

**Private and Confidential**

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# Improving Practice Questionnaire Report

Grange Road Surgery

December 2013



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17 December 2013

Dear Ms Rose

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=164133>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

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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	3	37	99	72	25	4
Q2 Telephone access	43	76	65	43	8	5
Q3 Appointment satisfaction	14	45	78	72	28	3
Q4 See practitioner within 48hrs	40	59	75	38	21	7
Q5 See practitioner of choice	35	62	78	37	20	8
Q6 Speak to practitioner on phone	14	40	96	42	26	22
Q7 Comfort of waiting room	6	42	101	55	29	7
Q8 Waiting time	16	84	86	34	11	9
Q9 Satisfaction with visit	0	13	67	69	85	6
Q10 Warmth of greeting	1	8	65	66	93	7
Q11 Ability to listen	1	8	61	57	106	7
Q12 Explanations	0	9	62	66	95	8
Q13 Reassurance	1	8	68	66	87	10
Q14 Confidence in ability	1	8	57	54	110	10
Q15 Express concerns/fears	1	9	60	63	97	10
Q16 Respect shown	1	7	60	57	106	9
Q17 Time for visit	2	9	66	61	92	10
Q18 Consideration	0	7	72	56	91	14
Q19 Concern for patient	0	7	70	59	91	13
Q20 Self care	1	6	66	63	86	18
Q21 Recommendation	1	7	53	65	98	16
Q22 Reception staff	2	20	68	77	65	8
Q23 Respect for privacy/confidentiality	3	22	83	60	60	12
Q24 Information of services	1	31	74	65	50	19
Q25 Complaints/compliments	9	28	93	54	25	31
Q26 Illness prevention	4	25	93	69	30	19
Q27 Reminder systems	5	34	95	53	38	15
Q28 Second opinion / comp medicine	4	23	91	39	30	53

