

Private and Confidential

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Improving Practice Questionnaire Report

Ship Street Surgery

January 2013



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30 January 2013

Dear Ms 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=139711>

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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	17	76	117	70	3
Q2 Telephone access	10	42	87	103	43	0
Q3 Appointment satisfaction	13	32	63	79	91	7
Q4 See practitioner within 48hrs	36	40	82	60	58	9
Q5 See practitioner of choice	56	73	66	43	33	14
Q6 Speak to practitioner on phone	8	35	86	66	45	45
Q7 Comfort of waiting room	1	10	113	107	51	3
Q8 Waiting time	2	36	96	103	44	4
Q9 Satisfaction with visit	1	1	16	74	191	2
Q10 Warmth of greeting	0	1	12	73	199	0
Q11 Ability to listen	0	0	11	60	212	2
Q12 Explanations	0	0	13	69	198	5
Q13 Reassurance	0	4	21	79	180	1
Q14 Confidence in ability	0	3	11	69	200	2
Q15 Express concerns/fears	0	2	21	71	190	1
Q16 Respect shown	0	1	14	55	213	2
Q17 Time for visit	0	5	26	67	187	0
Q18 Consideration	1	1	26	70	178	9
Q19 Concern for patient	0	1	23	75	180	6
Q20 Self care	0	3	32	77	163	10
Q21 Recommendation	2	1	20	59	197	6
Q22 Reception staff	2	6	52	113	101	11
Q23 Respect for privacy/confidentiality	1	10	56	98	103	17
Q24 Information of services	2	12	73	96	87	15
Q25 Complaints/compliments	4	24	76	87	58	36
Q26 Illness prevention	2	15	86	95	56	31
Q27 Reminder systems	2	12	70	92	78	31
Q28 Second opinion / comp medicine	2	8	65	67	54	89

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	71	67	44	62	66	71	99
Q2 Telephone access	61	64	24	56	64	72	99
Q3 Appointment satisfaction	68	69	37	64	69	74	99
Q4 See practitioner within 48hrs	56	65	25	57	65	72	99
Q5 See practitioner of choice	43	61	24	53	60	69	99
Q6 Speak to practitioner on phone	61	61	31	54	61	67	99
Q7 Comfort of waiting room	67	66	31	61	66	72	100
Q8 Waiting time	63	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	90	80	49	76	80	84	99
Q10 Warmth of greeting	91	81	50	78	82	86	99
Q11 Ability to listen	93	81	50	78	82	86	100
Q12 Explanations	92	80	49	77	81	84	100
Q13 Reassurance	88	79	49	75	79	83	100
Q14 Confidence in ability	91	82	50	79	83	86	100
Q15 Express concerns/fears	90	80	50	76	80	84	100
Q16 Respect shown	92	83	50	80	84	88	100
Q17 Time for visit	88	74	46	70	74	79	100
Q18 Consideration	88	78	48	74	78	82	100
Q19 Concern for patient	89	79	48	75	79	83	100
Q20 Self care	86	80	51	78	81	85	99
Q21 Recommendation	90	81	46	77	81	85	100
About the staff							
Q22 Reception staff	78	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	77	76	45	72	76	80	100
Q24 Information of services	74	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	67	66	42	62	66	71	100
Q26 Illness prevention	69	70	46	66	69	73	100
Q27 Reminder systems	73	68	43	63	67	72	99
Q28 Second opinion / comp medicine	71	68	44	63	67	72	99
Overall score	78	73	46	69	73	77	100

