

Private and Confidential

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Improving Practice Questionnaire Report

Holbrooks Health Team

February 2015



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13 February 2015

Dear Mrs Crutchlow

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=179669>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	5	21	98	110	73	2
Q2 Telephone access	49	59	104	62	30	5
Q3 Appointment satisfaction	20	52	96	80	59	2
Q4 See practitioner within 48hrs	49	72	84	60	36	8
Q5 See practitioner of choice	70	85	94	31	20	9
Q6 Speak to practitioner on phone	24	74	100	52	27	32
Q7 Comfort of waiting room	14	51	117	72	50	5
Q8 Waiting time	46	97	97	43	14	12
Q9 Satisfaction with visit	9	20	93	86	89	12
Q10 Warmth of greeting	7	16	83	90	103	10
Q11 Ability to listen	8	22	66	92	107	14
Q12 Explanations	7	22	77	96	93	14
Q13 Reassurance	8	25	84	84	94	14
Q14 Confidence in ability	9	23	70	87	104	16
Q15 Express concerns/fears	10	18	89	81	99	12
Q16 Respect shown	5	17	71	83	119	14
Q17 Time for visit	12	31	65	87	96	18
Q18 Consideration	7	16	89	76	93	28
Q19 Concern for patient	9	13	83	77	100	27
Q20 Self care	5	18	89	77	91	29
Q21 Recommendation	9	19	75	67	108	31
Q22 Reception staff	6	29	77	104	86	7
Q23 Respect for privacy/confidentiality	6	22	91	90	85	15
Q24 Information of services	12	35	96	83	61	22
Q25 Complaints/compliments	10	43	117	67	40	32
Q26 Illness prevention	10	33	117	78	48	23
Q27 Reminder systems	8	34	104	78	53	32
Q28 Second opinion / comp medicine	6	39	115	54	40	55

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

Your patient feedback

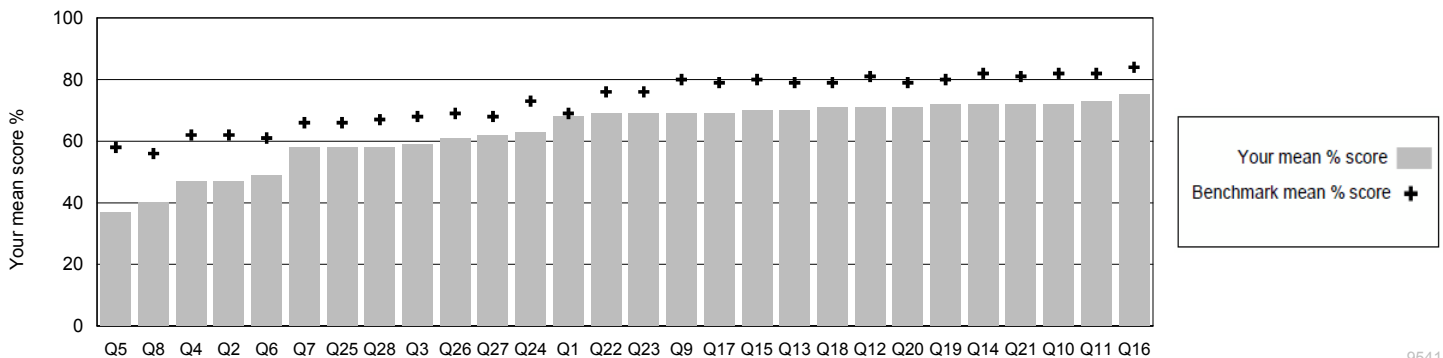
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	69	23	64	68	73	92
Q2 Telephone access	47	62	13	53	63	71	92
Q3 Appointment satisfaction	59	68	23	63	68	74	92
Q4 See practitioner within 48hrs	47	62	18	54	62	70	96
Q5 See practitioner of choice	37	58	22	48	57	65	95
Q6 Speak to practitioner on phone	49	61	25	54	61	67	92
Q7 Comfort of waiting room	58	66	27	60	66	71	90
Q8 Waiting time	40	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	69	80	41	76	81	85	97
Q10 Warmth of greeting	72	82	45	78	82	86	96
Q11 Ability to listen	73	82	46	78	83	87	97
Q12 Explanations	71	81	42	77	81	85	97
Q13 Reassurance	70	79	41	75	80	84	98
Q14 Confidence in ability	72	82	43	79	83	87	99
Q15 Express concerns/fears	70	80	45	76	81	85	96
Q16 Respect shown	75	84	49	80	85	88	98
Q17 Time for visit	69	79	38	75	80	84	96
Q18 Consideration	71	79	41	75	79	83	98
Q19 Concern for patient	72	80	43	76	80	84	97
Q20 Self care	71	79	38	75	79	83	97
Q21 Recommendation	72	81	41	78	82	86	99
About the staff							
Q22 Reception staff	69	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	69	76	43	72	76	80	96
Q24 Information of services	63	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	58	66	31	62	66	70	96
Q26 Illness prevention	61	69	34	64	68	72	96
Q27 Reminder systems	62	68	27	63	68	72	96
Q28 Second opinion / comp medicine	58	67	30	62	67	71	96
Overall score	63	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 (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	23	64	68	71	88
Q2 Telephone access	47	56	13	47	58	65	78
Q3 Appointment satisfaction	59	65	23	62	65	69	85
Q4 See practitioner within 48hrs	47	57	18	52	58	64	83
Q5 See practitioner of choice	37	49	22	44	48	55	84
Q6 Speak to practitioner on phone	49	57	25	52	57	63	85
Q7 Comfort of waiting room	58	64	27	60	65	69	86
Q8 Waiting time	40	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	69	80	41	76	81	84	91
Q10 Warmth of greeting	72	82	45	78	83	85	93
Q11 Ability to listen	73	82	46	79	83	87	94
Q12 Explanations	71	81	42	77	81	85	92
Q13 Reassurance	70	80	41	76	80	84	91
Q14 Confidence in ability	72	82	43	79	83	86	92
Q15 Express concerns/fears	70	80	45	77	81	84	91
Q16 Respect shown	75	84	56	81	85	88	93
Q17 Time for visit	69	79	38	75	80	83	91
Q18 Consideration	71	79	46	75	79	83	89
Q19 Concern for patient	72	80	46	76	80	84	90
Q20 Self care	71	78	38	75	79	83	89
Q21 Recommendation	72	81	41	78	82	86	91
About the staff							
Q22 Reception staff	69	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	69	73	43	70	73	76	90
Q24 Information of services	63	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	58	63	31	60	64	66	86
Q26 Illness prevention	61	66	34	63	66	69	86
Q27 Reminder systems	62	65	27	62	65	68	86
Q28 Second opinion / comp medicine	58	64	30	61	64	68	87
Overall score	63	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

