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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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) 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	27	94	88	36	4
Q2 Telephone access	33	74	78	45	18	4
Q3 Appointment satisfaction	12	33	89	74	43	1
Q4 See practitioner within 48hrs	16	43	82	70	34	7
Q5 See practitioner of choice	12	58	82	54	35	11
Q6 Speak to practitioner on phone	11	44	86	54	37	20
Q7 Comfort of waiting room	4	32	104	71	38	3
Q8 Waiting time	25	71	81	50	19	6
Q9 Satisfaction with visit	3	15	66	87	75	6
Q10 Warmth of greeting	1	9	70	84	84	4
Q11 Ability to listen	2	13	63	76	91	7
Q12 Explanations	2	12	67	83	79	9
Q13 Reassurance	4	12	70	84	73	9
Q14 Confidence in ability	3	8	67	76	93	5
Q15 Express concerns/fears	2	14	60	88	78	10
Q16 Respect shown	2	12	59	74	100	5
Q17 Time for visit	0	15	70	77	84	6
Q18 Consideration	2	16	66	80	68	20
Q19 Concern for patient	2	16	68	75	68	23
Q20 Self care	3	12	76	79	60	22
Q21 Recommendation	6	9	56	72	86	23
Q22 Reception staff	1	11	57	83	90	10
Q23 Respect for privacy/confidentiality	3	15	61	78	84	11
Q24 Information of services	3	16	65	79	74	15
Q25 Complaints/compliments	4	30	76	68	39	35
Q26 Illness prevention	3	24	77	70	54	24
Q27 Reminder systems	9	24	79	67	49	24
Q28 Second opinion / comp medicine	4	25	74	58	42	49

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

Your patient feedback

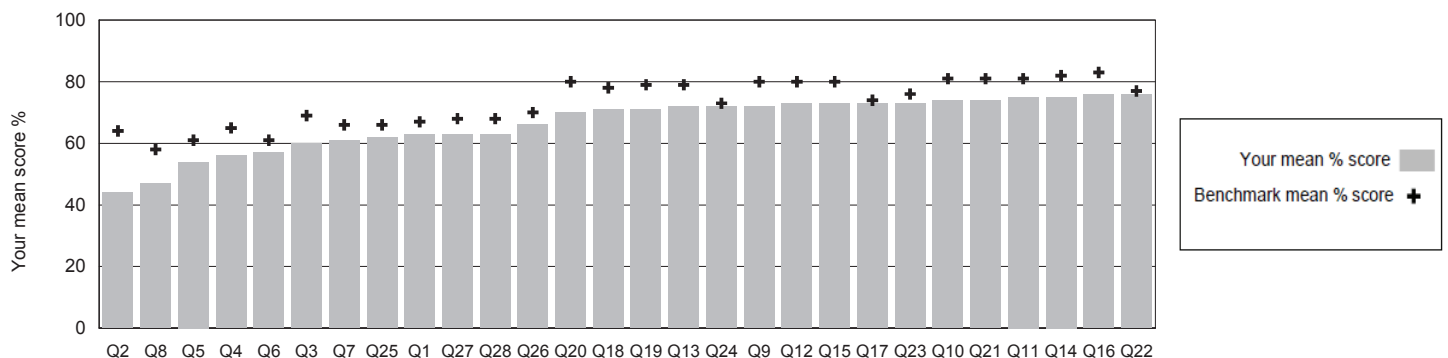
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	63	67	44	62	66	71	99
Q2 Telephone access	44	64	24	56	64	72	99
Q3 Appointment satisfaction	60	69	37	64	69	74	99
Q4 See practitioner within 48hrs	56	65	25	57	65	72	99
Q5 See practitioner of choice	54	61	24	53	60	69	99
Q6 Speak to practitioner on phone	57	61	31	54	61	67	99
Q7 Comfort of waiting room	61	66	31	61	66	72	100
Q8 Waiting time	47	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	72	80	49	76	80	84	99
Q10 Warmth of greeting	74	81	50	78	82	86	99
Q11 Ability to listen	75	81	50	78	82	86	100
Q12 Explanations	73	80	49	77	81	84	100
Q13 Reassurance	72	79	49	75	79	83	100
Q14 Confidence in ability	75	82	50	79	83	86	100
Q15 Express concerns/fears	73	80	50	76	80	84	100
Q16 Respect shown	76	83	50	80	84	88	100
Q17 Time for visit	73	74	46	70	74	79	100
Q18 Consideration	71	78	48	74	78	82	100
Q19 Concern for patient	71	79	48	75	79	83	100
Q20 Self care	70	80	51	78	81	85	99
Q21 Recommendation	74	81	46	77	81	85	100
About the staff							
Q22 Reception staff	76	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	73	76	45	72	76	80	100
Q24 Information of services	72	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	62	66	42	62	66	71	100
Q26 Illness prevention	66	70	46	66	69	73	100
Q27 Reminder systems	63	68	43	63	67	72	99
Q28 Second opinion / comp medicine	63	68	44	63	67	72	99
Overall score	67	73	46	69	73	77	100

