	76	79	89
Blank	19	72	71	39	66	72	76	100
Gender								
Female	235	81	73	53	70	74	78	89
Male	132	80	74	52	70	75	79	87
Blank	22	76	72	44	66	72	78	98
Visit usual practitioner								
Yes	235	83	75	57	72	76	80	90
No	99	76	70	48	65	70	75	88
Blank	55	79	72	48	67	72	77	93
Years attending								
< 5 years	122	83	73	52	68	73	78	94
5 - 10 years	68	80	72	52	68	74	78	87
> 10 years	173	80	74	53	71	75	78	91
Blank	26	73	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.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	20/11/2013	08/01/2013	17/11/2011
Q1 Opening hours satisfaction	75	73	77	76
Q2 Telephone access	82	79	81	84
Q3 Appointment satisfaction	74	72	73	79
Q4 See practitioner within 48hrs	63	63	59	75
Q5 See practitioner of choice	58	61	54	72
Q6 Speak to practitioner on phone	62	60	57	72
Q7 Comfort of waiting room	75	75	79	65
Q8 Waiting time	60	56	59	64
Q9 Satisfaction with visit	87	85	88	90
Q10 Warmth of greeting	88	87	91	92
Q11 Ability to listen	89	86	89	91
Q12 Explanations	88	85	90	90
Q13 Reassurance	87	85	89	88
Q14 Confidence in ability	89	87	90	92
Q15 Express concerns/fears	88	84	89	89
Q16 Respect shown	90	88	91	92
Q17 Time for visit	87	84	86	88
Q18 Consideration	86	84	87	88
Q19 Concern for patient	87	84	88	89
Q20 Self care	86	83	87	89
Q21 Recommendation	89	87	91	91
Q22 Reception staff	87	86	88	88
Q23 Respect for privacy/confidentiality	86	84	85	88
Q24 Information of services	83	81	79	86
Q25 Complaints/compliments	75	73	77	80
Q26 Illness prevention	75	74	78	81
Q27 Reminder systems	73	72	75	80
Q28 Second opinion / comp medicine	75	72	73	81
Overall score	80	79	81	84

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?

- Very happy.
- Great practice. Warm, friendly staff!
- Really impressed.
- Water cooler in waiting room. More information about the doctors on duty, e.g. regular doctors could have photos in waiting room stating their days. When you phone you never seem to know which doctor you are going to see.
- This practice I cannot fault in any way. I am always treated with respect and care. I have a fear of coming to doctors/nurses because of wasting their time. I'm always reassured and made to feel my problem is valid.
- Appointment on time - often wait 20+ minutes after appointment time to be seen. However, the practice is keen to put up notices of missed appointments. What would happen if all those missed turned up? Often many days before you can get an appointment.
- It has taken 8 days before I could make an appointment that wasn't classed as an 'emergency'. I work throughout the week so find it hard to make use of the 'sit and wait' service. You are taking on new patients but do you have the right number of doctors to cater for the increased demand?
- Seems to me to be doing very well indeed!
- I am supposed to have my blood levels checked every year - but there seems no process for this and I have to remember?
- Just waiting times!
- Answers to 25-28 unknown at present, the rest - needs no improvement!
- My first visit to the practice is very reassuring.
- None whatsoever.
- Appointment card to be card, not paper slips (latter slips through older hands!).
- Very happy - no comments.
- You're treated as a person, not a number.
- Service good as it is.
- More appointments on internet. Also, difficulty getting appointment in reasonable time with preferred doctor.
- Up to now I have no complaints about any of the services offered to me by receptionists or doctors. They always make me feel welcome and try their best to accommodate my needs.
- I have always been well looked after each and every time I visit, I don't think you could improve on this.
- More confidentiality at reception desk.
- Not really as I have never had any complaints in the last 20 years and I feel we are very fortunate to have this level of service. Staff go the extra mile to be able to help.
- Excellent already, no improvement needed.
- This practice runs like a well-oiled machine.
- None, we have one of the best.
- I would like some feedback on results of any tests carried out. I still don't know how I tested from the well-woman investigation.
- Waiting times could be improved.
- It's excellent as it is!

Your patient feedback

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Any comments about how this practice could improve its service?