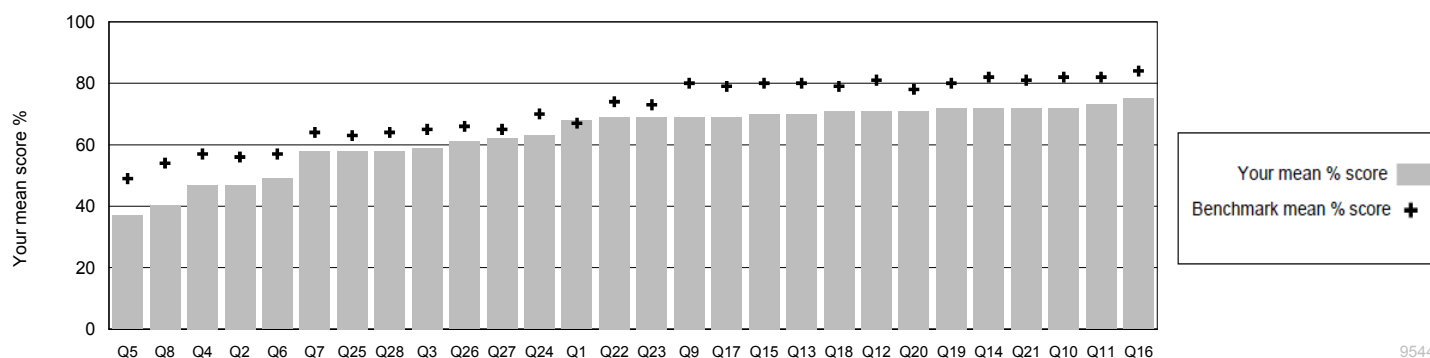
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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	Maximum
Age								
Under 25	47	60	70	42	66	70	75	91
25 - 59	172	64	70	35	67	70	74	87
60 +	66	65	73	24	70	73	76	87
Blank	24	56	69	50	63	69	74	86
Gender								
Female	181	64	71	32	67	71	74	87
Male	98	65	73	45	69	73	77	88
Blank	30	50	69	49	65	69	74	89
Visit usual practitioner								
Yes	109	68	74	35	71	74	77	89
No	148	61	68	35	64	68	72	84
Blank	52	58	70	53	65	70	73	83
Years attending								
< 5 years	90	65	72	28	68	72	76	88
5 - 10 years	62	63	71	40	67	71	75	91
> 10 years	125	65	72	48	69	72	75	86
Blank	32	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	19/12/2013	02/10/2012	16/02/2012
Q1 Opening hours satisfaction	68	68	72	75
Q2 Telephone access	47	46	63	65
Q3 Appointment satisfaction	59	51	65	65
Q4 See practitioner within 48hrs	47	38	61	59
Q5 See practitioner of choice	37	32	46	46
Q6 Speak to practitioner on phone	49	52	46	46
Q7 Comfort of waiting room	58	60	61	63
Q8 Waiting time	40	45	43	46
Q9 Satisfaction with visit	69	73	72	75
Q10 Warmth of greeting	72	75	72	76
Q11 Ability to listen	73	75	72	77
Q12 Explanations	71	74	71	75
Q13 Reassurance	70	72	70	75
Q14 Confidence in ability	72	76	73	77
Q15 Express concerns/fears	70	73	72	75
Q16 Respect shown	75	78	75	79
Q17 Time for visit	69	74	71	74
Q18 Consideration	71	74	70	75
Q19 Concern for patient	72	73	71	74
Q20 Self care	71	73	70	74
Q21 Recommendation	72	76	73	77
Q22 Reception staff	69	68	72	72
Q23 Respect for privacy/confidentiality	69	68	71	73
Q24 Information of services	63	65	68	69
Q25 Complaints/compliments	58	58	60	61
Q26 Illness prevention	61	60	62	62
Q27 Reminder systems	62	61	63	63
Q28 Second opinion / comp medicine	58	56	61	62
Overall score	63	64	66	69

