

Private and Confidential

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Improving Practice Questionnaire Report

Holbrooks Health Team

March 2017



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08 March 2017

Dear Mrs Yardley

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

A guidance template for discussion of these local survey findings and an action plan have also been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=201495>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Introduction

About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	7	29	61	59	34	8
Q2 Telephone access	65	52	43	19	15	4
Q3 Appointment satisfaction	38	37	46	36	34	7
Q4 See practitioner within 48hrs	79	43	42	14	12	8
Q5 See practitioner of choice	96	45	25	13	13	6
Q6 Speak to practitioner on phone	24	68	52	23	14	17
Q7 Comfort of waiting room	7	30	80	44	28	9
Q8 Waiting time	27	65	62	19	9	16
Q9 Satisfaction with visit	1	16	47	58	74	2
Q10 Warmth of greeting	2	15	42	59	79	1
Q11 Ability to listen	2	12	41	49	88	6
Q12 Explanations	3	10	44	55	80	6
Q13 Reassurance	1	15	52	44	83	3
Q14 Confidence in ability	1	11	52	37	94	3
Q15 Express concerns/fears	0	18	47	45	82	6
Q16 Respect shown	0	12	43	45	93	5
Q17 Time for visit	2	22	39	50	78	7
Q18 Consideration	4	14	51	44	73	12
Q19 Concern for patient	2	14	46	44	76	16
Q20 Self care	2	16	52	44	73	11
Q21 Recommendation	3	16	36	44	86	13
Q22 Reception staff	7	15	53	53	66	4
Q23 Respect for privacy/confidentiality	10	15	49	55	61	8
Q24 Information of services	5	22	63	44	51	13
Q25 Complaints/compliments	15	27	64	39	25	28
Q26 Illness prevention	9	28	64	48	24	25
Q27 Reminder systems	13	31	68	36	29	21
Q28 Second opinion / comp medicine	9	27	58	36	21	47

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

Your patient feedback

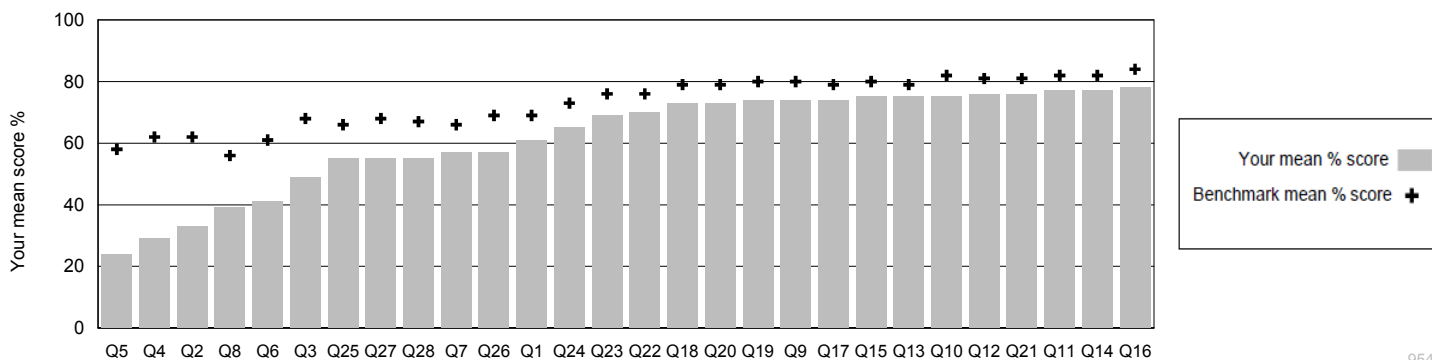
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	69	23	64	68	73	92
Q2 Telephone access	33	62	13	53	63	71	92
Q3 Appointment satisfaction	49	68	23	63	68	74	92
Q4 See practitioner within 48hrs	29	62	18	54	62	70	96
Q5 See practitioner of choice	24	58	22	48	57	65	95
Q6 Speak to practitioner on phone	41	61	25	54	61	67	92
Q7 Comfort of waiting room	57	66	27	60	66	71	90
Q8 Waiting time	39	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	74	80	41	76	81	85	97
Q10 Warmth of greeting	75	82	45	78	82	86	96
Q11 Ability to listen	77	82	46	78	83	87	97
Q12 Explanations	76	81	42	77	81	85	97
Q13 Reassurance	75	79	41	75	80	84	98
Q14 Confidence in ability	77	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	78	84	49	80	85	88	98
Q17 Time for visit	74	79	38	75	80	84	96
Q18 Consideration	73	79	41	75	79	83	98
Q19 Concern for patient	74	80	43	76	80	84	97
Q20 Self care	73	79	38	75	79	83	97
Q21 Recommendation	76	81	41	78	82	86	99
About the staff							
Q22 Reception staff	70	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	69	76	43	72	76	80	96
Q24 Information of services	65	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	55	66	31	62	66	70	96
Q26 Illness prevention	57	69	34	64	68	72	96
Q27 Reminder systems	55	68	27	63	68	72	96
Q28 Second opinion / comp medicine	55	67	30	62	67	71	96
Overall score	62	73	35	69	73	77	95

