

**Private and Confidential**

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

# Improving Practice Questionnaire Report

Ship Street Surgery

December 2018



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

t 01392 927005  
f 01392 927230

e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

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

19 December 2018

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=229953>

Please contact the office on 01392 927005 or [reports@cfepsurveys.co.uk](mailto: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	0	19	68	67	27	2
Q2 Telephone access	14	61	57	36	11	4
Q3 Appointment satisfaction	6	28	51	61	32	5
Q4 See practitioner within 48hrs	26	50	34	33	36	4
Q5 See practitioner of choice	73	53	31	7	8	11
Q6 Speak to practitioner on phone	19	45	50	23	10	36
Q7 Comfort of waiting room	3	29	75	50	13	13
Q8 Waiting time	8	44	74	41	10	6
Q9 Satisfaction with visit	1	1	19	54	99	9
Q10 Warmth of greeting	0	4	13	49	108	9
Q11 Ability to listen	0	4	14	38	109	18
Q12 Explanations	1	2	17	39	114	10
Q13 Reassurance	0	6	16	48	102	11
Q14 Confidence in ability	0	5	12	40	123	3
Q15 Express concerns/fears	1	3	15	40	121	3
Q16 Respect shown	0	0	14	42	124	3
Q17 Time for visit	0	3	18	47	113	2
Q18 Consideration	1	3	20	43	109	7
Q19 Concern for patient	0	2	19	48	110	4
Q20 Self care	1	1	22	49	102	8
Q21 Recommendation	1	2	17	41	117	5
Q22 Reception staff	1	5	48	61	63	5
Q23 Respect for privacy/confidentiality	1	12	49	54	61	6
Q24 Information of services	4	12	55	43	54	15
Q25 Complaints/compliments	3	16	60	48	26	30
Q26 Illness prevention	5	12	60	40	33	33
Q27 Reminder systems	4	12	54	51	41	21
Q28 Second opinion / comp medicine	1	11	43	39	21	68

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
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	68	44	64	68	73	92
Q2 Telephone access	46	61	21	51	62	71	97
Q3 Appointment satisfaction	62	68	36	63	68	74	96
Q4 See practitioner within 48hrs	50	60	24	52	60	68	98
Q5 See practitioner of choice	24	56	24	47	56	65	97
Q6 Speak to practitioner on phone	43	61	27	54	61	67	89
Q7 Comfort of waiting room	56	66	38	61	66	72	89
Q8 Waiting time	50	57	28	50	56	63	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	81	49	77	82	86	97
Q10 Warmth of greeting	88	83	49	79	83	87	98
Q11 Ability to listen	88	83	50	79	84	88	98
Q12 Explanations	88	82	51	78	82	87	98
Q13 Reassurance	86	80	50	76	81	86	97
Q14 Confidence in ability	89	83	51	79	84	88	98
Q15 Express concerns/fears	88	81	50	77	82	86	97
Q16 Respect shown	90	85	51	81	85	89	98
Q17 Time for visit	87	80	47	76	81	85	97
Q18 Consideration	86	80	50	75	80	85	96
Q19 Concern for patient	87	80	50	76	81	85	97
Q20 Self care	86	80	50	76	80	84	95
Q21 Recommendation	88	82	48	78	83	87	98
<b>About the staff</b>							
Q22 Reception staff	75	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	73	77	52	72	76	81	98
Q24 Information of services	69	73	47	69	73	78	95
<b>Finally</b>							
Q25 Complaints/compliments	63	67	41	62	67	72	91
Q26 Illness prevention	64	69	45	65	69	73	94
Q27 Reminder systems	67	69	43	63	69	73	93
Q28 Second opinion / comp medicine	65	68	43	63	68	72	92
Overall score	72	73	49	69	74	78	94

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

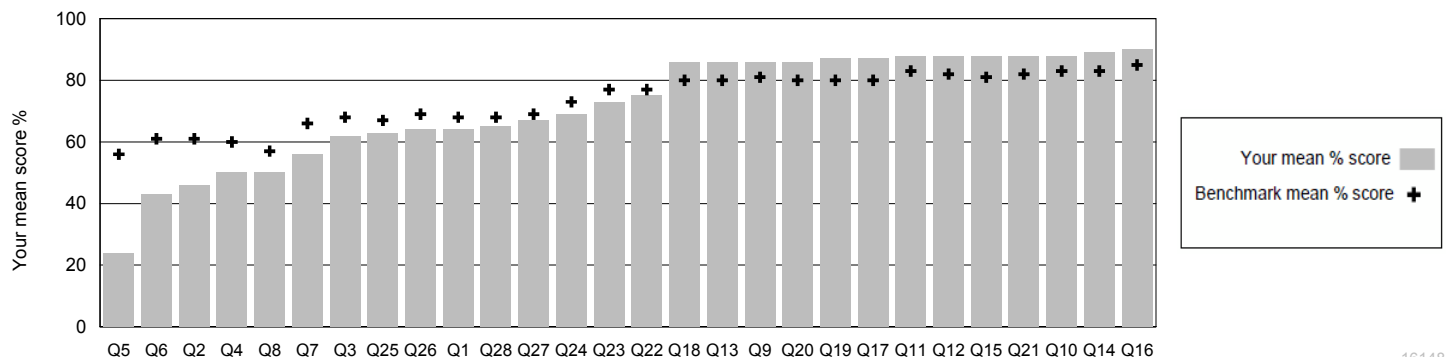
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\*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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)