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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



Your patient feedback

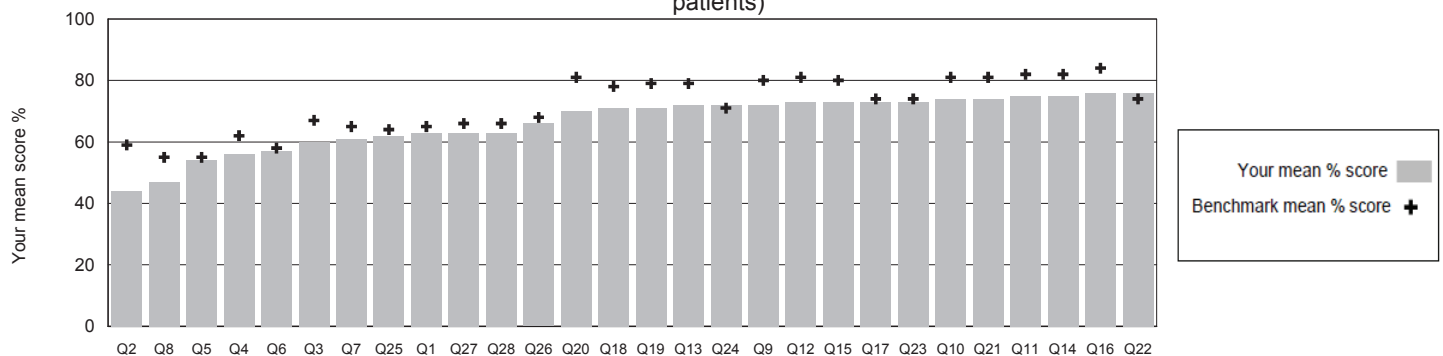
Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	63	65	50	62	66	69	94
Q2 Telephone access	44	59	31	53	61	67	93
Q3 Appointment satisfaction	60	67	49	62	67	71	92
Q4 See practitioner within 48hrs	56	62	38	56	62	68	90
Q5 See practitioner of choice	54	55	31	50	55	60	87
Q6 Speak to practitioner on phone	57	58	37	54	59	63	91
Q7 Comfort of waiting room	61	65	41	61	65	70	89
Q8 Waiting time	47	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	72	80	58	77	80	84	94
Q10 Warmth of greeting	74	81	60	78	82	85	93
Q11 Ability to listen	75	82	59	79	83	86	94
Q12 Explanations	73	81	57	77	81	85	93
Q13 Reassurance	72	79	58	76	80	83	92
Q14 Confidence in ability	75	82	59	80	83	86	93
Q15 Express concerns/fears	73	80	60	77	81	84	92
Q16 Respect shown	76	84	51	81	85	88	94
Q17 Time for visit	73	74	53	70	74	78	91
Q18 Consideration	71	78	57	75	78	82	93
Q19 Concern for patient	71	79	58	76	80	83	92
Q20 Self care	70	81	72	78	82	85	91
Q21 Recommendation	74	81	56	78	82	85	91
About the staff							
Q22 Reception staff	76	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	73	74	57	71	74	77	86
Q24 Information of services	72	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	62	64	50	61	64	68	94
Q26 Illness prevention	66	68	55	65	68	71	88
Q27 Reminder systems	63	66	51	63	66	69	91
Q28 Second opinion / comp medicine	63	66	48	63	66	69	94
Overall score	67	72	56	68	72	75	91

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

* Based on data from 391 practices surveyed between April 2008 and February 2011 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 (8001-10000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 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	22	54	70	51	66	70	74	91
25 - 59	154	67	71	56	67	71	74	91
60 +	65	70	74	55	72	75	78	93
Blank	11	62	70	45	65	71	75	90

