

Private and Confidential

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Improving Practice Questionnaire Report

Holbrooks Health Team

February 2016



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17 February 2016

Dear Miss Kelsey

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=188405>

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	3	32	78	79	48	2
Q2 Telephone access	53	74	56	32	25	2
Q3 Appointment satisfaction	14	49	72	55	48	4
Q4 See practitioner within 48hrs	39	67	54	42	35	5
Q5 See practitioner of choice	64	62	61	30	16	9
Q6 Speak to practitioner on phone	22	60	83	28	17	32
Q7 Comfort of waiting room	10	40	87	66	32	7
Q8 Waiting time	52	70	67	23	16	14
Q9 Satisfaction with visit	3	20	57	69	81	12
Q10 Warmth of greeting	2	16	58	66	89	11
Q11 Ability to listen	3	11	55	62	98	13
Q12 Explanations	1	12	60	70	87	12
Q13 Reassurance	4	14	59	72	76	17
Q14 Confidence in ability	3	12	62	64	88	13
Q15 Express concerns/fears	3	10	67	74	76	12
Q16 Respect shown	2	10	57	63	97	13
Q17 Time for visit	3	20	56	75	77	11
Q18 Consideration	2	19	61	60	77	23
Q19 Concern for patient	3	17	60	59	75	28
Q20 Self care	2	17	64	62	70	27
Q21 Recommendation	4	18	50	58	87	25
Q22 Reception staff	3	21	67	80	65	6
Q23 Respect for privacy/confidentiality	4	24	67	78	62	7
Q24 Information of services	5	23	75	70	52	17
Q25 Complaints/compliments	15	32	88	49	28	30
Q26 Illness prevention	5	28	89	62	33	25
Q27 Reminder systems	7	24	87	64	33	27
Q28 Second opinion / comp medicine	8	25	85	52	25	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

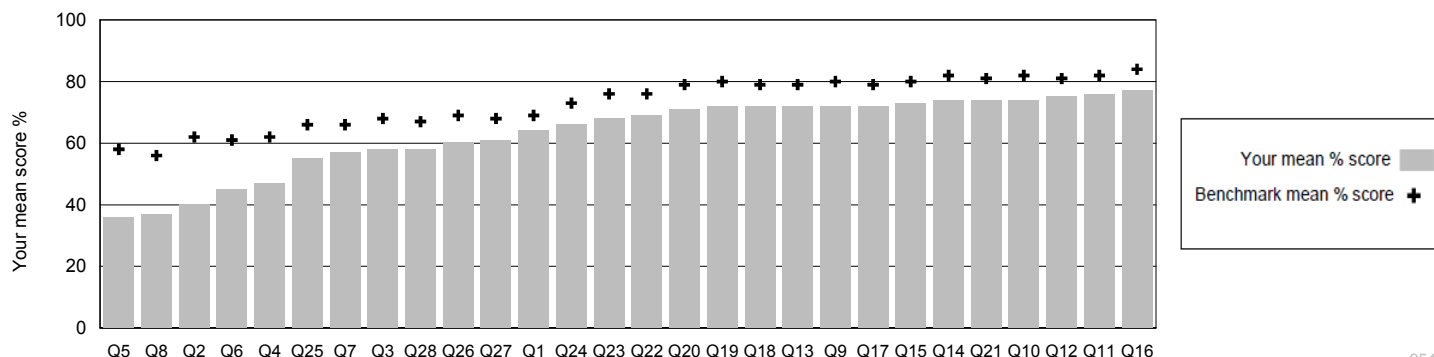
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	40	62	13	53	63	71	92
Q3 Appointment satisfaction	58	68	23	63	68	74	92
Q4 See practitioner within 48hrs	47	62	18	54	62	70	96
Q5 See practitioner of choice	36	58	22	48	57	65	95
Q6 Speak to practitioner on phone	45	61	25	54	61	67	92
Q7 Comfort of waiting room	57	66	27	60	66	71	90
Q8 Waiting time	37	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	72	80	41	76	81	85	97
Q10 Warmth of greeting	74	82	45	78	82	86	96
Q11 Ability to listen	76	82	46	78	83	87	97
Q12 Explanations	75	81	42	77	81	85	97
Q13 Reassurance	72	79	41	75	80	84	98
Q14 Confidence in ability	74	82	43	79	83	87	99
Q15 Express concerns/fears	73	80	45	76	81	85	96
Q16 Respect shown	77	84	49	80	85	88	98
Q17 Time for visit	72	79	38	75	80	84	96
Q18 Consideration	72	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	74	81	41	78	82	86	99
About the staff							
Q22 Reception staff	69	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	68	76	43	72	76	80	96
Q24 Information of services	66	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	55	66	31	62	66	70	96
Q26 Illness prevention	60	69	34	64	68	72	96
Q27 Reminder systems	61	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

