

Private and Confidential

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Improving Practice Questionnaire Report

Ship Street Surgery

November 2016



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28 November 2016

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.

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=196783>

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	2	16	60	91	25	4
Q2 Telephone access	6	35	69	65	19	4
Q3 Appointment satisfaction	10	24	47	78	36	3
Q4 See practitioner within 48hrs	32	50	42	37	25	12
Q5 See practitioner of choice	46	67	45	20	9	11
Q6 Speak to practitioner on phone	11	32	69	36	12	38
Q7 Comfort of waiting room	3	24	74	71	24	2
Q8 Waiting time	6	40	81	45	17	9
Q9 Satisfaction with visit	0	3	28	81	81	5
Q10 Warmth of greeting	0	1	27	73	93	4
Q11 Ability to listen	1	2	33	57	97	8
Q12 Explanations	1	2	30	68	88	9
Q13 Reassurance	0	3	35	68	86	6
Q14 Confidence in ability	0	2	27	66	97	6
Q15 Express concerns/fears	1	5	28	70	83	11
Q16 Respect shown	0	1	23	60	105	9
Q17 Time for visit	1	8	35	67	81	6
Q18 Consideration	1	4	35	63	63	32
Q19 Concern for patient	0	3	35	52	77	31
Q20 Self care	0	5	34	55	64	40
Q21 Recommendation	1	2	35	48	84	28
Q22 Reception staff	0	5	45	77	50	21
Q23 Respect for privacy/confidentiality	1	4	47	71	48	27
Q24 Information of services	1	12	56	61	36	32
Q25 Complaints/compliments	6	16	51	47	22	56
Q26 Illness prevention	1	20	52	50	25	50
Q27 Reminder systems	3	9	44	59	38	45
Q28 Second opinion / comp medicine	2	11	44	34	20	87