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

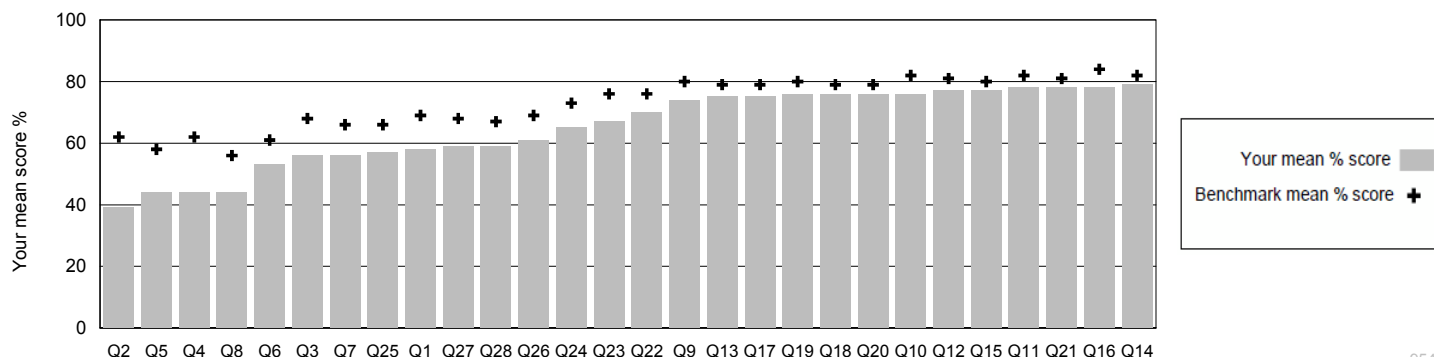
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	58	69	23	64	68	73	92
Q2 Telephone access	39	62	13	53	63	71	92
Q3 Appointment satisfaction	56	68	23	63	68	74	92
Q4 See practitioner within 48hrs	44	62	18	54	62	70	96
Q5 See practitioner of choice	44	58	22	48	57	65	95
Q6 Speak to practitioner on phone	53	61	25	54	61	67	92
Q7 Comfort of waiting room	56	66	27	60	66	71	90
Q8 Waiting time	44	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	80	41	76	81	85	97
Q10 Warmth of greeting	76	82	45	78	82	86	96
Q11 Ability to listen	78	82	46	78	83	87	97
Q12 Explanations	77	81	42	77	81	85	97
Q13 Reassurance	75	79	41	75	80	84	98
Q14 Confidence in ability	79	82	43	79	83	87	99
Q15 Express concerns/fears	77	80	45	76	81	85	96
Q16 Respect shown	78	84	49	80	85	88	98
Q17 Time for visit	75	79	38	75	80	84	96
Q18 Consideration	76	79	41	75	79	83	98
Q19 Concern for patient	76	80	43	76	80	84	97
Q20 Self care	76	79	38	75	79	83	97
Q21 Recommendation	78	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	70	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	67	76	43	72	76	80	96
Q24 Information of services	65	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	57	66	31	62	66	70	96
Q26 Illness prevention	61	69	34	64	68	72	96
Q27 Reminder systems	59	68	27	63	68	72	96
Q28 Second opinion / comp medicine	59	67	30	62	67	71	96
Overall score	65	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 (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	58	67	23	64	68	71	88
Q2 Telephone access	39	56	13	47	58	65	78
Q3 Appointment satisfaction	56	65	23	62	65	69	85
Q4 See practitioner within 48hrs	44	57	18	52	58	64	83
Q5 See practitioner of choice	44	49	22	44	48	55	84
Q6 Speak to practitioner on phone	53	57	25	52	57	63	85
Q7 Comfort of waiting room	56	64	27	60	65	69	86
Q8 Waiting time	44	54	26	49	54	59	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	80	41	76	81	84	91
Q10 Warmth of greeting	76	82	45	78	83	85	93
Q11 Ability to listen	78	82	46	79	83	87	94
Q12 Explanations	77	81	42	77	81	85	92
Q13 Reassurance	75	80	41	76	80	84	91
Q14 Confidence in ability	79	82	43	79	83	86	92
Q15 Express concerns/fears	77	80	45	77	81	84	91
Q16 Respect shown	78	84	56	81	85	88	93
Q17 Time for visit	75	79	38	75	80	83	91
Q18 Consideration	76	79	46	75	79	83	89
Q19 Concern for patient	76	80	46	76	80	84	90
Q20 Self care	76	78	38	75	79	83	89
Q21 Recommendation	78	81	41	78	82	86	91
<b>About the staff</b>							
Q22 Reception staff	70	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	67	73	43	70	73	76	90
Q24 Information of services	65	70	31	67	70	73	88
<b>Finally</b>							
Q25 Complaints/compliments	57	63	31	60	64	66	86
Q26 Illness prevention	61	66	34	63	66	69	86
Q27 Reminder systems	59	65	27	62	65	68	86
Q28 Second opinion / comp medicine	59	64	30	61	64	68	87
Overall score	65	71	35	68	72	75	87

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

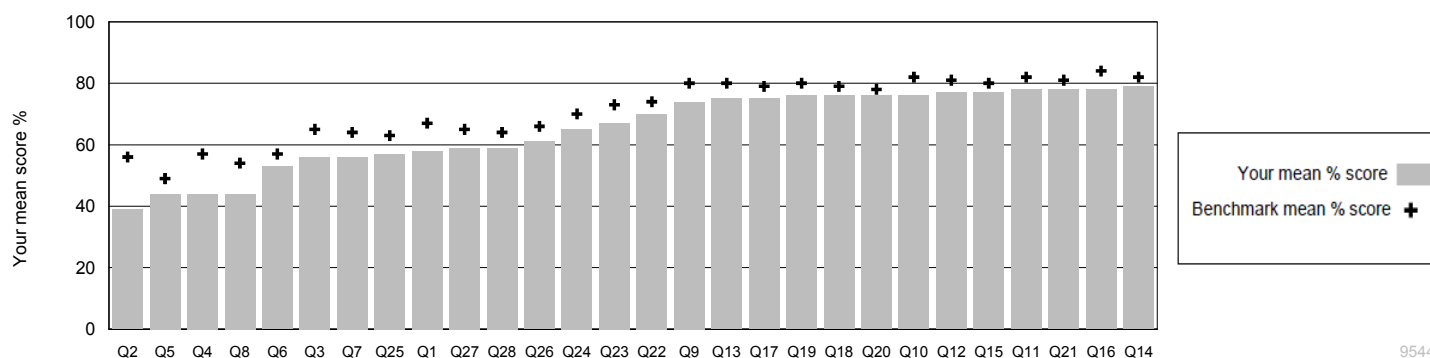
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\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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 (10001-12000 patients)