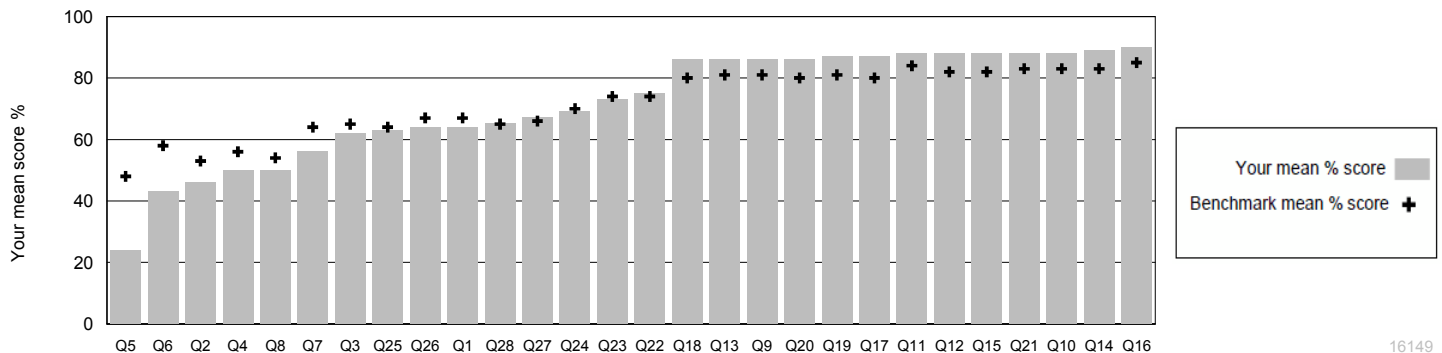
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	67	55	63	67	70	80
Q2 Telephone access	46	53	27	46	53	62	79
Q3 Appointment satisfaction	62	65	49	61	66	70	81
Q4 See practitioner within 48hrs	50	56	31	48	56	62	82
Q5 See practitioner of choice	24	48	26	41	48	54	72
Q6 Speak to practitioner on phone	43	58	32	52	59	64	78
Q7 Comfort of waiting room	56	64	45	59	64	70	78
Q8 Waiting time	50	54	32	50	54	60	68
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	81	60	78	81	86	94
Q10 Warmth of greeting	88	83	63	79	83	87	96
Q11 Ability to listen	88	84	64	80	84	88	96
Q12 Explanations	88	82	64	79	83	86	94
Q13 Reassurance	86	81	63	77	81	85	94
Q14 Confidence in ability	89	83	64	80	84	87	95
Q15 Express concerns/fears	88	82	64	78	82	86	93
Q16 Respect shown	90	85	64	82	86	89	96
Q17 Time for visit	87	80	61	76	81	85	93
Q18 Consideration	86	80	61	76	80	85	93
Q19 Concern for patient	87	81	61	77	81	85	94
Q20 Self care	86	80	62	76	80	84	93
Q21 Recommendation	88	83	64	79	83	87	94
<b>About the staff</b>							
Q22 Reception staff	75	74	55	71	75	78	84
Q23 Respect for privacy/confidentiality	73	74	57	71	75	77	85
Q24 Information of services	69	70	53	67	71	74	82
<b>Finally</b>							
Q25 Complaints/compliments	63	64	47	61	65	68	77
Q26 Illness prevention	64	67	49	64	67	70	80
Q27 Reminder systems	67	66	52	62	66	70	81
Q28 Second opinion / comp medicine	65	65	51	62	65	69	79
Overall score	72	72	58	69	72	75	83

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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\*Benchmarks are based on data from 193 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 51,023 patient questionnaires. 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
<b>Age</b>								
Under 25	6	84	71	48	67	72	76	87
25 - 59	71	73	72	57	68	72	75	83
60+	100	72	73	56	70	74	77	84
Blank	6	62	70	48	64	70	75	88
<b>Gender</b>								
Female	119	72	72	52	68	72	75	83
Male	53	74	73	56	70	73	77	84
Blank	11	68	70	50	65	70	75	92
<b>Visit usual practitioner</b>								
Yes	51	75	74	59	72	75	78	85
No	111	71	69	53	65	69	73	82
Blank	21	71	70	51	66	71	75	85
<b>Years attending</b>								
Less than 5 years	21	74	72	56	68	73	77	87
5 - 10 years	24	77	71	53	67	71	76	87
More than 10 years	126	72	73	58	69	73	76	84
Blank	12	63	70	50	66	70	75	86

\*Benchmarks are based on data from 193 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 51,023 patient questionnaires.

