

Private and Confidential

Mrs Elizabeth Eades
Ship Street Surgery
Ship Street
East Grinstead
West Sussex
RH19 4EE

Improving Practice Questionnaire Report

Ship Street Surgery

November 2013



1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

Mrs Elizabeth Eades
Ship Street Surgery
Ship Street
East Grinstead
West Sussex
RH19 4EE

t 0845 5197493
f 01392 824767

e enquiries@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

22 November 2013

Dear Mrs Eades

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=164989>

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

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	6	36	124	97	26	2
Q2 Telephone access	20	87	88	73	21	2
Q3 Appointment satisfaction	19	55	92	82	40	3
Q4 See practitioner within 48hrs	43	89	68	57	23	11
Q5 See practitioner of choice	70	99	65	36	12	9
Q6 Speak to practitioner on phone	24	61	102	49	12	43
Q7 Comfort of waiting room	3	32	139	90	22	5
Q8 Waiting time	18	72	104	60	18	19
Q9 Satisfaction with visit	2	8	62	103	111	5
Q10 Warmth of greeting	3	10	58	99	116	5
Q11 Ability to listen	3	9	49	101	119	10
Q12 Explanations	3	9	55	100	117	7
Q13 Reassurance	3	13	59	106	101	9
Q14 Confidence in ability	2	12	47	107	116	7
Q15 Express concerns/fears	1	14	59	89	111	17
Q16 Respect shown	2	6	54	89	134	6
Q17 Time for visit	2	17	61	93	110	8
Q18 Consideration	1	11	60	89	96	34
Q19 Concern for patient	2	11	65	84	107	22
Q20 Self care	2	12	71	82	94	30
Q21 Recommendation	1	10	56	79	119	26
Q22 Reception staff	5	24	73	102	74	13
Q23 Respect for privacy/confidentiality	5	17	90	91	70	18
Q24 Information of services	5	31	89	88	55	23
Q25 Complaints/compliments	7	41	89	74	24	56
Q26 Illness prevention	7	26	102	84	32	40
Q27 Reminder systems	8	34	79	77	47	46
Q28 Second opinion / comp medicine	10	22	81	56	17	105

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

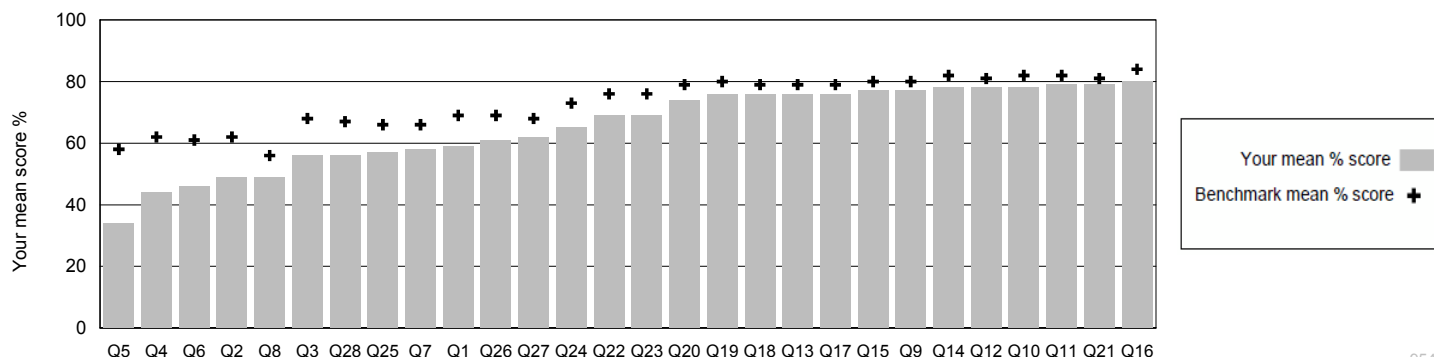
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	59	69	23	64	68	73	92
Q2 Telephone access	49	62	13	53	63	71	92
Q3 Appointment satisfaction	56	68	23	63	68	74	92
Q4 See practitioner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