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

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

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



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

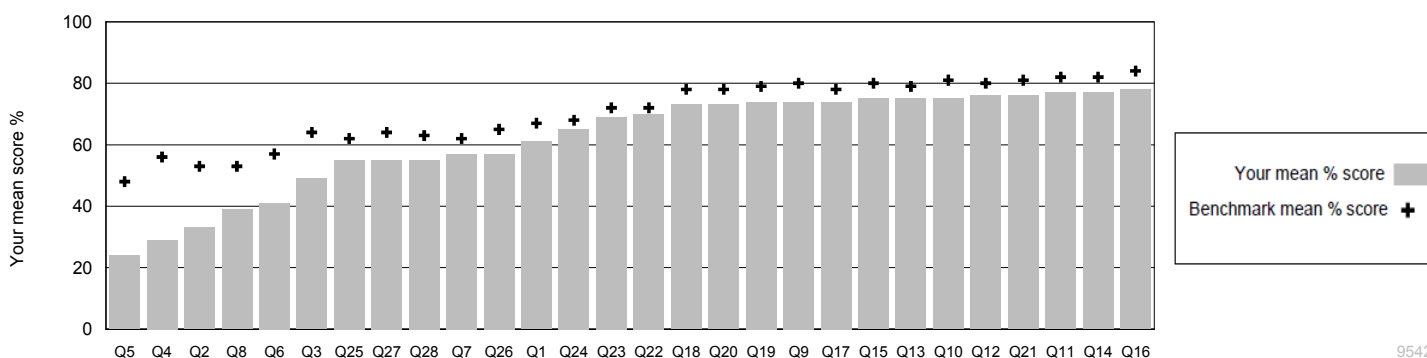
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	67	45	64	67	71	78
Q2 Telephone access	33	53	15	46	52	60	77
Q3 Appointment satisfaction	49	64	33	60	64	69	81
Q4 See practitioner within 48hrs	29	56	23	50	56	63	80
Q5 See practitioner of choice	24	48	22	41	48	55	83
Q6 Speak to practitioner on phone	41	57	31	51	57	63	76
Q7 Comfort of waiting room	57	62	47	57	63	68	83
Q8 Waiting time	39	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	74	80	60	76	80	84	94
Q10 Warmth of greeting	75	81	62	78	81	85	95
Q11 Ability to listen	77	82	65	78	82	86	96
Q12 Explanations	76	80	63	76	81	85	95
Q13 Reassurance	75	79	61	75	80	83	94
Q14 Confidence in ability	77	82	65	79	83	86	95
Q15 Express concerns/fears	75	80	62	76	80	84	94
Q16 Respect shown	78	84	68	80	84	87	95
Q17 Time for visit	74	78	59	74	79	83	93
Q18 Consideration	73	78	59	74	78	82	92
Q19 Concern for patient	74	79	60	75	79	83	93
Q20 Self care	73	78	61	74	78	82	92
Q21 Recommendation	76	81	60	78	81	85	95
About the staff							
Q22 Reception staff	70	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	69	72	51	69	72	76	83
Q24 Information of services	65	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	55	62	34	58	62	66	76
Q26 Illness prevention	57	65	42	62	65	68	79
Q27 Reminder systems	55	64	38	60	64	68	80
Q28 Second opinion / comp medicine	55	63	42	60	63	67	77
Overall score	62	70	48	67	70	74	86

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 93 practices carrying out 135 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 (>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 (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	26	58	69	50	65	70	74	83
25 - 59	114	61	70	47	66	70	74	87
60 +	44	64	72	50	69	72	75	85
Blank	14	72	69	51	64	69	74	89
Gender								
Female	119	63	70	48	67	70	74	86
Male	63	59	72	49	68	72	75	84
Blank	16	68	69	49	65	69	74	85
Visit usual practitioner								
Yes	74	65	73	53	70	73	76	86
No	94	60	68	44	64	68	72	84
Blank	30	62	69	47	65	69	74	86
Years attending								
< 5 years	54	65	71	47	67	72	74	88
5 - 10 years	32	64	70	47	66	71	75	86
> 10 years	97	59	71	49	67	71	75	85
Blank	15	67	69	50	64	69	73	85