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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

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

### Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	23	59	70	42	66	70	75	91
25 - 59	114	67	70	35	67	70	74	87
60 +	82	66	73	24	70	73	76	87
Blank	21	55	69	50	63	69	74	86

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	140	65	71	32	67	71	74	87
Male	75	67	73	45	69	73	77	88
Blank	25	59	69	49	65	69	74	89

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	114	68	74	35	71	74	77	89
No	78	63	68	35	64	68	72	84
Blank	48	61	70	53	65	70	73	83

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	56	66	72	28	68	72	76	88
5 - 10 years	54	69	71	40	67	71	75	91
> 10 years	109	66	72	48	69	72	75	86
Blank	21	51	69	49	65	69	73	85

\*Based on data from 103 practices carrying out 153 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	03/12/2012	31/01/2012	29/01/2009
Q1 Opening hours satisfaction	58	62	63	57
Q2 Telephone access	39	43	44	35
Q3 Appointment satisfaction	56	60	60	59
Q4 See practitioner within 48hrs	44	51	56	58
Q5 See practitioner of choice	44	50	54	50
Q6 Speak to practitioner on phone	53	56	57	50
Q7 Comfort of waiting room	56	60	61	52
Q8 Waiting time	44	47	47	41
Q9 Satisfaction with visit	74	76	72	73
Q10 Warmth of greeting	76	78	74	74
Q11 Ability to listen	78	78	75	77
Q12 Explanations	77	77	73	74
Q13 Reassurance	75	77	72	73
Q14 Confidence in ability	79	80	75	76
Q15 Express concerns/fears	77	78	73	74
Q16 Respect shown	78	82	76	79
Q17 Time for visit	75	77	73	66
Q18 Consideration	76	76	71	71
Q19 Concern for patient	76	77	71	72
Q20 Self care	76	76	70	--
Q21 Recommendation	78	78	74	74
Q22 Reception staff	70	74	76	71
Q23 Respect for privacy/confidentiality	67	73	73	70
Q24 Information of services	65	70	72	64
Q25 Complaints/compliments	57	61	62	58
Q26 Illness prevention	61	65	66	62
Q27 Reminder systems	59	63	63	59
Q28 Second opinion / comp medicine	59	63	63	56
Overall score	65	68	67	64

-- no data available, question introduced in October 2009.