9541

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

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	64	67	23	64	68	71	88
Q2 Telephone access	40	56	13	47	58	65	78
Q3 Appointment satisfaction	58	65	23	62	65	69	85
Q4 See practitioner within 48hrs	47	57	18	52	58	64	83
Q5 See practitioner of choice	36	49	22	44	48	55	84
Q6 Speak to practitioner on phone	45	57	25	52	57	63	85
Q7 Comfort of waiting room	57	64	27	60	65	69	86
Q8 Waiting time	37	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	72	80	41	76	81	84	91
Q10 Warmth of greeting	74	82	45	78	83	85	93
Q11 Ability to listen	76	82	46	79	83	87	94
Q12 Explanations	75	81	42	77	81	85	92
Q13 Reassurance	72	80	41	76	80	84	91
Q14 Confidence in ability	74	82	43	79	83	86	92
Q15 Express concerns/fears	73	80	45	77	81	84	91
Q16 Respect shown	77	84	56	81	85	88	93
Q17 Time for visit	72	79	38	75	80	83	91
Q18 Consideration	72	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	74	81	41	78	82	86	91
About the staff							
Q22 Reception staff	69	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	68	73	43	70	73	76	90
Q24 Information of services	66	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	55	63	31	60	64	66	86
Q26 Illness prevention	60	66	34	63	66	69	86
Q27 Reminder systems	61	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

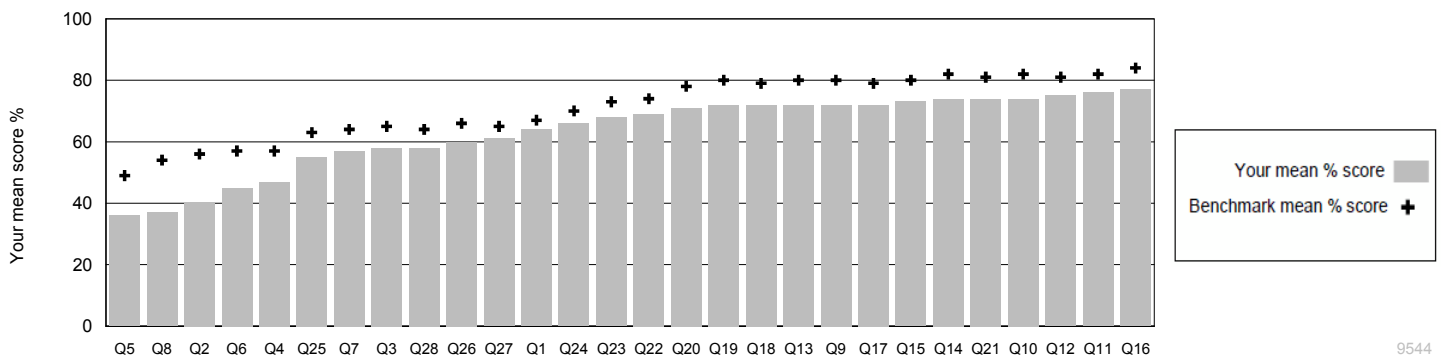
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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	34	68	70	42	66	70	75	91
25 - 59	130	62	70	35	67	70	74	87
60 +	53	66	73	24	70	73	76	87
Blank	25	58	69	50	63	69	74	86
Gender								
Female	141	62	71	32	67	71	74	87
Male	72	66	73	45	69	73	77	88
Blank	29	61	69	49	65	69	74	89
Visit usual practitioner								
Yes	88	68	74	35	71	74	77	89
No	106	60	68	35	64	68	72	84
Blank	48	63	70	53	65	70	73	83
Years attending								
< 5 years	64	68	72	28	68	72	76	88
5 - 10 years	45	57	71	40	67	71	75	91
> 10 years	101	64	72	48	69	72	75	86
Blank	32	61	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	19/01/2015	19/12/2013	02/10/2012
Q1 Opening hours satisfaction	64	68	68	72
Q2 Telephone access	40	47	46	63
Q3 Appointment satisfaction	58	59	51	65
Q4 See practitioner within 48hrs	47	47	38	61
Q5 See practitioner of choice	36	37	32	46
Q6 Speak to practitioner on phone	45	49	52	46
Q7 Comfort of waiting room	57	58	60	61
Q8 Waiting time	37	40	45	43
Q9 Satisfaction with visit	72	69	73	72
Q10 Warmth of greeting	74	72	75	72
Q11 Ability to listen	76	73	75	72
Q12 Explanations	75	71	74	71
Q13 Reassurance	72	70	72	70
Q14 Confidence in ability	74	72	76	73
Q15 Express concerns/fears	73	70	73	72
Q16 Respect shown	77	75	78	75
Q17 Time for visit	72	69	74	71
Q18 Consideration	72	71	74	70
Q19 Concern for patient	72	72	73	71
Q20 Self care	71	71	73	70
Q21 Recommendation	74	72	76	73
Q22 Reception staff	69	69	68	72
Q23 Respect for privacy/confidentiality	68	69	68	71
Q24 Information of services	66	63	65	68
Q25 Complaints/compliments	55	58	58	60
Q26 Illness prevention	60	61	60	62
Q27 Reminder systems	61	62	61	63
Q28 Second opinion / comp medicine	58	58	56	61
Overall score	63	63	64	66