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	13/12/2017	16/11/2016	12/10/2015
Q1 Opening hours satisfaction	64	62	66	63
Q2 Telephone access	46	51	57	59
Q3 Appointment satisfaction	62	57	64	62
Q4 See practitioner within 48hrs	50	38	46	48
Q5 See practitioner of choice	24	27	34	39
Q6 Speak to practitioner on phone	43	43	51	48
Q7 Comfort of waiting room	56	59	61	61
Q8 Waiting time	50	52	54	55
Q9 Satisfaction with visit	86	75	81	78
Q10 Warmth of greeting	88	80	83	79
Q11 Ability to listen	88	78	83	80
Q12 Explanations	88	78	82	80
Q13 Reassurance	86	77	81	78
Q14 Confidence in ability	89	78	84	81
Q15 Express concerns/fears	88	78	81	80
Q16 Respect shown	90	81	86	83
Q17 Time for visit	87	75	79	78
Q18 Consideration	86	75	78	76
Q19 Concern for patient	87	76	80	77
Q20 Self care	86	75	78	75
Q21 Recommendation	88	77	81	79
Q22 Reception staff	75	73	74	75
Q23 Respect for privacy/confidentiality	73	70	74	74
Q24 Information of services	69	68	68	70
Q25 Complaints/compliments	63	60	61	62
Q26 Illness prevention	64	64	63	63
Q27 Reminder systems	67	68	70	65
Q28 Second opinion / comp medicine	65	63	63	63
Overall score	72	66	70	69

## Your patient feedback

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

## Any comments about how this practice could improve its service?

- Define medical emergency vs routine appointment given changes in booking process.
- More routine appointments should be made available, there needs to be more of a balance between on the day appointments and routine appointments - offering more on the day appointments is excellent but taking away more routine appointments is not - more balance between them would be better.
- The service would benefit every patient if it was possible to have some continuity in seeing the same doctor. It helps no one if it is a different doctor every visit and having to explain every time.
- It was really difficult to get an appointment with my own GP.
- Not asking personal questions in front of other patients waiting in queue.
- Parking, availability of appointments and length of appointment.
- When a nurse or doctor calls for a patient in the waiting area, say please after the patient's name, e.g. "Joe Bloggs please", rather than "Joe Bloggs!". Warmer.
- Less waiting time for appointment in waiting area, as kept waiting 30 minutes. Have a condition that makes waiting in a room full of people difficult and stressful.
- It would be useful to be able to collect prescriptions on Saturdays from pharmacy.
- Obviously, the appointment system. Could appointments be released at midday and the morning? More than one telephone number to access appointments for first two hours of the morning. No full-time doctors so impossible to build up a relationship which is so important in treating patients. Easier access to doctors by phone which could, in effect, release appointments. Steps to ensure you see your usual clinician especially for follow-up appointments. Saturday morning appointments.
- Appointments can only be booked usually in four to six weeks' time. Not quick enough!
- More funding from government, to reduce appointment waiting times.
- No need to improve as it is already excellent.
- Windows to be opened for more fresh air.
- When transferred from previous GP surgery, I was not kept up to date with progress times called I felt receptionist was very rude.
- I have had to take time off work to attend appointment. Very difficult to get an appointment out of office hours. Difficult for working people.
- Opening on Saturday morning would be helpful.
- Quicker response to phone calls. Reduce waiting time for appointments.
- If it were possible to see my dedicated doctor, at times, would be appreciated (although today the service was excellent and did see my doctor of choice).
- More doctors and more routine appointments needed. Not just emergency appointments.
- Very much improved.
- More doctors available needed.
- I think three to four weeks is way too long to book an appointment to fit around work. Not everyone has a job where they can phone on the morning at 8:00am and not get through.
- Bigger car park but otherwise excellent.
- Additional parking would be of benefit at busy times.
- Only more doctors will help the problem of getting an appointment.