9541

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	59	67	23	64	68	71	88
Q2 Telephone access	49	56	13	47	58	65	78
Q3 Appointment satisfaction	56	65	23	62	65	69	85
Q4 See practitioner within 48hrs	44	57	18	52	58	64	83
Q5 See practitioner of choice	34	49	22	44	48	55	84
Q6 Speak to practitioner on phone	46	57	25	52	57	63	85
Q7 Comfort of waiting room	58	64	27	60	65	69	86
Q8 Waiting time	49	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	77	80	41	76	81	84	91
Q10 Warmth of greeting	78	82	45	78	83	85	93
Q11 Ability to listen	79	82	46	79	83	87	94
Q12 Explanations	78	81	42	77	81	85	92
Q13 Reassurance	76	80	41	76	80	84	91
Q14 Confidence in ability	78	82	43	79	83	86	92
Q15 Express concerns/fears	77	80	45	77	81	84	91
Q16 Respect shown	80	84	56	81	85	88	93
Q17 Time for visit	76	79	38	75	80	83	91
Q18 Consideration	76	79	46	75	79	83	89
Q19 Concern for patient	76	80	46	76	80	84	90
Q20 Self care	74	78	38	75	79	83	89
Q21 Recommendation	79	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	65	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	57	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	56	64	30	61	64	68	87
Overall score	66	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

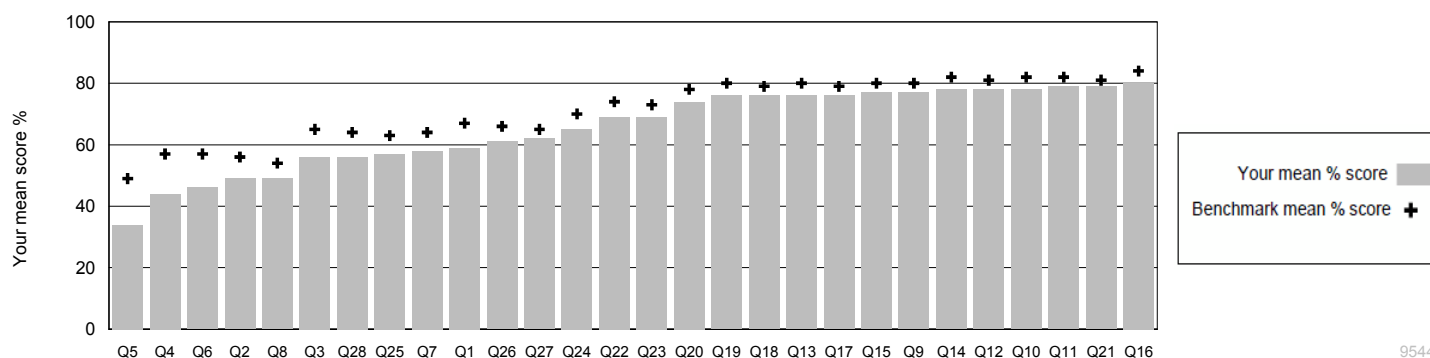
9544

*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)



9544

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	22	70	70	42	66	70	75	91
25 - 59	148	63	70	35	67	70	74	87
60 +	102	69	73	24	70	73	76	87
Blank	19	67	69	50	63	69	74	86
Gender								
Female	169	65	71	32	67	71	74	87
Male	99	67	73	45	69	73	77	88
Blank	23	70	69	49	65	69	74	89
Visit usual practitioner								
Yes	115	72	74	35	71	74	77	89
No	133	60	68	35	64	68	72	84
Blank	43	67	70	53	65	70	73	83
Years attending								
< 5 years	51	66	72	28	68	72	76	88
5 - 10 years	36	64	71	40	67	71	75	91
> 10 years	177	66	72	48	69	72	75	86
Blank	27	67	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.

