

Private and Confidential

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Improving Practice Questionnaire Report

Ship Street Surgery

October 2015



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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	29	92	87	37	3
Q2 Telephone access	2	46	87	82	31	2
Q3 Appointment satisfaction	9	32	78	84	43	4
Q4 See practitioner within 48hrs	29	72	59	51	29	10
Q5 See practitioner of choice	48	73	69	34	14	12
Q6 Speak to practitioner on phone	23	50	78	48	15	36
Q7 Comfort of waiting room	3	26	104	86	30	1
Q8 Waiting time	10	50	95	60	28	7
Q9 Satisfaction with visit	0	5	53	94	94	4
Q10 Warmth of greeting	1	2	54	86	102	5
Q11 Ability to listen	0	3	45	91	104	7
Q12 Explanations	0	1	47	95	100	7
Q13 Reassurance	1	3	47	102	89	8
Q14 Confidence in ability	0	4	39	98	102	7
Q15 Express concerns/fears	1	2	44	99	95	9
Q16 Respect shown	0	0	38	88	117	7
Q17 Time for visit	1	5	55	86	93	10
Q18 Consideration	1	3	56	76	76	38
Q19 Concern for patient	0	8	49	77	81	35
Q20 Self care	2	5	57	72	73	41
Q21 Recommendation	1	5	44	70	92	38
Q22 Reception staff	1	9	49	95	73	23
Q23 Respect for privacy/confidentiality	0	9	53	95	63	30
Q24 Information of services	3	13	62	91	50	31
Q25 Complaints/compliments	9	13	77	66	31	54
Q26 Illness prevention	5	28	62	74	37	44
Q27 Reminder systems	7	25	53	76	44	45
Q28 Second opinion / comp medicine	3	21	54	56	27	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

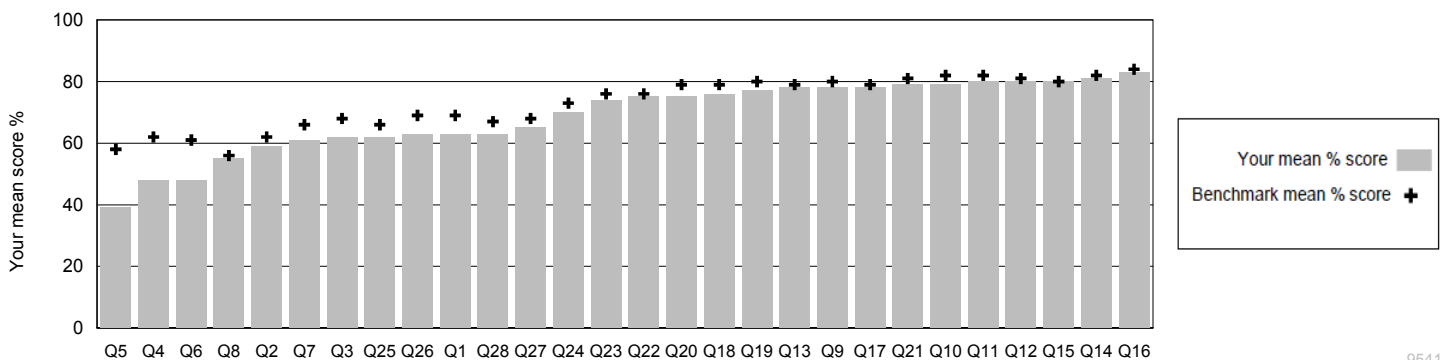
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	63	69	23	64	68	73	92
Q2 Telephone access	59	62	13	53	63	71	92
Q3 Appointment satisfaction	62	68	23	63	68	74	92
Q4 See practitioner within 48hrs	48	62	18	54	62	70	96
Q5 See practitioner of choice	39	58	22	48	57	65	95
Q6 Speak to practitioner on phone	48	61	25	54	61	67	92
Q7 Comfort of waiting room	61	66	27	60	66	71	90
Q8 Waiting time	55	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	78	80	41	76	81	85	97
Q10 Warmth of greeting	79	82	45	78	82	86	96
Q11 Ability to listen	80	82	46	78	83	87	97
Q12 Explanations	80	81	42	77	81	85	97
Q13 Reassurance	78	79	41	75	80	84	98
Q14 Confidence in ability	81	82	43	79	83	87	99
Q15 Express concerns/fears	80	80	45	76	81	85	96
Q16 Respect shown	83	84	49	80	85	88	98
Q17 Time for visit	78	79	38	75	80	84	96
Q18 Consideration	76	79	41	75	79	83	98
Q19 Concern for patient	77	80	43	76	80	84	97
Q20 Self care	75	79	38	75	79	83	97
Q21 Recommendation	79	81	41	78	82	86	99
About the staff							
Q22 Reception staff	75	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	74	76	43	72	76	80	96
Q24 Information of services	70	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	62	66	31	62	66	70	96
Q26 Illness prevention	63	69	34	64	68	72	96
Q27 Reminder systems	65	68	27	63	68	72	96
Q28 Second opinion / comp medicine	63	67	30	62	67	71	96
Overall score	69	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	63	67	23	64	68	71	88
Q2 Telephone access	59	56	13	47	58	65	78
Q3 Appointment satisfaction	62	65	23	62	65	69	85
Q4 See practitioner within 48hrs	48	57	18	52	58	64	83
Q5 See practitioner of choice	39	49	22	44	48	55	84
Q6 Speak to practitioner on phone	48	57	25	52	57	63	85
Q7 Comfort of waiting room	61	64	27	60	65	69	86
Q8 Waiting time	55	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	78	80	41	76	81	84	91
Q10 Warmth of greeting	79	82	45	78	83	85	93
Q11 Ability to listen	80	82	46	79	83	87	94
Q12 Explanations	80	81	42	77	81	85	92
Q13 Reassurance	78	80	41	76	80	84	91
Q14 Confidence in ability	81	82	43	79	83	86	92
Q15 Express concerns/fears	80	80	45	77	81	84	91
Q16 Respect shown	83	84	56	81	85	88	93
Q17 Time for visit	78	79	38	75	80	83	91
Q18 Consideration	76	79	46	75	79	83	89
Q19 Concern for patient	77	80	46	76	80	84	90
Q20 Self care	75	78	38	75	79	83	89
Q21 Recommendation	79	81	41	78	82	86	91
About the staff							
Q22 Reception staff	75	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	74	73	43	70	73	76	90
Q24 Information of services	70	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	62	63	31	60	64	66	86
Q26 Illness prevention	63	66	34	63	66	69	86
Q27 Reminder systems	65	65	27	62	65	68	86
Q28 Second opinion / comp medicine	63	64	30	61	64	68	87
Overall score	69	71	35	68	72	75	87