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

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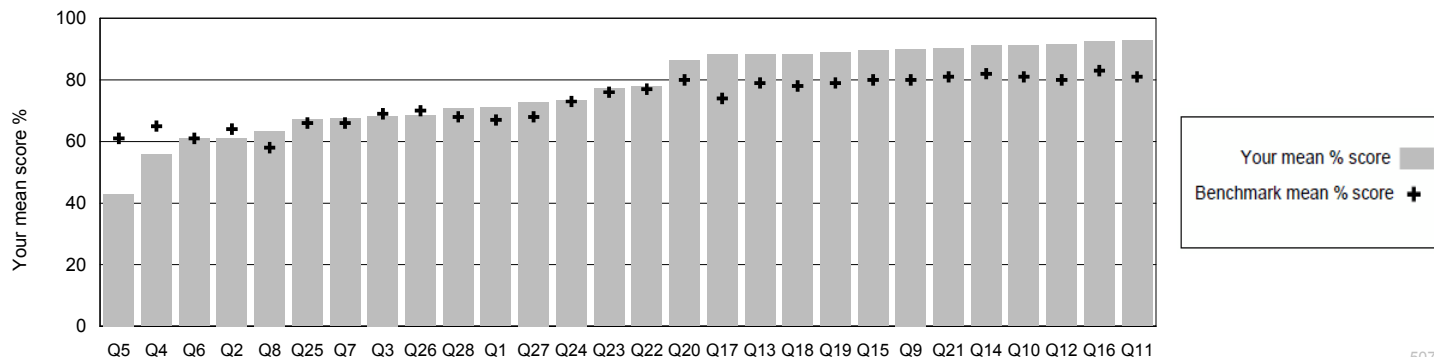
*Based on data from 3,027 practices carrying out 3,281 surveys between April 2008 and March 2011 with 25 or more responses.

- scores not illustrated if less than 5 patient 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	71	65	52	61	65	69	82
Q2 Telephone access	61	56	25	49	58	63	79
Q3 Appointment satisfaction	68	65	44	61	66	70	81
Q4 See practitioner within 48hrs	56	60	35	54	61	67	82
Q5 See practitioner of choice	43	53	28	47	53	59	81
Q6 Speak to practitioner on phone	61	57	37	52	58	63	85
Q7 Comfort of waiting room	67	64	41	60	64	69	80
Q8 Waiting time	63	55	31	49	55	59	73
About the practitioner							
Q9 Satisfaction with visit	90	79	66	76	80	83	90
Q10 Warmth of greeting	91	81	68	78	81	84	92
Q11 Ability to listen	93	82	68	78	82	85	93
Q12 Explanations	92	80	68	77	80	83	91
Q13 Reassurance	88	79	65	76	79	82	91
Q14 Confidence in ability	91	82	70	79	82	85	93
Q15 Express concerns/fears	90	80	66	77	80	83	90
Q16 Respect shown	92	84	71	81	84	87	93
Q17 Time for visit	88	73	58	69	73	77	89
Q18 Consideration	88	78	63	74	78	81	91
Q19 Concern for patient	89	79	63	75	79	82	91
Q20 Self care	86	81	75	77	81	84	88
Q21 Recommendation	90	81	68	77	81	84	93
About the staff							
Q22 Reception staff	78	73	55	70	74	76	93
Q23 Respect for privacy/confidentiality	77	73	60	70	73	75	88
Q24 Information of services	74	70	57	67	70	73	87
Finally							
Q25 Complaints/compliments	67	63	51	60	63	66	78
Q26 Illness prevention	69	67	52	64	67	70	78
Q27 Reminder systems	73	65	51	62	65	68	78
Q28 Second opinion / comp medicine	71	65	53	62	65	67	79
Overall score	78	71	58	67	71	74	81

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

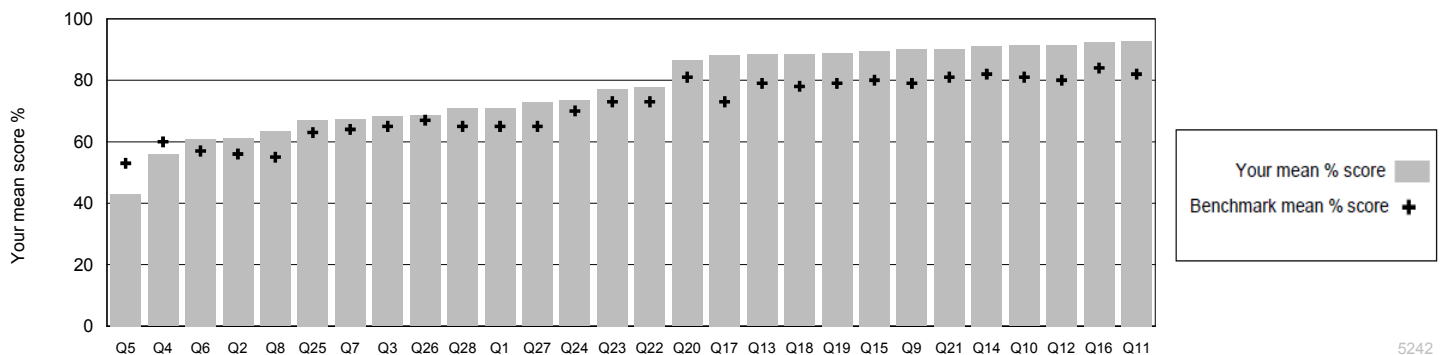
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*Based on data from 256 practices carrying out 276 surveys between April 2008 and January 2011 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	13	78	69	53	65	69	73	86
25 - 59	111	75	70	56	66	70	73	81
60 +	149	80	73	61	70	73	77	84
Blank	12	77	69	47	64	69	74	88