*Based on data from 93 practices carrying out 135 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	04/02/2016	19/01/2015	19/12/2013
Q1 Opening hours satisfaction	61	64	68	68
Q2 Telephone access	33	40	47	46
Q3 Appointment satisfaction	49	58	59	51
Q4 See practitioner within 48hrs	29	47	47	38
Q5 See practitioner of choice	24	36	37	32
Q6 Speak to practitioner on phone	41	45	49	52
Q7 Comfort of waiting room	57	57	58	60
Q8 Waiting time	39	37	40	45
Q9 Satisfaction with visit	74	72	69	73
Q10 Warmth of greeting	75	74	72	75
Q11 Ability to listen	77	76	73	75
Q12 Explanations	76	75	71	74
Q13 Reassurance	75	72	70	72
Q14 Confidence in ability	77	74	72	76
Q15 Express concerns/fears	75	73	70	73
Q16 Respect shown	78	77	75	78
Q17 Time for visit	74	72	69	74
Q18 Consideration	73	72	71	74
Q19 Concern for patient	74	72	72	73
Q20 Self care	73	71	71	73
Q21 Recommendation	76	74	72	76
Q22 Reception staff	70	69	69	68
Q23 Respect for privacy/confidentiality	69	68	69	68
Q24 Information of services	65	66	63	65
Q25 Complaints/compliments	55	55	58	58
Q26 Illness prevention	57	60	61	60
Q27 Reminder systems	55	61	62	61
Q28 Second opinion / comp medicine	55	58	58	56
Overall score	62	63	63	64

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?

- Not been here long enough to know as first time here.
- More appointments. More training when booking appointments, my first appointment was booked in with a nurse even when I asked for a GP.
- Getting straight through to receptionist because of cost when using a mobile, and getting appointment for same week instead of having to go to walk in centre.
- Less time trying to speak to receptionist on telephone.
- To get appointment for working people. By 8 o'clock appointments have gone.
- There is an insufficient number of reception staff. Often checking in/seeing reception staff takes a long while. The check in computer was not working on both visits. Trying to get through to reception staff on phone is hard.
- When sending reminder texts, the time would be great.
- Yes, lots, but I also understand the situation with lack of resources and a large amount of patients.
- Telephone appointment wait time is too long. Giving an earlier appointment for children at least.
- Sort the appointment system out - some of us work so cannot have appointments in the middle of the day.
- Very good to me.
- Waiting time is very bad, and making an appointment is bad.
- Answer the phone, you can never get through. I have a serious lung condition. This can be scary. There are never any appointments. Stop taking on patients when the patients you have cannot be looked after properly.
- Allowing doctor's appointments to be available sooner rather than later.
- Just make sure that there is always adequate staff on desk so queue does not build up, that is something I have had before, especially if someone is trying to sort out a problem or query.
- I feel it is a very good surgery. I can't find anything bad to complain about, it's a very good place.
- Four weeks for appointment not good.
- Phone calls - rang 49 times in one day just to make an appointment - kept transferring me and was continuously ringing.
- It would be good if they pick up the phone, and you get an appointment on the phone.
- More appointments available.
- Appointments, impossible to get within short time frame.
- More reception staff - be better at answering phones at 8.00am. Nine people in a queue and one receptionist.
- Less waiting time.
- None at all.
- Too long a waiting time to see a doctor. Reception staff on phone are condescending and unhelpful.
- Lovely to see a lady doctor, but had booked this appointment - four weeks ago!
- More appointments. Less waiting time on the phone and in practice.
- Improvements could be made with telephone service. On a number of occasions I have spoken to someone fairly quickly who took my name and reason for call, then put me through to reception where I had to explain again. Need more staff on reception too.
- Stop taking on new patients and rethink the whole appointment system.

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?