## 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?

- To be kept updated on improvements i.e. appointments changes.
- The system of asking people to wait behind the yellow line is not working. The corridor was full of people and the receptionist was quite rude about it. Posters on changes are too small to read from the chairs opposite and don't make clear when you can register for online booking etc.
- Would be nice when phoning for an appointment not to be left holding phone so long, also why when phoning all appointments are taken even when phoning early. This should change for the better.
- Confidential details often have to be given at reception desk where anyone can hear, this could be improved but other than that I am very happy.
- Online appointment service.
- Queuing at reception very poor.
- By answering the telephone quicker and to make booking an appointment easier.
- Being able to see a doctor quicker than two weeks as I feel I only ring to see one when needed not frequently.
- The waiting area could be a bit more comfortable.
- The new automated arrival touch screen is not as efficient as the previous one.
- Reception staff could be a little more courteous though I realise how busy they are.
- Could be easier to make appointments in advance and on the day you are actually ill.
- Waiting area could be more buggy friendly I sometimes have difficulty getting through the chairs if no chairs are available at the ends.
- Open earlier than 8:30, maybe 8.
- I really like this practice. It always feels personal. I have seen quite a few doctors here and they all seem nice.
- To be open more late evenings and Saturdays.
- My lunch hour is 1pm until 2pm so it makes it difficult to call for appointments as the practice is closed then. I work 8am until 6:30pm.
- It is very hard to make appointments at a convenient time. Would be good if you could make bookings online in allocated time slots. Sometimes you need appointments sooner than one week. Have a few appointments available after 6pm.
- Answering phone - more people needed especially AM. Used to be able to see doctor of choice in 48 hours - now much harder.
- Longer opening times and weekends. Make it easier to get through on the phone and to book appointments.
- The telephone recording could be transmitted when on hold not at beginning of call or these information points could be put on large notice board in surgery for everyone to see if that way you won't miss appointments.
- More receptionist out front always a queue as machine is not working.
- Just the phone service.
- Evening surgeries.
- More appointment availability.
- Opening late on nights also opening every weekend.
- Having to wait a week to see doctor of my choice.
- More toys for kids when you are waiting but apart from that this surgery is the best.

## 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?

- Sometimes I find it frustrating because there is a long wait to see the doctor, I do understand some people require more time than others which puts the doctor behind.
- Reception lovely. The doctor brilliant.
- Having doctors work four days per week to allow patients to be able to see the same doctor, as there are very few opportunities to do this when they work one or two days per week.
- Make it easier to get through on the phone in the morning. Often cannot get through, and when I finally do I am told there aren't any appointments left!
- Having to wait for a week for a "non-urgent" appointment is too long. Also, it may be difficult to decide what is "non-urgent". It is rather difficult to see the same doctor unless one is prepared to wait for a week.
- Phoning the practice takes a long time - seems permanently engaged! Trying to get an appointment within 48 hours is hard. Other than that, I'm satisfied!
- Not enough lines (telephone) hard getting an answer appointment system is not good. I have waited one week to see my doctor.
- I've always been greeted and treated by very friendly staff. Keep up the good work.
- Excellent.
- I would like it to be easier to see the same doctor as I have an ongoing problem.
- Difficult to book appointments ahead. Hard to get through on the phone, often engaged.
- Open longer i.e. later evenings. Saturdays.
- I find the receptionists are normally quite rude, often abrupt and unhelpful far from warm/welcoming enough to put me off making appointments if I'm honest. Later/more weekend appointments - more frequent for workers.
- It takes a long time for the phone to be answered in the morning - by which time appointments have gone. Have to get to surgery early to get an appointment.
- The main problem is that answering machine with all that rubbish chat. It costs lots of money when you try to make an appointment and the messages are stupid. It's obvious if its a life and death situation you would be calling 999.
- Better phone service. Can never get through when ringing.
- Satisfactory.
- Reception staff should not be allowed to give medical advice or say whether it's an emergency as my child was very poorly once and reception staff refused an appointment he ended up in hospital by tea time the same day.
- Make sure nothing gets overlooked, I had heart appointment overlooked last year and had to cancel holiday. I lost a lot of money. I also had repeat prescription lost so had to come back and go to chemist again last week.
- Seem odd to only offer emergency same day or a week later. Would be good to have something in between. A queue system on phone so you know if it's worth holding or calling back later.
- Reception! Improvement please. Some cannot work with the public.
- They have taken away the children's room. The children need a space/toys to occupy minds.
- The practice needs to make sure notices are adhered to - i.e. people turning mobile phones off (people don't).
- For people that work, longer opening hours (weekends, late nights). Waiting area could be bigger for the size of the practice and bigger car park - very congested most of the time.
- Waiting room, could be improved.