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	180	77	70	57	67	70	74	82
Male	92	80	72	60	69	72	75	82
Blank	13	77	69	46	65	69	74	87

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	169	79	73	60	70	73	77	84
No	91	76	67	53	63	67	71	79
Blank	25	78	69	51	65	69	73	82

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	47	72	71	53	68	71	75	85
5 - 10 years	30	78	70	56	67	70	74	83
> 10 years	192	79	71	58	68	71	75	84
Blank	16	80	69	49	65	69	73	96

*Based on data from 256 practices carrying out 276 surveys between April 2008 and January 2011 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	23/08/2012	30/12/2011	12/09/2008	18/05/2007
Q1 Opening hours satisfaction	71	68	69	68
Q2 Telephone access	61	57	67	64
Q3 Appointment satisfaction	68	65	74	69
Q4 See practitioner within 48hrs	56	52	61	57
Q5 See practitioner of choice	43	43	56	53
Q6 Speak to practitioner on phone	61	56	65	61
Q7 Comfort of waiting room	67	62	66	64
Q8 Waiting time	63	61	68	64
Q9 Satisfaction with visit	90	85	90	90
Q10 Warmth of greeting	91	87	90	89
Q11 Ability to listen	93	87	91	91
Q12 Explanations	92	87	90	90
Q13 Reassurance	88	86	88	88
Q14 Confidence in ability	91	88	91	90
Q15 Express concerns/fears	90	86	88	90
Q16 Respect shown	92	89	91	91
Q17 Time for visit	88	85	82	82
Q18 Consideration	88	83	87	88
Q19 Concern for patient	89	84	88	88
Q20 Self care	86	82	--	--
Q21 Recommendation	90	86	90	90
Q22 Reception staff	78	70	74	72
Q23 Respect for privacy/confidentiality	77	73	75	74
Q24 Information of services	74	70	74	73
Q25 Complaints/compliments	67	63	69	66
Q26 Illness prevention	69	66	71	68
Q27 Reminder systems	73	69	72	66
Q28 Second opinion / comp medicine	71	66	70	68
Overall score	78	74	78	76