## 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?

- Should not have to come up to the surgery by 7:30am in the mornings to get appointment as the phones are not always answered or are engaged. And should be enough appointments online daily to book one.
- Make it easier to book appointments within a week of requesting instead of the lottery with phoning in the morning for same day.
- We are so lucky with the service we get so no suggestions.
- I have been at Ship Street Surgery since I was a teenager and to now I think I and my family have been treated outstandingly. We are so lucky with the doctors and nurses at this practice.
- The service is great, most helpful.
- When I saw a nurse to have blood pressure checked they told me to see my doctor. She told me not to make appointment to have flu jab, doctor would give it to me. I was 23 minutes late seeing my doctor. I am not complaining about this. Doctor was too busy didn't have time to give flu jab. I have to wait until another day. Could there always be a nurse on duty to do things the doctors don't have time to do? I am elderly it is very difficult for me to get to the surgery.
- Telephone answering times are too long. More consistent definition of "urgent"!
- No. Excellent care shown in this practice by staff, care assistance nurses and doctors. It's the best practice in the East Grinstead area.
- Being able to make all appointments online.
- Better communication and care plans for complicated.
- By being able to have one's own doctor who one is well aware of, like the family doctors used to be, and to feel comfortable knowing that you are not going to see a complete stranger who has little interest in you. I suppose because doctors are mostly part-time this is not possible.
- The phone service is much better - knowing where you are in the queue, 3, 2, 1, etc. would be better than currently "no more than 3" waiting.
- Parking!
- Better parking!
- Staff at reception - not to question why making appointment.
- "No complaints" only gratitude to all the staff and respect shown to me on every visit.
- A four to five week wait to see a doctor is a joke. Something needs to change. People could die with a four to five week waiting period.
- More parking space.
- For about a year it had been difficult to get a "routine" appointment but I'm pleased to see things have improved and it is now easier.
- Getting to see my doctor is nearly impossible unless I want to keep ringing in each day?
- Shorter waiting times to see the doctor of your choice. I have seen most of your doctors and a couple of them are awful with no compassion or understanding for what we as patients are suffering with emotionally not just physically.
- Later opening hours.
- Answer the phone.
- Thank you for what you are doing!
- Re: Q26 and 28 - Haven't had occasion to need this information - I have no complaints and am pleased with treatment and kindness afforded when needed.

## 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?

- More appointments. I had to wait three weeks to see this doctor, I wanted to see her as she was the one that got my treatment underway for cancer.
- Only comment would be to be easier to see doctor of choice and not such long wait to see them. Very grateful to be registered with this surgery. Thank you.
- Having available appointments within a few days.
- All very good.
- Saturday opening hours. If reliable patient attendance, being able to book non-emergency appointments more than one month in advance.
- Appointment lead time far too long. Unable to make appointment to see your own doctor - no continuity. Parking sometimes impossible.
- Re: Q25 and 28 - Happily not had to put to the test.
- Car park!?
- Appointment procedure needs to be made clearer to patients. More emphasis on "prevention" rather than "cure" information.

## 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?

- The doctor I saw today, this doctor, even at my age of 70+ years, is the best doctor I have ever had. Always ready to listen, treating you like a person, always understanding, the best there is.
- This doctor is excellent and no room for improvement.
- Only by promising not to retire, ever.
- This doctor was great.
- She could not improve as she also was excellent.
- None - excellent - this doctor. Would be good to have Saturday morning appointments.
- Very satisfied with this doctor.
- My doctor is excellent.
- Very happy with this doctor.
- I think it's great - I hear lots of complaints about other doctors and always feel lucky that it is so good here.
- 11,000 patients is a lot, thank you for all you do to try and fit us in!
- None, she is excellent.
- This doctor and another doctor are especially excellent.
- This doctor is an outstanding doctor. She has gone out of her way many times to help me, advise me, provide effective treatment and care for my needs as a disabled patient with restricting health problems. Her care has been exemplary.
- No. They do a grand job.
- No, brilliant.
- Which doctor are you talking about?
- None - I gave him "Excellent" in all categories. He is not my named doctor - but having a consultation with him once, I try to see him if possible. I am sure my named doctor is excellent too - but I have never met them!
- Couldn't improve, doctor was absolutely amazing.
- Very nice and warm.
- Just thank you all.
- More friendly approach.
- This doctor was really great.
- This doctor couldn't improve, she is everything a doctor should be, she was wonderful, knowledgeable and compassionate and caring (so is another doctor).
- This doctor was excellent.
- It was lovely to have a doctor that took time to listen and had empathy.
- Best practice ever, lovely doctor.
- They are excellent, no improvement needed.

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 = 183

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	19	68	67	27	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (19 \times 25) + (68 \times 50) + (67 \times 75) + (27 \times 100)}{(183 - 2)} = 11,600/181$$

Your mean percentage score for Q1 = 64%

### Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	64

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	64	68	73	92

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\*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.



## 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: 10921**

**Surveys Completed: 183**

has completed the

## Improving Practice Questionnaire

Completed December 2018



**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.