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

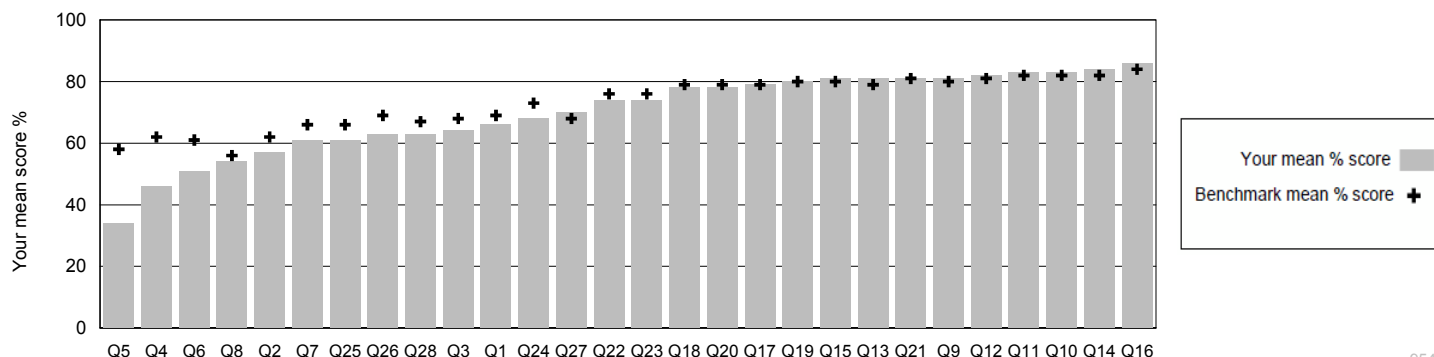
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	69	23	64	68	73	92
Q2 Telephone access	57	62	13	53	63	71	92
Q3 Appointment satisfaction	64	68	23	63	68	74	92
Q4 See practitioner within 48hrs	46	62	18	54	62	70	96
Q5 See practitioner of choice	34	58	22	48	57	65	95
Q6 Speak to practitioner on phone	51	61	25	54	61	67	92
Q7 Comfort of waiting room	61	66	27	60	66	71	90
Q8 Waiting time	54	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	81	80	41	76	81	85	97
Q10 Warmth of greeting	83	82	45	78	82	86	96
Q11 Ability to listen	83	82	46	78	83	87	97
Q12 Explanations	82	81	42	77	81	85	97
Q13 Reassurance	81	79	41	75	80	84	98
Q14 Confidence in ability	84	82	43	79	83	87	99
Q15 Express concerns/fears	81	80	45	76	81	85	96
Q16 Respect shown	86	84	49	80	85	88	98
Q17 Time for visit	79	79	38	75	80	84	96
Q18 Consideration	78	79	41	75	79	83	98
Q19 Concern for patient	80	80	43	76	80	84	97
Q20 Self care	78	79	38	75	79	83	97
Q21 Recommendation	81	81	41	78	82	86	99
About the staff							
Q22 Reception staff	74	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	74	76	43	72	76	80	96
Q24 Information of services	68	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	61	66	31	62	66	70	96
Q26 Illness prevention	63	69	34	64	68	72	96
Q27 Reminder systems	70	68	27	63	68	72	96
Q28 Second opinion / comp medicine	63	67	30	62	67	71	96
Overall score	70	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	66	67	23	64	68	71	88
Q2 Telephone access	57	56	13	47	58	65	78
Q3 Appointment satisfaction	64	65	23	62	65	69	85
Q4 See practitioner within 48hrs	46	57	18	52	58	64	83
Q5 See practitioner of choice	34	49	22	44	48	55	84
Q6 Speak to practitioner on phone	51	57	25	52	57	63	85
Q7 Comfort of waiting room	61	64	27	60	65	69	86
Q8 Waiting time	54	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	81	80	41	76	81	84	91
Q10 Warmth of greeting	83	82	45	78	83	85	93
Q11 Ability to listen	83	82	46	79	83	87	94
Q12 Explanations	82	81	42	77	81	85	92
Q13 Reassurance	81	80	41	76	80	84	91
Q14 Confidence in ability	84	82	43	79	83	86	92
Q15 Express concerns/fears	81	80	45	77	81	84	91
Q16 Respect shown	86	84	56	81	85	88	93
Q17 Time for visit	79	79	38	75	80	83	91
Q18 Consideration	78	79	46	75	79	83	89
Q19 Concern for patient	80	80	46	76	80	84	90
Q20 Self care	78	78	38	75	79	83	89
Q21 Recommendation	81	81	41	78	82	86	91
About the staff							
Q22 Reception staff	74	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	74	73	43	70	73	76	90
Q24 Information of services	68	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	61	63	31	60	64	66	86
Q26 Illness prevention	63	66	34	63	66	69	86
Q27 Reminder systems	70	65	27	62	65	68	86
Q28 Second opinion / comp medicine	63	64	30	61	64	68	87
Overall score	70	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