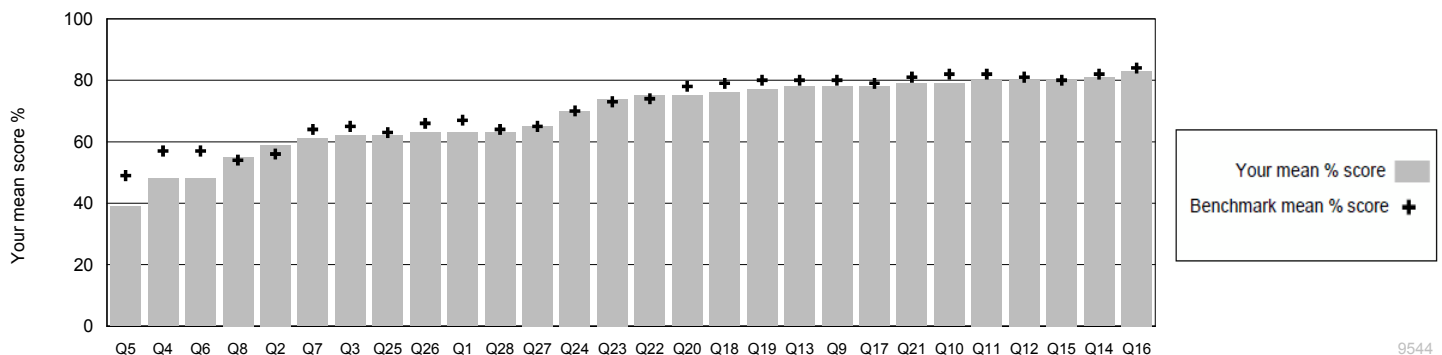
Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	19	70	70	42	66	70	75	91
25 - 59	109	66	70	35	67	70	74	87
60 +	93	72	73	24	70	73	76	87
Blank	29	71	69	50	63	69	74	86

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	149	68	71	32	67	71	74	87
Male	69	71	73	45	69	73	77	88
Blank	32	70	69	49	65	69	74	89

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	76	73	74	35	71	74	77	89
No	133	68	68	35	64	68	72	84
Blank	41	67	70	53	65	70	73	83