## 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?

- The receptionist today was very nice but I have found them very difficult in the past and often rude. They can seem obstructive. I am a senior worker in the NHS myself and do understand the pressures that receptionists can find themselves under but this does not excuse rude/unprofessional behaviour. Patients do not always want to discuss personal issues with administrative staff. While I appreciate there is a triage element to their role they are not clinicians. (Not being cynical but it is interesting that reception staff are very polite today when questionnaires are being issued!)
- Only sometimes it's hard to get through on the phone at 8:30am to make an appointment.
- No only just joined practice and being looked after very well.
- It is awful to get through on the telephone mornings. I think that the way appointment is poor.
- Be more helpful when booking an appointment over the phone.
- Be more wheelchair friendly - internal doors aren't automatic, staff rarely help. Waiting area is awkward for wheelchairs, they are in the middle not an actual space.
- Less waiting for phone to be answered.
- I don't think five days waiting for an appointment is good.
- Booking appointments are a nightmare, often gone weeks without vital medical help and prescriptions needed because reception never believe the reasons for booking. Often given weeks to wait.
- It looks perfectly alright with the systems placed. Excellent!
- All staff are very good at everything they do.
- My doctor is very good.
- I trust this practice and would hate to be without it - they prioritise as necessary, are very friendly, caring, full of knowledge, advice - all staff are great!
- I do think you have got it right. Very good.
- Very long wait on phones - appointments not available with choice of doctor, I waited 2 weeks for an appointment.
- Sometimes trying to get an appointment is difficult and often no appointments are available unless you state it's an emergency, and due to working commitments only able to come on certain days.
- Telephone take a long to be answered at times. No good if you have a pay-as-you-go mobile and your money finishes before your calls been answered.
- Parking but otherwise 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. I appreciate this doctor treating me with respect. Today she took time to hear what I said and prescribe medication tailored to my medical situation.
- Doctor was brilliant and very understanding.
- Make the patient feel comfortable and correctly inform them with good, understandable explanations BUT keep on time. Sometimes they make comments on at which times medicines should be taken. Write this information down for the patient.
- Very understanding and thorough.
- Learn to speak to people a bit better (people skills).
- I think the doctor has his time with me as a patient just about right. I have no complaints whatsoever.
- Be more available.
- It is more a question of improving the system: reduce waiting for appointments, for results, making it easier for patients to see their doctor in order to have continuity and improve patient's health in a more efficient way.
- I'd like to see more tactful information on screen, as I've recently been offended by reading a doctor's comments on screen, after not listening to my concerns. I'd also like to see a usual doctor/preferred doctor but can prove difficult.
- I have no problems with my doctor, she is a very understanding doctor. And listens to what you have to say.
- Satisfactory.
- Try and be a bit considerate on time keeping I know emergencies comes in but sometimes end up waiting up to an hour after my appointment.
- None. They are excellent.
- The doctor is an excellent doctor.
- Doctor was very good.
- Playspace.
- They could be given longer appointment times so that they run on time. The doctor is my usual GP and she is brilliant whenever I see her.
- Reception staff are not always friendly.
- None at the moment, but I will say if anything does come up.
- Lovely doctor.
- Looking forward to new system?
- I'd like to see the phone message reduced in length to show that the practice understands that mobile phones run out of credit very quickly - and perhaps a couple more toys?
- No it covers all you need.
- They are all very good and helpful.

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 = 240

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	37	99	72	25	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (37 \times 25) + (99 \times 50) + (72 \times 75) + (25 \times 100)}{(240 - 4)} = 13,775/236$$

Your mean percentage score for Q1 = 58%

### 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	58

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

**Grange Road Surgery**

Grange Road  
Bishopsworth  
Bristol  
BS13 8LD

**Practice List Size: 10200**

**Surveys Completed: 240**

has completed the

## Improving Practice Questionnaire

Completed on 17 December 2013



**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.