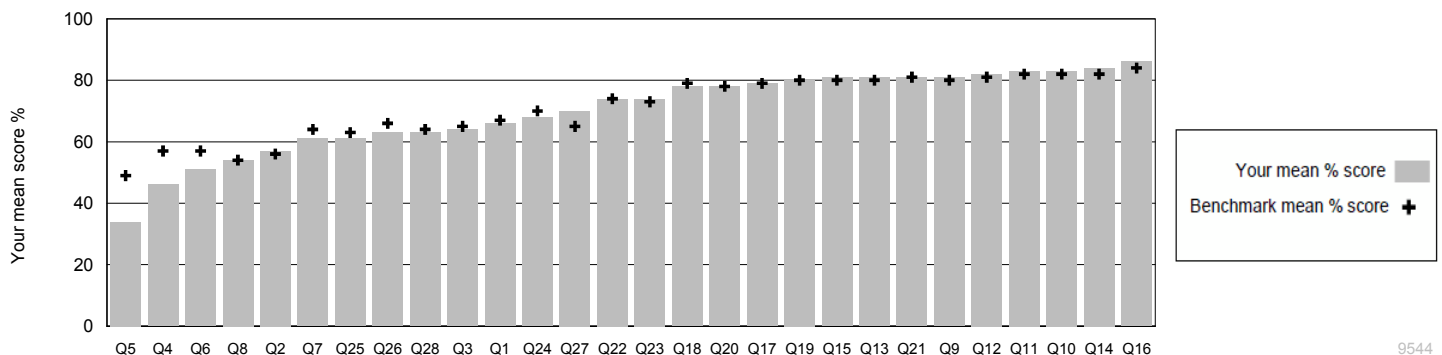
9544

*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)



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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	10	73	70	42	66	70	75	91
25 - 59	81	69	70	35	67	70	74	87
60 +	82	71	73	24	70	73	76	87
Blank	25	71	69	50	63	69	74	86
Gender								
Female	128	69	71	32	67	71	74	87
Male	45	72	73	45	69	73	77	88
Blank	25	73	69	49	65	69	74	89
Visit usual practitioner								
Yes	58	71	74	35	71	74	77	89
No	100	69	68	35	64	68	72	84
Blank	40	71	70	53	65	70	73	83
Years attending								
< 5 years	21	70	72	28	68	72	76	88
5 - 10 years	26	70	71	40	67	71	75	91
> 10 years	123	70	72	48	69	72	75	86
Blank	28	72	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	12/10/2015	14/11/2013	04/01/2013
Q1 Opening hours satisfaction	66	63	59	71
Q2 Telephone access	57	59	49	61
Q3 Appointment satisfaction	64	62	56	68
Q4 See practitioner within 48hrs	46	48	44	56
Q5 See practitioner of choice	34	39	34	43
Q6 Speak to practitioner on phone	51	48	46	61
Q7 Comfort of waiting room	61	61	58	67
Q8 Waiting time	54	55	49	63
Q9 Satisfaction with visit	81	78	77	90
Q10 Warmth of greeting	83	79	78	91
Q11 Ability to listen	83	80	79	93
Q12 Explanations	82	80	78	92
Q13 Reassurance	81	78	76	88
Q14 Confidence in ability	84	81	78	91
Q15 Express concerns/fears	81	80	77	90
Q16 Respect shown	86	83	80	92
Q17 Time for visit	79	78	76	88
Q18 Consideration	78	76	76	88
Q19 Concern for patient	80	77	76	89
Q20 Self care	78	75	74	86
Q21 Recommendation	81	79	79	90
Q22 Reception staff	74	75	69	78
Q23 Respect for privacy/confidentiality	74	74	69	77
Q24 Information of services	68	70	65	74
Q25 Complaints/compliments	61	62	57	67
Q26 Illness prevention	63	63	61	69
Q27 Reminder systems	70	65	62	73
Q28 Second opinion / comp medicine	63	63	56	71
Overall score	70	69	66	78

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?