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?

- Provide with a Saturday surgery.
- Make more doctors appointments available for the same day, especially for children! I've had problems getting my little boy seen when he was ill!
- Staff is very good. Doctor is very good. Any time appointment.
- Stop taking new patients as can't handle the amount already have! Improvement needed to prescription ordering as when mine is ordered, it's never ready.
- Longer appointment times.
- Answering the telephone, otherwise not that bad.
- We should see the doctor we want to see by not waiting for how many weeks before you see your doctor you want.
- Reception could be a lot more polite and deal with a patient before ending their conversation.
- Waiting time to make appointment to see doctor.
- Too long to see a doctor. Left standing too long before the reception staff speak to you. Told to leave and come back later to make my appointment far too long.
- One member of staff is a nasty piece of work. They called my child a liar when we had proof to the contrary.
- Any thing is very good.
- Waiting time is really poor - massive area for improvement.
- Answering the phone!
- The waiting room is anxiety provoking, the layout.
- The pharmacy is a long wait. The staff is very slow.
- Okay.
- Have answering phone times same as opening times.
- Leaflets could be put in a better place, to seen easier. I did not get the nurse I wanted, needed to see doctor if wanted to be seen this week. Put the children's toys back, include books, just something to help us mums out in this very busy waiting room/children's TV!
- I think the waiting time but I do believe there is too many patients registered at this surgery.
- The practice could improve by firstly answering the telephone if you let it ring it just cuts off, really frustrating!
- Don't expect any improvement as I know the surgery is extremely busy.
- Hard to get an appointment to see a doctor, sometimes two week waiting list. Not to prioritise the nurses time for flu vaccinations over baby immunisations. Had to attend walk in session.
- Waiting times should be improved. Never seen same doctor twice!
- More staff on phones.
- More practised and professional assistance towards all patients. And improve the times in which patient is called as many are late for their appointment and stay here longer than they should. Be more clear on what patient is asking you when speaking.
- Find it very difficult to get through on the phone.
- Make sure that if doctors are running late, they advise you instead of sitting around waiting making patients impatient.

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?