- Getting an appointment not good. One month to see a doctor. Automated system doesn't pick up sometimes and then reception doesn't answer. Otherwise perfect doctor's surgery.
- They could improve the appointment slots, my son has bad eczema and I had to take him to walk in centre three weeks ago because I couldn't get him in here and this now has gotten worse.
- More staff on reception for calls and face to face.
- The last couple of months have been a nightmare trying to get an appointment. The chance to see the doctor you would like is non existent. Machine broke to check in so the queue is a mile long and only one on desk.
- Booking online system has not been available in the recent past - it's frustrating to keep on checking its availability, perhaps a note on the booking system to say when it is expected to be available would help matters.
- Getting an appointment is ridiculously difficult - I had not been able to see a doctor regarding my medication in over six months due to lack of appointments (it should've been three). Out of hours isn't particularly helpful either as the locations are not easy to get to and I want to use my practice. This needs vastly improving.
- More appointments available.
- Trying to get through on the phone is sometimes impossible and takes forever, need to look at that really.
- Where do I start! Continuity of care/no appointments available to see same doctor, reception staff are very unhelpful. Patients are not feeling at ease to take an active role in their own health. Doctors here (majority) think they are the only ones who possess any medical knowledge!
- The telephone access needs to improve, especially the voice message before accessing one to the receptionist. It's too long and those on pay as you go phones may not complete their request.
- More available appointments.
- Maybe open weekends as you have to wait nearly a month for appointments.
- Never any appointments for working people after five.
- Not very good, but sometimes they get it.
- More doctors or less patients.
- I feel waiting times are too long (e.g. over four weeks) although I am aware this is the system to many people needing to be seen and not enough capacity. I also feel the pharmacy is being overstretched.
- Easier booking of appointments.
- The waiting of 4-6 weeks for an appointment is way too long.
- Had to wait over a week for appointment and a call back that never happened.
- Subtle music in waiting area to calm impatient patients at busy periods - think patients should be warned about being rude to staff as well - maybe extra receptionist to help with extra busy times.
- Perhaps the reception staff could believe the patients. Unable to obtain an appointment in less than a month.
- Stop the phone screening, it's hard enough to get through without having to repeat yourself to get an appointment. Stop reception staff saying there are no appointments only to ask medical information to decide if they think you need an appointment!
- No need to improve.
- More appointments/priority for children.
- Clearer Tannoy. Room number of doctor before being called.

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 shocked to be offered home delivery for my ongoing medication. I am not disabled or unable to collect. Seems a waste of NHS money and time. This service should be for the needy.
- On Friday I was in an appointment when another doctor walked into my appointment and disturbed the appointment - no privacy kept there?
- To have more time with the doctor. I would wish to see my own doctor and not out of hours doctors.
- I find this doctor to overall be an excellent, friendly doctor. His experience and friendly approach helps.
- Better availability of doctors - no point booking an appointment a month later.
- More appointments.
- Should be more doctors like this one.
- Doctor was excellent.
- No objections.
- This doctor is my doctor. I can't find anything for him to improve on, my husband and I have been at the practice for many years.
- Understand how the surgery works - they ask you to book an appointment for two weeks and you can't get one for two months, unless you call on the day and you can't get through.
- None at all.
- To listen to patient and not be judgemental on individual circumstances/injury.
- Satisfied, thank you.
- Without the doctors, I wouldn't be where I am today, so lovely and comfortable.
- This doctor was great. She treated me like a person and gave me time to talk while actually listening to me (which many doctors do not do). She was great - no improvement needed. Just get more doctors like her!
- Lovely doctor.
- This doctor is lovely, however I feel the rest need to refresh their training, patient skills and general attitudes towards people. Quite often people are in pain or scared and come out feeling much worse than when they went in.
- Really nice doctor.
- Wish many more were like her. Brilliant doctor.
- Since I have joined the practice I have seen a lot of changes with the doctors, and am sure every time gets better with experience.
- This was my first visit to this doctor and I would just like to say what a pleasant experience it was. I felt totally at ease and comfortable with the consultation. Doesn't need to improve, just needs to stay in the practice, 10/10.
- No improvements necessary.
- We had to wait four weeks to see this doctor, it took too long.
- Don't retire.
- I feel more full time doctors would be of benefit for all staff and patients.
- More communication with the other staff.
- No, all good. Brilliant doctor.
- I'm happy with doctor.

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 = 198

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	7	29	61	59	34	8

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(7 \times 0) + (29 \times 25) + (61 \times 50) + (59 \times 75) + (34 \times 100)}{(198 - 8)} = 11,600/190$$

Your mean percentage score for Q1 = 61%

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	61

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

Holbrooks Health Team

71-77 Wheelwright Lane
Holbrooks
Coventry
CV6 4HN

Practice List Size: 12310

Surveys Completed: 198

has completed the

Improving Practice Questionnaire

Completed March 2017



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.