- This appointment was with one of the doctors. More appointments and availability.
- Waiting for telephone call to surgery.
- Time it takes for an appointment.
- I am amused (not cross) that I was phoned to offer retirement age health check and advice on enjoying my older years, services etc. This was a couple of years ago, and I was given appointment, then they rang to cancel it and said they would ring with another date. I am still waiting but am only in my 80s.
- I'm very pleased with my experiences at Ship Street.
- Difficult to answer many questions accurately as so many. Didn't apply today used past experience to inform judgement!
- Parking but not much can be done about that.
- Cancellation of appointments, without regard to the fact that 2-3 weeks waiting list for a particular doctor is required.
- I am totally satisfied with the practice and how it is run, plus at another surgery we have the opportunity to seeing a doctor in situ on a Monday morning.
- Please reconsider the radio in the waiting room! Background music is fine if anonymous and gentle (no pop music) - but now I hear an ad about PPI - not appropriate.
- Feel the receptionists could be more helpful when you phone them. Always quite helpful if you come into surgery.
- Always helpful and do their best to accommodate requests.
- A toy box for children, plus updated children's books which aren't damaged.
- Service is great. Only disappointment is length of time to see my GP - one month!
- Check car park for cars/people going shopping in town and not coming in here to see a doctor/nurse.
- Just shorter timescale when wishing to make an appointment, please.
- Any help from Theresa May would be welcome!
- Could (restricted) parking be organised on a one way system?
- We rarely use the doctor surgery so unable to answer some questions, but whenever we have used the surgery doctor and nurse and reception has been excellent.
- Full marks all round. Good consideration for old people.
- Improve your car park.
- Do not expect to have to wait 3/4 weeks to see my own GP. Everyone at practice try hard to offer the best service but are just stretched to breaking point.
- It's a very excellent practice don't change.
- Answering the telephone.
- Allow people to see a doctor of their choice. Hard to make appointments.
- I think the system of online booking of appointments is brilliant and great to keep track of available slots. I visit many doctors surgeries across Surrey and Sussex and this practice has always been in my top 5 for comfort/cleanliness/design/confidence in doctor's skills. Recently had an emergency appointment with a GP here and was beyond what I expected. Very pleased here.
- Try to keep appointment times - however, I would rather they spent the right amount of time on the patients that need it. Suggestion - copy hairdressers - allow more time for a diagnosis above known or ongoing treatments?

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?

- An email service would be great so you could email the doctor. The website booking system is excellent.
- Stop people sitting in parking spaces while it is busy and other people are waiting to park.
- Parking is an issue, but it gets dangerous too. Could there be a parking 'monitor' to ease the congestion?
- Just that it's frustrating at the length of time to be seen. I know emergencies are dealt with but for a routine it's usually at least two weeks wait. Everyone very professional/polite.
- Would like to be able to see my doctor rather than taking 'pot luck'. Not able to build up a rapport since one doctor left.
- More parking! Open on Saturday?
- Always been very happy with the service provided.
- There is such a long waiting list for appointments.
- None it's perfect! It's comfy, relaxed and very friendly.
- None - very happy with this practice.
- The practice has made a lot of changes to improve and you can always really get an appointment that day if you really need one which is a fantastic service compared to others.
- I can't rate this practice highly enough.
- More training for the reception area about prescriptions.
- Some conversations had with other patients at reception desk were heard by me and others - not confidential. Not possible to book tests - smear/blood on the online system - but not clear either.
- Parking is still very inadequate. Install Wi-Fi. Having to wait 2 weeks to see a doctor is not good enough. I realise I could get an emergency appointment if needed but 2 weeks is too long for non-emergency.
- Contacting the surgery before 8am isn't easy, but that's not really the surgery's fault in my opinion. You could open more lines but it will not solve the issue. The manner of the persons answering the phones could be a bit more friendly, sometimes/most times, the manner which I'm spoken to makes me feel as though I'm bothering them or interrupted their day!
- Availability of seeing my own GP within a few days. Open weekends.
- No music in waiting room please.
- Improve waiting times for appointments especially with doctor of choice.
- I am very satisfied with this practice.
- I had recently had to deal with the admin side of Ship St. Although I appreciate they are very busy every time I phoned I had to explain over and over again what and why the papers I had given in for signature needed urgent attention! Do they not take notes of conversation. If not I think they should!
- Reception on phone when making an appointment. Better consideration and understanding about actual potential mental health and wellbeing of the patient calling in and stress they might be in.
- No, generally a very clean, friendly and welcoming surgery. I have no reason to want to change or make improvement suggestions.
- I felt like my access to birth control and right to control my own fertility was being challenged - this should be a comfortable and smooth process. The doctor was very friendly and understanding when I pointed out I wasn't planning children soon.
- Stop only allowing patients to ring AM and PM to get appointment for that day. It is inconvenient to those that work!
- Lines are always so busy when trying to obtain an appointment. Not always able to see a doctor when needed often told could be two weeks. So have to ring daily.