- With respect to question 23, it is difficult for reception staff to do this within an open plan waiting room/reception desk.
- The length of time to get an appointment with this doctor is very poor, also the time to get a quick appointment. Chairs in waiting room not comfortable, also row of 'back to back' chairs not a good design as you feel you have to lean forward.
- Higher chairs in waiting room.
- Could not be improved on!
- Reduce waiting times. Otherwise, brilliant!
- It would be good if early or late appointments were reserved for people who have to work, i.e. before 9am or after 5pm.
- Confidentiality at reception desk, especially when dealing with phone calls.
- Nothing. I think they do an excellent job, hopefully that will continue for many years to come.
- Not aware about reminder systems really.
- The only improvement for myself would be evening regular appointments after work.
- Couldn't answer Q28, never needed to get a second opinion.
- Telephone automated service is poor. Shorter waiting times - reception staff giving relevant information on this.
- None, the service is very good. Staff always polite and friendly.
- Perfect practice. Do not change.
- Excellent practice, staff are fantastic. Access to a water cooler in the waiting room would be brilliant.
- Regular 'MOTs' for elderly patients or those with existing conditions.
- Water cooler.
- Evening and weekend opening hours.
- I know it can't be helped but sometimes appointments overrun, which can be annoying.
- Drinking fountain.
- More available appointments at short notice with doctor of choice. Is excellent can see a doctor on the same day as phoning, but would like to be able to make an appointment with doctor of choice quicker than 1-2 weeks. More evening appointments.
- This doctor needs to improve on being more welcoming and reassuring - she seemed like I was wasting her time.
- I think the practice is good enough.
- No, however there could be something to give an idea on how long the waiting time is to see the doctor and if they are running late.
- To be open at weekends.
- Allocation of appointments so don't overrun. Waiting time displayed. Doctors to speak slowly and clearly when calling patients - difficult to hear when busy or noisy.
- Waiting room echoes and is hard to hear when called. Chairs are not very comfortable.
- Getting an appointment seems to have changed in last 6 months - average time = 2 weeks waiting, getting in within the 7 days would be acceptable. Keeping patients advised on waiting time.

Your patient feedback

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Any comments about how this practice could improve its service?

- No - problems with getting appointment slots are more a fault of my own irregular hours.
- We have been patients here for about 25 years and would not want to change doctors. My children are grown up but still attend this practice and would hesitate to go anywhere else. Your service has always been very good.
- Carry on with the good work. Everything is great - you would have to go a long way to get a better service.
- Evening appointments available sooner. We had to wait 10 days! But it wasn't an issue that required an emergency or short-term appointment.
- Nothing needs to be improved, very happy.
- Excellent practice.
- The only thing I can honestly say that I would ever have a problem with is receptionist phone manner. I sometimes feel that we are ringing up because we are ill and somehow inconveniencing them.
- Not much, staff lovely. Comfier chairs?
- It is very difficult to get an appointment with your own doctor which is quite frustrating when it is an ongoing problem. When the doctor gives you an extended time to see him next, you can't book the appointment in advance if it's too far in the future.
- Longer opening hours are always welcome.
- No suggestions, more than happy with the service.
- Make it easier to see doctor. On this occasion I had to wait approximately 2 weeks.
- Better opening hours in the evenings and earlier in mornings. Also perhaps Saturday morning appointments. Can be a long wait to see a doctor at a time that suits when I work full time.
- More use of technology, e.g. email, online booking and reminders about appointments via text or phone or email.
- To save the doctor/nurse walking up the corridor have a box on the wall in the waiting room and possibly a numbered system. Patient is given certain number which relates to the appointment time, doctor, nurse, they, when ready push their buzzer and patient is alerted and arrives at doctor's door - hence saving time and also patient can be hear straight away who is being called (what number).
- For the very elderly, some higher more comfortable chairs in waiting room.
- None I can think of.
- If it was open longer hours for people that work. Weekend opening. Shorter waiting times for appointments.
- Cannot answer a lot of these questions as I visit very infrequently.
- Really delighted with this practice and the doctors, nurses, pharmacy and reception staff. Can't thank or praise them enough. Thank you.
- No problems with this surgery at all.
- Staff and service provided is generally very good.
- Glad I am a patient.
- Not a thing, exceptional service.
- Quite happy as it stands.
- More doctors.
- Very good indeed - very happy as is at present.