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	145	66	71	55	68	72	75	91
Male	90	68	73	52	70	73	76	91
Blank	17	59	70	49	65	71	76	100

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	132	70	74	58	71	74	77	92
No	90	63	68	51	65	68	72	90
Blank	30	62	70	50	67	70	74	86

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	61	65	72	52	69	72	76	90
5 - 10 years	48	69	71	54	67	71	74	91
> 10 years	121	68	72	57	69	72	76	92
Blank	22	61	70	45	66	71	75	90

* Based on data from 391 practices surveyed between April 2008 and February 2011 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*

	14/11/2011	09/10/2008	06/12/2007	24/11/2006
Q1 Opening hours satisfaction	63	57	59	61
Q2 Telephone access	44	37	42	41
Q3 Appointment satisfaction	60	60	59	58
Q4 See practitioner within 48hrs	56	59	57	54
Q5 See practitioner of choice	54	53	51	50
Q6 Speak to practitioner on phone	57	51	49	50
Q7 Comfort of waiting room	61	52	61	56
Q8 Waiting time	47	43	46	46
Q9 Satisfaction with visit	72	75	70	71
Q10 Warmth of greeting	74	77	73	71
Q11 Ability to listen	75	80	74	71
Q12 Explanations	73	76	73	71
Q13 Reassurance	72	74	72	69
Q14 Confidence in ability	75	79	74	74
Q15 Express concerns/fears	73	77	72	71
Q16 Respect shown	76	82	76	75
Q17 Time for visit	73	67	65	64
Q18 Consideration	71	73	70	67
Q19 Concern for patient	71	74	72	67
Q20 Self care	70	--	--	--
Q21 Recommendation	74	77	74	71
Q22 Reception staff	76	72	73	71
Q23 Respect for privacy/confidentiality	73	71	74	70
Q24 Information of services	72	67	68	65
Q25 Complaints/compliments	62	59	60	60
Q26 Illness prevention	66	62	66	65
Q27 Reminder systems	63	59	63	61
Q28 Second opinion / comp medicine	63	57	63	62
Overall score	67	66	65	63

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

*Dates in the table relate to date of application to carry out the survey.

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.

Comments about how the practice could improve

- Telephone - kept on line for a long time.
- Keep the waiting time down, especially when waiting with children. Had to wait an hour once!
- Get more telephone lines as sometimes it is busy for ages.
- The only thing is you have to wait too long after your appointment time to be seen.
- Sadly over the years I have built negative perception of the surgery. There is very little that could be done to change my opinion.
- Phone answerphone message too long.
- All doctors and staff have always been good and reliable and helpful at all times.
- All very good.
- Overall the service is very good, only problem is trying to make appointments by phone early.
- Provide much greater choice of appointment times e.g. to remember work commitments etc. Necessitate more flexibility of choice i.e. can you allow appointments to be booked at greater notice for 1 or 2 days ahead etc or more? Same day or next morning/one week ahead much too rigid.
- My only criticism would be phoning for appointments. You spend 15 minutes trying to get through to be told all appointments have been taken.
- Would like on-line appointments to be available as work unsociable hours and I find it difficult to ring on day.
- It's hard to get an appointment.
- Better time keeping.
- Make appointment system easier. New system in my view is not working. Spend nearly 3.5 minutes listening to machine explaining new system, then held in queue for receptionist, then to be told no available appointment pre-bookable only available in 4 days' time.
- Tea machine/water machine.
- Only thing I would say is length of time waiting to get through on the telephone which is not reception's fault, just volume of calls. Maybe more staff?
- They should not assume that because of age, things can/cannot happen.
- Very good service all round.
- All round excellent.
- Length of time taken to get through to surgery is far too long, especially a.m. Surgery should be open lunch hours for working people.
- Time waiting is normally very long to be seen but I will say today was very quick!
- On-line booking system.
- The staff on the phone can be very rude sometimes. I have been left upset a few times, so for an older person trying to get an appointment, it must be worse.
- I have always found the reception staff, nurses and doctors to be polite, friendly and helpful. My only real complaint would be the difficulty experienced in actually booking an appointment, but I realise that steps are being taken to overcome this.
- Very good.
- Better magazines. Ones that are not years out of date.

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.