9544

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	04/01/2013	31/01/2012	05/11/2008
Q1 Opening hours satisfaction	59	71	68	69
Q2 Telephone access	49	61	57	67
Q3 Appointment satisfaction	56	68	65	74
Q4 See practitioner within 48hrs	44	56	52	61
Q5 See practitioner of choice	34	43	43	56
Q6 Speak to practitioner on phone	46	61	56	65
Q7 Comfort of waiting room	58	67	62	66
Q8 Waiting time	49	63	61	68
Q9 Satisfaction with visit	77	90	85	90
Q10 Warmth of greeting	78	91	87	90
Q11 Ability to listen	79	93	87	91
Q12 Explanations	78	92	87	90
Q13 Reassurance	76	88	86	88
Q14 Confidence in ability	78	91	88	91
Q15 Express concerns/fears	77	90	86	88
Q16 Respect shown	80	92	89	91
Q17 Time for visit	76	88	85	82
Q18 Consideration	76	88	83	87
Q19 Concern for patient	76	89	84	88
Q20 Self care	74	86	82	--
Q21 Recommendation	79	90	86	90
Q22 Reception staff	69	78	70	74
Q23 Respect for privacy/confidentiality	69	77	73	75
Q24 Information of services	65	74	70	74
Q25 Complaints/compliments	57	67	63	69
Q26 Illness prevention	61	69	66	71
Q27 Reminder systems	62	73	69	72
Q28 Second opinion / comp medicine	56	71	66	70
Overall score	66	78	74	78

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

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

Your patient feedback

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

Any comments about how this practice could improve its service?

- Magazines in reception.
- No information provided about doctor leaving or replacement/reassignment. Too long to book appointments. Typically to see one of the doctors would be 3 or more weeks, otherwise a week or more unless a cancellation.
- Very good.
- I have always been very happy with the service my family receive.
- Longer opening hours - it can be difficult for those of us who work. Nurses appointments for blood tests - need more of them. More appointments!
- Since the changes to the computer system, the surgery has been terrible. I have had problem after problem, with late appointments, missed off midwife lists, repeat prescription errors and the loss of my personal contact information resulting in my newborn baby missing their first immunisations. I have always rated this surgery, even persuading my husband to transfer here. I probably wouldn't based on the last 4/5 months experiences.
- Phones left on answer phone after 8am (this morning still on at 8:20).
- Longer hours for working people. Shift workers.
- I am a fit octogenarian, so I am happy with doctors, and nurses. I do know that some of my elderly friends would appreciate more help in managing their geriatric care and management.
- Relatively new patient to the practice but so far very pleased.
- By offering repeat prescription requests by telephone.
- Have more telephone lines available - getting through can take a very long time and can be very difficult for people who work.
- Waiting times prior to appointment far too long. Maybe people could be asked if they need a five or ten minute appointment so they don't overrun so much.
- Parking a problem!
- Repeat prescriptions are not always correct.
- Unless it is already in place for a surgery this size should there be a doctor on duty to be seen at all times between opening a closing time?
- None. Very good.
- Could do with a clock in the waiting room.
- I usually have to wait 10 days to see a doctor of my choice, but if I accept an appointment straight away it can be with any doctor available. As I am aware of this it's okay but at times it would be good to see the same doctor at all times. Please bring back texting on the day of my appointment it is so helpful.
- When someone makes a complaint, the practice manager or head of partnership should answer after investigation. Not the doctor who the complaint was about. I consider this very poor practice for investigations!
- Shame about the car park at times, but it's a minor detail.
- Being in an online booking system to avoid phone calls at busy times.
- I came to the surgery at 8:01am to make an appointment. Even though the system had only just opened there was only 1 appointment available for that morning. I hope that now I have registered for online appointments that I will have more choice. Phoning at 8am is too busy and difficult to get the phone answered.
- Found that doctor was not really listening, told them I had been getting bad headaches. Five mins later they said are you getting headaches.
- I found a lot of difficulty booking appointment at one time for my daughter as the phone call had to be received at 12 and due to the nature of my work, this could be very difficult and as a result she couldn't have an appointment that day.

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?