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?

- Answer the phone within 2 minutes rather than 10 minutes. Understanding by the receptionist that people work and you need to work around your appointments. Attitude of the receptionist, they are very sarcastic and rude.
- By answering the phone, I the practice for 2 day and still no answer had to come the practice in the end.
- Can't see a doctor because I work 9-5.
- Have more doctors like one of them. Only with this surgery because of this doctor. She is the only decent doctor. Reception - one receptionist needs to be trained on her manners. Most rude receptionist is this one.
- Get rid of one receptionist.
- Answer the telephone!! See patient at the set appointment not 30 minutes (plus) afterwards!!
- The waiting times are too long to get to see your doctor. Never seen on time.
- Sort out technical issues!
- Better appointment times, have to wait ages to be seen by a doctor you prefer.
- Need someone to answer the phone as the receptionist is always busy a lot of the time. Cannot get through takes a lot of phone calls.
- Long wait when waiting to see doctor in waiting room.
- Answering telephone, and not to leave me trying to get through for 15 minutes. This applies at pm times mainly.
- Everything is fine except the length of time waiting to be able to see a doctor.
- To hire more reception staff so calls can be taken quicker. I've been waiting several times trying to get through 45 minutes twice and overall around 20 minutes wait.
- Long waiting times and lack of information from staff if a doctor is running late.
- I find the practice to be excellent.
- It can be hard to get through to reception to book appointments. I do have to try a good few times sometimes.
- Better chairs.
- You could make it easier to see a doctor of my choice for ongoing medical conditions. The repeat prescription service is a nightmare if you have an ongoing condition with ongoing meds you shouldn't have to see a GP all the time.
- I am very happy with surgery. Congratulations.
- More availability for appointments booked online.
- Still a need for more staff on reception. More space needed at the place getting prescriptions.
- Fix the doors to stop the cold coming in.
- Excellent service so far.
- The speaker in waiting room could be better so patient can hear their names clearer.
- None, it doing everything right.
- Less time waiting for an appointment.
- Understandably waiting times can be long but I have had too many occasions when I'm waiting for almost an hour with no explanation. If patients were notified at least this may help. I also had an incident with a doctor who was very rude, she did not seem interested in hearing what I was saying and it felt rushed. I suffer with a chronic condition and was told I could not have an x-ray yet another doctor said I needed one.

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?

- It could improve by answering the telephone more quickly.
- Not being able to get your results only on one day a week between a 2 hour slot. How about if you can't ring because you are at work? You should be able to get your results anytime.
- More appointments available on each day.
- The practice is very busy so they take time answering calls. Doctors spend quality time with patient therefore being behind with other patients' appointment times.
- Telephone can ring for sometimes twenty minutes before being answered? Understand can be busy but maybe bigger phone system.
- Opening times - longer hours and weekends. More GP available in order to provide a quicker service. Emergency appointment available 8am and 1pm daily are not effective for its purpose. People who want an appointment within 48 hours call at this time in order to get in. Emergency appointments should be allocated to a separate doctor altogether. More daily appointment therefore could be released.
- Stop making patients feel like an inconvenience. Letting us know when we arrive that delay will be over one hour!! One hour 20 minute delay!!
- No comment am satisfied.
- Small play area or TV for children's programmes would help keep children entertained. Be able to book appointments online more easily (log in and password expire after certain time and can't reset them yourself) have to have them posted or collect from surgery. I queued for an hour and a half to see one doctor (not this one) with 2 children in tow, hoping to get my issue seen to. I was not examined and had to return a month later to see nurse, then another week after to see doctor again!
- Have more trained staff on the reception desk and try to decrease the waiting time to see the doctor. The appointments never run on time, at least 30 minutes over the scheduled time!
- I have had my details removed from the system on two occasions, so I have had to reregister, which was inconvenient. The length of time sat in the waiting room is ridiculous.
- Waiting times are far too long especially with young children.
- The phone should be answered quickly. Waiting 5 minutes to be answered is disgusting. Some reception staff can be rude at times.
- I have never had reason to complain or ask for a second opinion so cannot answer these questions.
- I just find when phoning the surgery sometimes nobody answers.
- Since the practice has grown the service has deteriorated. Telephone answering is good but length of time it takes to answer is very bad.
- The call system is very poor with so many options on the automated system. Very hard for elderly to understand and get through.
- Bring more experience doctors.
- When I came first for my problem, I was asked just to have painkillers. No alternative treatment was mentioned. My wife is a health professional and she was really surprised at the negligence.
- Clearer Tannoy system.
- None really.
- Quicker appointments. Have fast track for people coming in for quick appointments.
- Improve on making appointments by phone.
- None. All ok. Excellent.
- Time allotment for each patient if could be increased so as to reduce the waiting time.