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

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

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

Your patient feedback

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

Comments about how the practice could improve

- In my opinion the best practice without doubt, in the town.
- Appointments: could not get the appointment at all with this doctor. In March I was asked by the surgery to make an appointment for a blood test 10 days before hospital appointment. I had to phone 3 times for that appointment because book did not extend far enough - not satisfactory - waste of time for all.
- This is an excellent practice already giving a first rate service. Telephone lines are generally busy.
- Yes - sort out the time we have to wait to see the doctor of our choice. It's too long!
- Although I understand that the doctor I like to see is not always available, I do sometimes feel to see them can sometimes take some time.
- Your telephone service needs sorting out difficult to make an appointment without several phone calls being made!
- This doctor has been my GP for many years. I was with another doctor before them. It is very difficult to get an appointment with this doctor, which is very frustrating as they know my medical history and therefore can deal with my symptoms/problems very well without having to spend ages listening to me. This doctor is the BEST and therefore surely should be able to treat his long standing patients, leaving new patients to the more recent doctors!
- I have been a patient at this surgery for many years and in my humble opinion the service provided to me is second to none - long may it continue.
- Clone this doctor!
- The reception desk is too small and should be enlarged.
- Very satisfied.
- Parking facilities.
- Some practices have a phone surgery which frees up doctors appointments for other people.
- Years of excellent treatment!
- Text reminders very good. Sooner availability of routine appointments - but I appreciate there are only 24 hours in a day! Needed an emergency appointment this time, for first time, and was impressed how it was dealt with.
- I understand the vast number of patients makes it difficult to get an early appointment I had to wait for over 2 weeks to see a chosen doctor.
- Be less prejudiced.
- Better availability for nurse appointments.
- I came into the surgery to make an appointment, but had to wait ten days for an appointment. I was offered an emergency appointment, but felt I did not warrant an emergency appointment. This may be easier said than done but you could look at bringing down the time you have to wait to see a doctor. A ten day wait is too long, other than that a good surgery.
- I don't believe this practice could really improve. I could not be looked after better.
- Appointments sometimes on a special day and time are very difficult to get.
- Both hand sanitisers in waiting room were empty. Reported it to reception but were not refilled during the time I was here. Receptionist coughing without putting her hand over her mouth or cleaning her hands afterwards.
- I would like to be able to book an early appointment i.e. from 07:00 onwards in advance - I don't want an emergency appointment but would welcome the opportunity to make an appointment at that time because I work outside EG.
- It would be good if you could see the doctor of your choice more quickly especially for patients with ongoing illnesses.
- Quicker appointments - 10 days is too long to visit my doctor. This is now normal wait time without saying it's an emergency.

Your patient feedback

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

Comments about how the practice could improve

- More phone lines/people manning phones. More emergency appointments without the need to constantly phone back (and have difficulty in getting through).
- It is so difficult to get through to the surgery when you are trying to make an appointment between 8:30 -11am. Is it possible to improve on this area?
- Answering telephone more frequently - so often engaged.
- Parking but space is limited.
- Parking but no idea how!
- Booking appointments in advance - wait for booked appointment too long - worse if wanting to see a particular doctor.
- It's genuinely very good.
- Appointment availability for full time workers. Address the mobile phone interface.
- This surgery is excellent through out cannot fault it.
- Given that most visits can be satisfied (i.e. simple 'every day' problem) but sometimes a doctor can be needed in more serious problems and gets to know the case. This if attempt is made to reach this doctor and fails - the doctor has to ring the original doctor and ask for information and this case invariably lead to being referred to the original doctor.
- Availability of appointments on day wanted often told nothing for a number of days.
- Perhaps extended surgery hours.
- At reception (service) it is most always smooth and fast but overall is good.
- Privacy and confidentiality is badly affected by the position of the reception desk, could it be moved? I had to wait 10 days for this appointment and would have liked it sooner.
- Reception confidentiality could be better - i.e. phone numbers, addresses etc. Everyone can over hear what you are saying and the replies.
- Elderly people find it difficult to manage very early appointments.
- It is quite difficult to get appointments, my experience is having to call for a week every morning until I get an appointment.
- I have been coming for many years and the practice service gets better and better!
- My opinion is now practices have done very well.
- Cold drinking water machine? (For summer months).
- This doctor is a one off truly excellent doctor and person.
- It took a long time between making the appointment and seeing my doctor - 14 days.
- Sometimes have to wait for an appointment with a specific doctor 10 days. Important I think for continuity.
- It is too difficult to make appointments. It is impossible to get through on phone - always engaged.
- I feel very lucky to be a patient at Ship Street.
- Follow ups for asthma not good check ups not instigated by practice.
- Commit more resources to appointments. At present it is difficult to get through in the mornings.
- I suspect that I have not seen a doctor at the appointed time for many years. Why not book realistic consultation periods to prevent creeping delays as sessions proceed?