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 was really surprised at the number of DNAs. I guess it is a universal problem and apart from fining people who probably wouldn't pay - I have no constructive ideas. Obviously sometimes circumstances arise that mean appointments have to be cancelled, how are these stats presented?
- Being seen at appointed times.
- Never felt the need to seek a second opinion, so cannot comment on Q28. GPs should have the time to deal with more than one complaint per visit.
- Getting too many patients?
- Very friendly and efficient.
- None, very happy with existing service.
- In my opinion the practice and premises are first class, modern and forward looking. Parking is very good. The pharmacy deal with prescriptions in an efficient manner which saves time and considerable mileage. Water/drinks machine?
- Appointment times usually run late.
- It would be a great help if we would get new batteries here for ear plugs rather than go to the hospital.
- Good practice. Good staff.
- There is nothing at the moment.
- Good work, keep it up.
- Not getting reminders for making appointments.
- Keep up the great work.
- Only marked good as I am unaware or have not had a need for this services.
- Nothing needs improving.
- Just maintain present standards.
- I am very satisfied with the practice in all respects and have no complaints or suggestions.
- I am reasonably new to the area but this practice is better than any of my previous.
- Offering a wider range of pre-bookable appointments online would be appreciated. Every time I have checked, there is only one appointment available and then I have to call.
- Better seating and more men's magazines.
- Coffee machine. All good really.
- I came in to change my address, it was mid-afternoon with not one person. I began to fill out a simple form and was asked to sit down, why? I feel this was rude.
- It normally takes a long time to see my preferred doctor.
- I would like automated reminders via text or email.
- Some delay in being able to get an appointment - 2 weeks. I am aware that there is a walk-in clinic, but I don't have time to sit and wait.
- Overall I find the practice excellent - thank you to all the staff.
- Disappointed recently on ordering a repeat prescription, to be told several days later when attempting to collect it, that I would need to make an appointment with the doctor before I could have prescription, had to wait three days for appointment.

Your patient feedback

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

Any comments about how this practice could improve its service?

- More timely appointments (2 week wait).
- Was disappointed that I had to wait an hour to see the doctor - this is one of the reasons we left our last surgery.
- I cannot speak more highly of every aspect of this practice. All staff are efficient, kind and considerate and I would say this is a model practice and a real credit to the NHS.
- I feel lucky to have such a good service!
- Very fair online bookings available.

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?

- Lovely, caring person.
- The practitioners here are always extremely kind, patient interested and very caring. Always go beyond in terms of help when needed, especially if phone consultation needed for INR problems.
- I have always been very happy with the interactions I have had with this nurse - either regarding my own treatment or her treatment of my children.
- The GP I saw was very considerate and lovely, a really lovely lady.
- Not to have Monday's off as I couldn't get an appointment for weeks.
- First and whole experience was excellent. Very reassured that if health problems arise, they will be treated very well.
- Excellent standard.
- None whatsoever.
- Very happy, no comments.
- No, she is excellent.
- Is a little unfortunate that am not always able to see the same doctor but that only goes to show how good they are as they are always busy, so really not a bad comment as they can't cut themselves in half!
- She was very good.
- None, she is already top draw!
- No. They work very, very hard.
- No problems at all.
- Super nurse.
- None. This doctor has always been good, caring and a joy to have as our doctor.
- The nurse practitioner took all my health into consideration, not just the check up I was booked for.
- None - Mary is fantastic!
- None - always good.
- Timings, perhaps spread out the appointments more as often runs late! However, important to maintain the quality/time allocated to each appointment.
- Nothing, lovely doctor.
- Seeing your usual GP - you may have to wait 4-10 days, but if urgent I have always been offered an appointment within 48 hours with another GP. Nursing staff also excellent.
- None, all wonderful!
- Faultless.
- Practice is lovely overall.
- Good enough.
- To be on time.
- Timekeeping - early appointment - waiting 15 minutes.
- No, brilliant.

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?

- Was very nice and friendly.
- I've seen other doctors at this practice since one doctor's departure and I think this doctor is the best out of them all. She is an asset to your practice and reputation. Thank you.
- Very happy already.
- Try and stick to appointment times - always have to wait at least half an hour.
- No. Excellent overall!
- Very good service so far.
- Very helpful.
- No - they're all excellent.
- No, she is excellent.
- Cup of coffee!
- I couldn't comment on this.
- Nurses are all very good.
- No improvement required - excellent!
- A little bit warmer.
- She seems to be too busy!
- None, couldn't be better.
- I like this doctor and one other, and I cannot provide any improvement ideas. I have always been treated very well.
- No, they are extremely competent with a charming manner of working to help. We are most fortunate.
- Take care of your problem.
- Nothing at all.
- No improvement needed.
- No sensible comment!
- Seeing patients on time, but this is not 100% the doctor's fault.
- My only negative comments relate to Q4. It took a week to be consulted on my completed vaccination form (online). After then getting advice on required vaccination, I have had to wait a further week plus to get an appointment. This seems quite a long wait. Probably not the nurse's fault.
- No - just keep up the excellent work!
- To treat all patients with the same regard, irrespective of weight.

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 = 389

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	16	85	165	118	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (16 \times 25) + (85 \times 50) + (165 \times 75) + (118 \times 100)}{(389 - 4)} = 28,825/385 = 75\%$$

Your mean percentage score for Q1 = 75%

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	75

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: 4150

Surveys Completed: 389

has completed the

Improving Practice Questionnaire

Completed on 10 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.