- I have always found this practice capable, friendly, polite, caring, I feel I am lucky to have them.
- I work in the city and would welcome longer opening hours or Saturday appointments, so as to not have to take holiday to see a doctor.
- Time is very limited. Cannot book a double appointment.
- Telephone lines very busy and difficult to get through 8am and 12 noon - online booking I hope will help. More appointments needed.
- Lost repeat prescriptions and are not ready within 48 hours limit set by the practice - tightening of procedures so this doesn't happen would be very helpful!
- I find that the reception staff over the telephone are somewhat rude to deal with and are unkind, in person they seem much more polite and warming.
- Very satisfied with this practice. In particular two doctors who provide a thorough and very caring service.
- I have been a patient many years and would not ever wish to leave this practice.
- 45 minute wait a little too long!
- More parking!
- Saturday opening hours for those who work appointment line engaged for long periods.
- Receptionists are a little short on the phone and appointment line is always busy maybe need more support staff to alleviate pressures?
- The 'reminder' service was really good before it turned into a 'confirmation' service at time of booking.
- Answering phones separately talking to people at reception - so busy to maybe ask more questions to the staff feel guilty - not staff fault.
- Please if I could see one doctor, the same doctor each time I came. This must be common sense as this doctor knows me and my history. I am concerned that seeing a different doctor each time is not providing me with effective treatment.
- There have been times of poor relay of information from hospital to doctor and vice versa. Tests results do not seem to show up in my records despite the hospital saying they sent them.
- Perhaps make patients aware if their doctor is running late and it will affect their appointment time.
- More reception staff.
- Getting through on phone could be better.
- Been trying to get into stop smoking clinic for last 4 months, but still no response.
- More appointments available on the day.
- To be able to make a non-emergency appointment sooner, especially to choose which doctor without waiting several weeks.
- New system for emergency on the day appointments does not appear to be working well. Huge queues and long waits and no seating.
- Longer open hours. More doctors - so it is easier to get an appointment.
- To be able to email/fax information to the doctors would be compatible and up-to-date. All other businesses do it so why not the practice? And I should not have to wait 3 weeks to see my own GP.
- More people manning the phones - rings for ages at times. More evening opportunities to see GP. Get rid of the muzak!

Your patient feedback

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

Any comments about how this practice could improve its service?

- To be able to book an appointment more readily rather than weeks in advance. To be able to get through/answered on the telephone easier. For reception staff to be a little more polite (though not all) rather than always asking if it is an emergency. It is not always an emergency, however needs to be sorted before another week/two which seems to be how long it takes to get an appointment. Normally end up waiting at least 10-20 mins after appointment time.
- Cut waiting times.
- Opening hours - more early/late/weekends for working parents. More thorough checks during appointment to allow correct diagnosis.
- Phone takes too long to be answered. It would be nice to see the same doctor especially if he/she says come back next week and then you can't make an appointment for 10 days and with a different doctor.
- Waiting room a bit bleak. When attending a new doctor how do I know where to go?
- I'm satisfied.
- It's about as good as it's possible to be given the overall context of NHS services and the associated challenges.
- At reception too short of staff when several patients waiting of answering telephone calls for appointments etc.
- Q27 above - doctors never usually return to you re a query or concern.
- Length of time to wait for appointments including appointments with nurses.
- Never required.
- By opening more hours!
- The reminder messaging was good. Now rubbish.
- Car park is a pain at times.
- Better disable parking.
- Obviously weekend opening.
- Possibly slightly extended opening hours especially at weekends! Bigger car parking facilities! (Sore hope!).
- There has never been a problem - I am a regular patient for ongoing illness - I never have a problem seeing or speaking to the doctor by phone nor is there a problem with another practitioner for my regular blood tests.
- The practice is first class. The suggestion of a 7 day service would be welcome.
- More parking spaces for patients. The telephone system cut me off twice.
- Reception staff are clearly the weak link at the surgery.
- More receptionists answering calls.
- If you was very unwell you might be even worse when you see a doctor 2 weeks after you need an appointment.
- It is generally nearly impossible to see your own doctor unless you give over two weeks notice. At times reception can be challenging when trying to arrange appointments and when trying to contact your GP by phone and they sometimes require personal information I would rather discuss with my doctor only.
- The length of time to get an appointment with my chosen doctor is frankly beyond a joke.
- Waiting times. Opening hours.
- Horrendous parking! No spaces, queues, people getting stuck.
- This doctor has been great. Have had trouble with misdiagnosis from a different doctor. In fact so has my mother in law.

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?

- How does a patient know how long to give a treatment before coming back. Email service? Rather than appointment.
- Availability of appointments is poor - often not within a week of requirement (unless able to secure a cancellation). I do not refer to appoint.
- More community group/health group information at a local level.
- Look at opening on a Saturday. Make it easier to contact the nurse by phone. If possible make more appointments available for the nurse/phlebotomist - it can take a week or more to get an appointment.
- Improve reception staff.
- It is a first class practice.
- The reception staff could be cheerful and not so arrogant. They think they are doctors only some off staff.
- Old system of text reminders day before appointment was excellent. New system of text reminder seconds after you have rung to make appointment seems almost ridiculous suggest revert to old 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 the doctor/nurse could improve?