Your patient feedback

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

Comments about how the practice could improve

- Difficult to get through on the phone at times.
- As a new patient I feel very at ease with the practice. Thank you.
- Should have more information about mental health issues. Can obtain booklets from "The Mental Health Foundation" at London Bridge.
- Could do without canned music!
- More receptionists to answer the phone.
- Great service and staff.
- Have water facilities in waiting room.
- It is sometimes difficult to get through to the surgery first thing in the morning to make an appointment. Perhaps a telephone queuing system could be applied.
- I have always been very satisfied with the service.
- One day a week earlier/later surgery or a Saturday morning session once a month.
- Of minor importance, more car parking. Medically, no improvement required.
- It is very frustrating not getting to see my GP.
- Appointment system seems to result in lengthy delay to see own doctor but if a short notice appointment is needed this is usually arranged.
- Improvement in appointment lottery phone line, very difficult for older person to work and deal with this system. Very off putting!
- Car parking is always a problem. Consider a "ping" type noise when a doctor puts out name up. Some patients cannot see the message. We will not then have to continually watch for our message.
- The service here in many years of attendance has always been excellent.
- The service is outstanding!
- Keep up the good work.
- Could do with 2 receptionists on the desk, as sometimes there is only one. Thank you.
- Waiting room air quality poor. Windows always closed. Extraction fan could solve the problem.
- Customer care training for receptionist and more availability of medical professional.
- I find the receptionists to be unhelpful at times, such as when trying to book appointments with the nurses. I have been told that to book dressing changing appointments I need to book 3 weeks in advance or more, this obviously isn't always possible.
- Reception staff can be quite rude and frosty on phone.
- To be able to see the doctor you wish to within 48 hours if needed would be helpful. A wait of up to 2 weeks unless an emergency is not acceptable.
- It would be good to be able to use telephone call back when one can't get through.
- Waiting 3 weeks to see a doctor of your choice is unacceptable.
- There have been occasions when I have had to wait up to 2 weeks to see the doctor of my choice.
- I have always been treated with respect. I have always been listened to. I also bring my father to the practice and they have never been treated any differently for being old - always respectfully and nothing was too much trouble. I am greatly impressed with every doctor I have been seen by by PS I have always found the reception staff helpful.

Your patient feedback

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

Comments about how the practice could improve

- Car parking.
- Prescription for vital medication - (Asthma) easier to get a repeat.
- Saturday morning surgeries, would be useful, once or twice a month.
- It is very difficult to get through by phone at peak times. At my mum's GP they have a phone queuing system so you are held in and know you can definitely get through.
- In my experience the staff and service offered to me are always prompt efficient helpful and above all always in a pleasant mood! These ladies and gents deserve a thank you for a job well done.
- This is an excellent practice and I would recommend it to everyone.
- Open longer hours and on a Saturday! Ill health is not confined to office hours as out of hours service is not good.
- Take complimentary medicine more seriously.
- Getting an appointment is dreadful. Staff are unconstructive. Appointments are released a few at a time. On almost every occasion reception staff tell me to call again if I call to make an appointment to see if an appointment has been/can be released. Always takes at least a week for an appointment, sometimes have been offered are 3 weeks in the future. You need an overhaul of reception practice.
- At times it may be difficult to get an appointment with doctor of choice. Usually have to wait around 3 weeks for an appointment. Also unable to see doctor of choice in emergency.
- The only problem with this practice is parking facility which while I understand is difficult to improve, removal of yellow line restriction may help.
- I felt really 'wanted' by reception.
- I have been a patient here for many years and have always been disappointed by the lack of continuity in care - it's so hard to get an appointment with your own GP! I give up and see "next available appointment". I recently phoned for an appointment the process from phone - appointment - blood test - results took 5 weeks! I have given up using the out of hours doctors service as it is so poor. I drive to the walk in centre in another town instead.
- Already very good.
- It is very difficult to get through to the practice and getting a non-urgent appointment very difficult at times.
- Longer opening hours.
- Additional car parking.
- More time with doctor, easier quicker appointments, evenings, weekends. More analysis by doctor - any doctor. Easier to speak on phone with doctor.
- Excellent service.
- Increased opening hours.
- When I have needed to have blood taken, by the nurse, in the past I have had to wait a couple of weeks, perhaps this can be improved upon. Sometimes have to wait too long to see a doctor of your choice.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- I found it hard to believe a doctor could be as good as a certain doctor but this doctor certainly is.
- If I recommended this doctor I would never get an appointment.
- They're an excellent doctor.
- I have always been impressed by this doctor, and would recommend them to anybody that I know. He is an efficient and caring doctor.
- Only problem is having to wait three weeks to see own GP (for non-urgent appointment).
- This doctor is excellent, we just need more like them.
- Very high standard - Excellent as always.
- They are so good that it is quite difficult to get a routine appointment.
- I was very pleased.
- All the doctors I have seen at this surgery have been great.
- I find the making of the appointment the most trying aspect of this practice.
- No, this doctor was very nice and helpful.
- My GP is excellent. I presume others as well.
- This was my first visit which seemed very satisfactory.
- I don't think that this is possible.
- My usual doctor is very good, and this one (one off) was also very good.
- They were very thorough.
- All doctors have responded perfectly and as regards the staff I think all 'us' patients should give a resounding 'thank you' for what they are doing in these very difficult times.
- This doctor takes the time and has a lovely "bedside manner". No change necessary!
- As in every practice, doctors are always in a hurry to get you out.
- Can't improve on perfection!
- You cannot improve on first class.
- This doctor was/always has been A1.
- Satisfactory.
- They're perfect!
- A doctor who really listens and explains will tend to run a bit late on their appointment times. I don't see a solution to this, but being listened to is well worth a longer wait.
- I am highly satisfied with the care I am receiving and rate this as very good/excellent.
- Excellent!
- The doctor was very kind and fitted me in as I was late for my original appointment. Much appreciated.
- Can't fault him!
- Possibly taking care of their health well and eating and drinking healthy. (The doctor's room smelled of alcohol - I am not sure why exactly).