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?

- Answer the telephone sooner.
- Had a couple of problems with a receptionist who needs to speak to patients with a little more respect. Arrogant person who thinks they're a doctor!
- Excellent service.
- Get rid of the telephone answering service. It just generates income for BT. I would rather the phone rang until someone can answer. Get a separate number for secretary, finance etc.
- Popular doctors who have been here a long time are hard to get appointments with. However this is to be expected and aside from inhumane working hours being applied this can't be helped. Newer doctors with whom I have had appointments with have been excellent and I feel this is a very well run and well operated practice - and I am very happy with the care and treatment I have received here over many years.
- No - keep up the good work.
- Seeing the doctor on time more, especially when you are the first patient of the day and still are 10-15 minutes late.
- No improvement - perfect.
- Waiting times can be too long sometimes (up to an hour).
- There are occasions when your call in waiting room is put on screen. I have hearing problems and when it isn't displayed, my hearing aids have difficulty hearing when my call is relayed!!
- I think it's very good as it is.
- Answering the telephone more quickly.

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?

- Give you a telephone consultation on the day rather than 5 day's time.
- Be more understanding. Listen to patient. Be more like another doctor.
- See patients at set appointment!!
- Listen more, ask questions, not rush.
- None - he's great.
- Better appointments. You shouldn't have to wait over 45 minutes when you have an appointment.
- Explain things more, we don't always ask questions like we should, don't want to waste the doctor's time.
- Impossible!
- The doctor was lovely.
- No. This doctor is one of the best. I prefer to see him.
- More time with the doctor if needed.
- None - great doctor.
- No improvements necessary, the doctor was very helpful and easy to understand. This doctor has been extremely welcoming and professional. The reception staff are friendly, especially one.
- Certain doctors, not this one - definitely needs to improve on her person skills. I left feeling my needs were not important. Listening can make a huge difference. Also having phoned about needing inhalers was told I need to see a doctor, yet I had already done this in order to get repeat prescription. Communication and patient care needs to improve.
- Make surgery available at weekends for people who work awkward hours and stop them having to take time off work to see a doctor.
- No comments am satisfied.
- Doctor was fine, no problems.
- Doctor wasn't very good with small child. Didn't smile at my child to reassure her and seemed like an unhappy doctor. Wouldn't visit again.
- Being on time with their appointments.
- Very nice doctor.
- If a patient seen by the same doctor all the time. Appointment waiting list is very long. Most of the time to see a doctor of your choice takes a month.
- More patient friendly and more transparent. Listen to your patients - we do not need counselling.
- None. All ok excellent.
- If appointment times could be more spaced. Her ability to diagnose each patient properly end up spending more time than allotted for each patient.
- Excellent doctor, only one I will see because of the level of respect and confidence I have in him as my doctor.
- This doctor has always been very understanding of my situation and supportive always. Keep up the good work.
- Stick to appointment times. Don't have the doctor on call be the same doctor who had a surgery to run.
- Saw this doctor, was very happy with the appointment and have always found him to be excellent and very reassuring as have friends and family. Two other doctors I have seen have been similarly excellent and I feel there is a very good group of doctors here in my experience.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- No - good guys.
- No improvement - perfect.

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 = 242

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	32	78	79	48	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (32 \times 25) + (78 \times 50) + (79 \times 75) + (48 \times 100)}{(242 - 2)} = 15,425/240$$

Your mean percentage score for Q1 = 64%

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	64

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: 11952

Surveys Completed: 242

has completed the

Improving Practice Questionnaire

Completed February 2016



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.