- Good welcome.
- I have rated my opinion of the doctor as good because I have seen this doctor today. However, had I seen one or two other doctors, my answers would all have been 'poor' due to their lack of empathy, kindness and the fact that they always rush their patients through their appointment.
- Very helpful appointment. Excellent explanation given.
- Seeing same doctor.
- It is sometimes frustrating not to be able to get an appointment with doctor of choice, in some cases it can be a 2/3 week wait.
- They are all first rate!
- I have always found everyone helpful and friendly when contacting or visiting the surgery.
- The nurses are nearly all excellent. Sadly this cannot be said of some of the doctors. One or two have a reputation for being slapdash. I find only four doctors are worth seeing because they are thorough.
- All staff very friendly and competent. No problems.
- Have been excellent in the care of my mental health. Always been very happy. No complaints. Excellent surgery.
- The doctor is very helpful and efficient and would recommend them to other people.
- Spend more time looking at patient than the computer screen.
- A nurse in particular immunised my child and said "this will hurt". I was very upset by this and refused the next appointment with her. All other nurses seen have been great.
- The practice is nearly always busy and appointment times are usually a little late - more staff needed?
- There is a variation between the doctors (as you might expect) but I believe a basic standard of politeness and listening skills is important to have across the board.
- My doctor has look after me and my children for all the many years I have been here with no problems.
- Never able to get an appointment with my doctor.
- Reception staff should keep comments about patients use of emergency appointments to themselves, to say "they all say that" in a loud voice when a patient is asking for an emergency appointment is unprofessional.
- All the doctors and nurses I have had contact with are very friendly and respectful.
- No improvement required the doctor is lovely.
- I often feel that reception is too hot. Ironically I feel that puts me at risk for picking up a bug. More chairs and better magazines could do with improving but time waiting is minimal, so that's an optimum experience.
- Be more friendly.
- I've been with this practice for over 30 years and wouldn't have stayed if I didn't have complete confidence in the GPs/nurses. Receptionists get a poor press generally, but I do think it is understaffed here at the moment.
- Giving a bit more time to general health - i.e. how are you overall. Blood pressure test every time?
- When you get to see your doctor, they are brilliant. Thank you.
- As there is not always possible to see one's usual doctor, notes should be clear so that another doctor can clearly see what has been happening.
- Take a bit more time to discuss general lifestyle matters to reassure patients they are getting all necessary elements right to stay healthy or minimise effects of an illness. I have found a lot of information elsewhere my doctor could have helped with.

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?

- Not really.
- Always feel confidence after my sessions!
- More time given for appointments.
- Approaches vary but overall the doctors and nurses are excellent.
- I think they all make a very good team.
- You can't improve on perfection.
- Excellent work.
- Not really. Still getting to know some new faces in the practice (being a 'regular' over the years!).
- Very good! Concern that consolidation of surgeries and growth of population in local area may undermine this.
- Sometimes admin procedures get in the way of helping someone. Can sometimes be fairly bureaucratic.
- A more holistic interest in medicine outside of the standard NICE guidelines. Not good on appointment endings becomes rather brusque and abrupt.
- My experiences with the GPs I choose to see or my own GP is very good in general.
- Respect for my time. It means 3 hours out of work to attend e.g. practice at 8:30 in morning so telling me I have 10 min for one problem not more than one seems inconsiderate.
- We are very lucky to have such quality doctors and nurses.
- All very good and helpful.
- This nurse was very efficient and obviously considered their patient and was aware of the patient's needs. Regrettably I have found others less helpful.
- None doctors are good.

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 = 291

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	6	36	124	97	26	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(6 \times 0) + (36 \times 25) + (124 \times 50) + (97 \times 75) + (26 \times 100)}{(291 - 2)} = 16,975/289$$

Your mean percentage score for Q1 = 59%

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	59

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

Ship Street Surgery

Ship Street
East Grinstead
West Sussex
RH19 4EE

Practice List Size: 11300

Surveys Completed: 291

has completed the

Improving Practice Questionnaire

Completed on 22 November 2013



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.