Your patient feedback

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

Comments about how the doctor/nurse could improve

- This doctor is a very caring professional doctor in whom I have full confidence. In fact every doctor I have ever seen in this practice is excellent. Another doctor who has treated my son is also very caring. Thank you all for your excellent service.
- To me they are perfection.
- Clone them.
- This doctor applied a caring attitude enabling me to feel relaxed when talking to them.
- The doctor is excellent and compassionate.
- How do you improve on excellence!
- This doctor was helpful, friendly and professional. Lovely person.
- I am very happy with seeing the same doctor as they get to know you, as I don't like seeing different doctors and as a patient, this doctor knows you as a person, and I feel relaxed when I see them. Thank you.
- Sometimes difficult as my GP is part time.
- All the doctors in the practice are excellent, as are the nurses, however some of the receptionists and the system for making a few appointments are slow and challenging. Some receptionists are very helpful others not so. They do have a challenging job!
- A very satisfactory consultation.
- Doctor has always been extremely helpful and considerate.
- Appointments with my own GP is normally very delayed or have to have with another GP.
- This doctor is a wonderful doctor who always listens and advises well, explaining everything simply and straightforward - when I stop talking long enough!
- I have seen a very good doctor who I would recommend to anyone.
- This doctor leaving a huge disappointment to me.
- Doctors are all great. 3 doctors, including this one, are particularly good. The appointments system lets you down, as does the helpfulness of some, not all, reception staff.
- The doctors I see at Ship Street are always helpful and considerate.
- All the doctors I have been seen by at this practice have been excellent I see no need for improvement.
- This doctor was really caring.
- This doctor is wonderful - no need personally to improve.
- The doctor I saw today was excellent. However, appointments are very difficult to obtain as the doctor works part time. This makes continuity of care very difficult. Perhaps this doctor could just have a limited number of patients? I am not registered with them - they were the "next available" when I came about my problem earlier in the year but I would like to continue to see the same person.
- This doctor has proved to be an excellent doctor, not only to me, but to my family also. There were so good to my partner in their last days before they died. This will not be forgotten by any of us.
- This doctor is fantastic!
- They are very good - They care which is the main thing.
- The best doctor I have ever visited.
- Doctor was really great, I felt they listened to me, without me feeling that they were pushed for time.

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 = 285

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	17	76	117	70	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (17 \times 25) + (76 \times 50) + (117 \times 75) + (70 \times 100)}{(285 - 3)} = 20,000/282$$

Your mean percentage score for Q1 = 71%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

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	71

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	62	66	71	99

5071

*Based on data from 3,027 practices carrying out 3,281 surveys between April 2008 and March 2011 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.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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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: 285

has completed the

Improving Practice Questionnaire

Completed on 30 January 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.