- Be good if the practice was open on Saturday or Sunday. Would be good for a picture of doctors in the practice so we know who's who. Also, would be good for the complaints procedure to be on the wall in waiting room.
- Get more staff on phones, or get staff to actually answer and not let the phone ring out.
- Greater availability of doctors. Option for urgent appointments.
- Although I appreciated how many patients there are at the practice, sometimes it is very difficult to get an appointment, especially with a preferred doctor.
- Answer the phone. Some days you can ring all day and not get through. Make appointments available earlier, e.g. contraception appointments that are every three months. You can't make it when you leave your last appointment and then when you ring a month in advance, there are no appointments left. Make more appointments available in advance than on the day. A doctor should see appointments in the order they were booked and if 'emergency' appointments are made (generally because people can't get in to see a doctor) they should be seen at the end of the session.
- Reception staff can be extremely rude on many occasions and have bad attitudes towards patients, both on the telephone and in person (worst customer service ever). Far too many patients, appointment availability in general extremely poor and becoming worse year by year.
- Answering the phone is a joke. Never get through. You have to know you are going to be ill 2 weeks before to get appointment. Even emergency appointment not easy to get.
- The doctor said she needed me to book in with her urgently but no appointments available, advised to call Wednesday. Telephoned Wednesday advised no appointments and to try Friday. I stressed to reception the doctor had said she needed to see me urgently this week but nothing available. Told to ring back. I telephoned 10 minutes later and spoke to one member of staff, I explained situation and she got me in for Friday. I think if a doctor tells you you need to be seen as urgent then the reception should be able to book that appointment.
- Getting an appointment when needed is sometimes hard and do not call at 8am.
- You can phone early as stated to do, but no one picks up the phone and when they do they tell you there are no appointments and that you should have called early in the morning, but I did.
- I can never get through on the phone. When I finally do, I can't get an appointment for a few days, even a week, and I can never get in to see a doctor of my choice.
- Ensure only items requested are given out on prescription, not just by rote. Ensure regular prescriptions are ready on time and with all essential changes taken care of.
- Give more appointments for a particular doctor of our choice and the wait time against your appointment time.
- Shorter waiting for appointment.
- Improve comfort in reception. Improve telephone service.
- Difficulty getting through on the phone, and waiting time in the surgery.
- Music no longer being played, why? Improve waiting times.
- Some parts of day could be patients arriving at same time and being seen on the 'first come, first served' basis to reduce waiting times or have times allotted for patients.
- Trying to make appointment by telephone is very difficult for older generation, using keypad on telephone, etc using proper keys on telephone for date of birth, etc.
- Pharmacy to open equivalent times to practice.
- A plan on the wall to show the doctor's practice rooms, as some doctors move rooms. This would stop people having to ask reception where to go.
- The practice has now grown very large, with it a large amount of patients. This has put a lot of pressure on the practice. Difficulty in getting appointments with your regular doctor, resulting in appointment times becoming meaningless.

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?

- Morning phone calls aren't answered most times. Lot more prompt at reception. Appointments too long to see doctor or nurse.
- I know some people don't cancel appointments, however looking from my point of view, my last two appointments I have been on time but was eventually seen an hour and a half late. My time is also important!
- Doctors being more considerate of patients' health while dealing with their illness with a proper treatment.
- More availability.
- Remove one member of staff. They're ignorant and overbearing.
- Not too bad.
- Always been happy with this surgery and services. Have always been with Holbrooks.
- Digital display of appointments on screen. Clear voice system.
- Make shorter waiting time, improve chances to see a doctor within 48 hours.
- Sometimes receptionists don't acknowledge you when stood at desk and they are on computer.
- I was first time here, but very nice. Thank you.
- Play area for children, and WiFi.
- Reducing waiting time, if possible.
- Better phone lines, cannot contact most of time.
- The telephone system for trying to get an appointment sometimes on phone 15-20 minutes waiting for someone to answer can be costly.

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?

- This doctor is a good doctor and understands people.
- No, this doctor is wonderful and caring!
- Like to see another doctor back. Excellent doctor.
- This doctor is the only doctor I see now. He listens and does not talk down at me. The younger ones have a very poor bedside manner - perhaps he could offer training or mentoring to the others.
- The doctor I saw is very good, so don't need improving.
- Excellent. No comments.
- None, this doctor is a credit to your practice and her profession. Shame more doctors don't adopt her approach!
- Keep to appointment times, I had to wait 45 minutes after my allocated time (appointment 10:40am, seen at 11:25am).
- I was told by a doctor on my previous visit, 'that's life'. This made me apprehensive returning today.
- No, she was lovely.
- Some doctors should be more professional, they should also carry out more tests themselves and not always assume the same outcome of illness as most of the time they repeat themselves.
- If there is more than one issue to discuss and they are two small issues than the doctor should consider both, rather than asking the patient to make two separate appointments.
- No friendly warm welcome. Doctor seemed rude and sharp. Didn't seem confident and asked me my suggestion what's wrong with my child.
- Give more time to the patients.
- This doctor I visited today was excellent.
- This doctor extremely reassuring and very kind and pleasant. She didn't make me feel rushed or under pressure. Thank you!
- Try to keep times of consultation in limits. Keep patients to the point of their visit.
- Best doctor I have used.
- Knowing what my appointment was about?
- Doing more to identify the cause and prevention of illness.
- The doctor seems to be using techniques from another country or old techniques.
- Keep up the good work.
- Shorter waiting time. More appointments.

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 = 309

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	21	98	110	73	2

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

$$\frac{\begin{aligned} &(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) \\ &+ (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100) \end{aligned}}{\begin{aligned} &(\text{Total number of patient responses} - \text{number of blank/spoilt}) \end{aligned}} = \frac{(5 \times 0) + (21 \times 25) + (98 \times 50) + (110 \times 75) + (73 \times 100)}{(309 - 2)} = 20,975/307$$

Your mean percentage score for Q1 = 68%

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	68

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

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*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: 11552

Surveys Completed: 309

has completed the

Improving Practice Questionnaire

Completed on 13 February 2015



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.