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?

- Parking. Although, we always arrive 10 mins early and are always able to park in time before the appointment so not really a huge problem.
- Just parking.
- More car parking spaces would make it a lot less stressful when visiting the doctor.
- No - very happy.
- Early appointment times should be priority for those working/commuting. Local patients who are either retired or not working have a greater degree of flexibility during the day.
- Really unimportant, but a better choice of magazines would be good (in the waiting room).
- More parking - especially disabled.
- If you booked a month in advance for an injection you would expect to have it. I had to fight for the proper day as they said would be 14 days later than the proper day.
- This visit was for my young son. Was seen within 2 hours of calling. Very happy with care provided.
- Magic up some more parking.
- To maybe extend out the front next to Boots which will give the practice the space it needs.
- It is difficult getting an appointment unless you book an emergency.
- Great practice, very friendly happy staff nurses and doctors excellent.
- Larger car park.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- This visit was just flu injection. All the doctors who have cared for me over a lifetime have been splendid.
- All of the doctors and nurses that I have met have all been marvellous.
- Not today.
- Surprised and delighted that nurse suggested doing the flu jab booked for Saturday at this visit.
- University students should be permitted to sign back on again at this surgery. Not acceptable to be told "surgery is full, go elsewhere", when they have been a patient here since birth.
- Needs a clock in the waiting room.
- I have always been impressed with the surgery and its staff especially the doctors. Thank you.
- She was excellent.
- Doctors tend to want to only listen to one complaint at a time, when perhaps different complaints are linked. Feel rushed out the door sometimes.
- I requested to see this doctor because she has a lovely caring manner.
- None. The doctors and nurses are all lovely, easy to talk to and are very understanding and helpful, they also are amazing at respecting your confidences.
- None - I'm more than pleased.
- Just to ensure that all staff (especially some doctors) are always polite and smiley. Not to be meant in a rude way as I am quite sure after a whole day it can get very frustrating but sometimes when you feel ill/vulnerable it is nice to feel listened to and reassured.
- This doctor was friendly and helpful and very polite. Thank you!
- Doctors and nurses are great but the reception and people behind it need more work.
- I complained about one of the doctors a while ago which was never followed up. I requested not to see them but have been booked in a few times - causing problems on the day. Doctor don't always know me or have time to read.
- I've never really had an issue with the GP/nurse I've seen. They've always listened.
- One of the doctors is excellent. Very pleasant, thorough, gives you enough time and feedback. I hope she stays at Ship St.
- Generally very good, supportive, helpful and understanding/empathy and compassion. I did have a very negative experience last year with a sharp, rude, hostile doctor and was completely distraught!
- On a previous visit to the surgery, I saw one of the doctors who I didn't feel was very understanding to my request for a certain medication. I understand the strains of the NHS resources financially, but I don't appreciate the doctor using that as a reason in regards to my medication needs. The experience was uncomfortable.
- I completed this survey based on a recent visit to a doctor (today visiting nurse for quick appointment). I was disappointed by the way I felt "profiled" as a woman in her early thirties when I asked for a prescription for contraceptive pill and doctor immediately talked about potential delays having children and also assumed I had been taking this for a long time without asking me of my history or intentions.
- Care from practice excellent.
- Very good and helpful.
- No - very happy.
- None. They are first class.
- Lengthen time slot.

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?

- None - love nearly all of them here.
- Keep up the good work.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 198

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	16	60	91	25	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (16 \times 25) + (60 \times 50) + (91 \times 75) + (25 \times 100)}{(198 - 4)} = 12,725/194$$

Your mean percentage score for Q1 = 66%

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	66

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: 11200

Surveys Completed: 198

has completed the

Improving Practice Questionnaire

Completed November 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.