Comments about how the practice could improve

- Practice excellent, loads better than where I was before.
- Absolutely none. I have been with this practice since I was born and the changes that have already been made are well above any other that I know. A fantastic job done by all. Thank you.
- Could do with a larger reception area, it gets very crowded which compromises privacy. It would be good if there are problems with practice nurses, waiting patients could be warned of delays. Only once have been really late for bloods. Staff reduced by sickness to half and yet no explanation.
- More toys in playroom. More magazine choice.
- The service is very good. Staff are approachable - whether this be doctors/receptionist/nurses.
- The only problem is the waiting time.
- The doctor is excellent.
- They keep patients with same doctor every visit, not any doctor!
- Not enough privacy when talking to receptionists about personal things when people in the waiting area can hear what is being said even when there is no one standing beside you!
- One member of the reception staff I find quite rude to me and other patients.
- Telephone calls engaged when tried to call, then someone talks for ages before I get through.
- Some privacy at the desk will be useful. I appreciate some people have high voices but this can be uncomfortable for the patient at times.
- This practice is far the best practice I have been to.
- When telephoning for an appointment or advice, having to hear options you have already heard is time wasting and annoying if you have already previously heard them. Perhaps there could be a choice/skip button! Saturday morning surgery (every week please).
- When ringing the surgery why have you always got to listen to a voice message, I'm sure this isn't necessary.
- No improvement, very good.
- I would just like bookings to be easier, other than that very good.
- When visiting the doctors sometimes feel rushed. More time should be appointed to patient. Also waiting times are poor, sometimes one hour waiting over appointed time. More magazines and papers could be provided.
- The nurses could be happier.
- Telephone, difficult at times to get through - hate the answerphone.
- This practice is very good I don't know how it could get any better.
- No - but would suggest a better phone communication for appointments.
- While no doubt necessary for some patients, I find the recorded information on the phone infuriating! I would rather calming music than the repetitive message.
- Perhaps the reception area could be a little more private from the waiting area.
- I work 8 am to 6pm, out of hours appointments would be good.
- Keep B.D.P. reception staff.
- Better appointment system, it is difficult to see doctor of choice on same day.
- The new appointment change has been for the worse, I do not believe it works.

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.

Comments about how the practice could improve

- For doctors to run on time. Every time I visit the surgery for appointments, doctors are always running 40 minutes late or longer.
- Appointment times, i.e. making!! - very confusing.
- After years of not being able to get an appointment or anyone not answering the phone when you ring at 8.30 seem to be gone, at last!
- Telephone appointments are not good. Best way is to be at the surgery at 8.30.
- Very noisy, reception area patients can hear what's being said. Car park rubbish/can't hear doctor calling.
- Everything is fine to me at the present time. Thank you!
- More magazines for men.
- On a personal level, we are very satisfied with the current service.
- I think that changing the appointment system is not ok. People get used to the system then it changes. I think you should still be able to have emergency appointments.

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.

Comments about how the doctor/nurse could improve

- All very good.
- Care is excellent.
- Excellent doctor.
- They are all very good.
- Listen to parents better and don't fob them off as over-protective.
- Very satisfied with service how it is.
- Be more confident. Take away long periods of silence.
- Excellent, kindness, respect to me.
- Stop taking on patients and let the ones that are already there have appointments, instead of having to go to the walk-in centre.
- Remember that we are all individuals and what works for one might not work for another, for them to have alternatives available.
- Excellent.
- No improvement necessary at this practice. They are all excellent. My care has been outstanding.
- No, very good.
- The doctor is brilliant!
- No not really, my doctor is very professional and caring.
- I am very happy with my present doctor, who has patience and I think very thorough.
- Excellent as always.
- Staff are very friendly and helpful.
- Can't improve on 100%
- They are all excellent and very helpful. Wonderful team work in every way. I can't see there is any room for improvement. Keep up the good work etc.
- I have always been satisfied by the service I have received by all the staff that I have needed.
- The doctor I always see is excellent.
- See the patient on time.
- My opinion is that the doctor is kind and polite and a very nice doctor.
- I think my doctor is very good.
- There is one thing; one of the doctors could be at the surgery more often for attending to things! Thank you!!

Supporting documents

Certificate of Completion

This is to certify that

Grange Road Surgery

Grange Road
Bishopsworth
Bristol
BS13 8LD

Practice List Size: 9800

Surveys Completed: 252

has completed the

Improving Practice Questionnaire

Completed on 13 February 2012



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.