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	37	69	72	28	68	72	76	88
5 - 10 years	32	68	71	40	67	71	75	91
> 10 years	152	69	72	48	69	72	75	86
Blank	29	69	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	14/11/2013	04/01/2013	31/01/2012
Q1 Opening hours satisfaction	63	59	71	68
Q2 Telephone access	59	49	61	57
Q3 Appointment satisfaction	62	56	68	65
Q4 See practitioner within 48hrs	48	44	56	52
Q5 See practitioner of choice	39	34	43	43
Q6 Speak to practitioner on phone	48	46	61	56
Q7 Comfort of waiting room	61	58	67	62
Q8 Waiting time	55	49	63	61
Q9 Satisfaction with visit	78	77	90	85
Q10 Warmth of greeting	79	78	91	87
Q11 Ability to listen	80	79	93	87
Q12 Explanations	80	78	92	87
Q13 Reassurance	78	76	88	86
Q14 Confidence in ability	81	78	91	88
Q15 Express concerns/fears	80	77	90	86
Q16 Respect shown	83	80	92	89
Q17 Time for visit	78	76	88	85
Q18 Consideration	76	76	88	83
Q19 Concern for patient	77	76	89	84
Q20 Self care	75	74	86	82
Q21 Recommendation	79	79	90	86
Q22 Reception staff	75	69	78	70
Q23 Respect for privacy/confidentiality	74	69	77	73
Q24 Information of services	70	65	74	70
Q25 Complaints/compliments	62	57	67	63
Q26 Illness prevention	63	61	69	66
Q27 Reminder systems	65	62	73	69
Q28 Second opinion / comp medicine	63	56	71	66
Overall score	69	66	78	74

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?

- Bigger car park.
- It's difficult to see the doctor of your choice.
- Not sure about music in the waiting room. If you're feeling very unwell this is the last thing you want to hear probably. I think when wanting an appointment fairly urgently one shouldn't be asked if it's an emergency. I think this will put off a number of people who do need to see a doctor.
- Far too hot in waiting room.
- Car park bigger. Being able to see the same doctor each time, as a lot of confusion involved seeing the next available doctor.
- Better availability doctors to be contacted via phone/email.
- I have come here for years and up until you had to call at 8am or 12pm for appointments getting one within 48 hours seemed easy but not unless an emergency I generally have to wait at least a week.
- Length of time it takes to see your own doctor is very long. Parking is regularly a problem.
- More appointments available quickly.
- One of the doctors is very good informative doctor. Thank you.
- I have a great satisfaction with my doctor. She is so nice and always cares about you and one of the nurses is just so nice.
- Doctors screen should be where TV/advertising screen is located.
- Stop people parking at surgery to shop in Waitrose.
- No. Very efficient.
- Is sometimes difficult to see doctor of your choice.
- The service is as good as it can be.
- Part of visiting the practice, to be able to park on premises. This surgery has one big downfall which is the parking, I have only recently registered with the surgery and have found parking terrible.
- To know when doctors are actually scheduled for duty particularly those who work part time.
- No 27, reminders can be irritating when not required! (Yearly).
- It would be great if practice was open on a Saturday morning.
- It would be nice if patients waiting to see a nurse had an area to wait apart from the main area with its various infectious ailments. I.N.R appointments can be eight weeks apart please can one book those appointments at time of visit?
- Kill the radio/canned music. Try TV with rolling news instead!
- Sorry - don't like the music!
- Very impressed.
- I think it's very good and very busy. No issues for me but I think if they had a children's surgery for "little ones" when they are running around - it may be easier for parents.
- Sometimes the time period to see a GP could be less than 2/3 weeks. Although an emergency appointment is very good.
- Brilliant practice.
- Pleased the blood pressure monitor has been moved from waiting room. Enlarge 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 this practice could improve its service?

- Rearrange chairs in waiting room somehow - only one seat left!
- I would like the registration for online appointment booking to be more convenient than having to come in to surgery to register, as I would prefer to book and choose online but not much time to come in.
- Later opening times. Weekend opening.
- I don't require doctors appointments very often so some of these questions are irrelevant to me.
- Although repeat prescriptions are said to be ready after two working days they are often not. On a few occasions prescriptions have been lost in system. If prescriptions cannot be processed for whatever reason this should be advised. On website for repeat prescriptions, if you tick items and then add comment at bottom it is not noted.
- There's always quite a wait for nurse appointments for blood tests - e.g. today I made an appointment for such - 2 weeks wait till first available appointment.
- None. Brilliant surgery. Lovely staff. Keep up the good work.
- The practice itself are lovely, the car park is sometimes a bit of a pain.
- Having moved to this surgery from another in East Grinstead, I can find no fault and in fact commend you on your excellent service - thank you!
- Sometimes (not recently) the staff on the phone make judgements if you need an emergency appointment after asking - this is not good!
- Booking appointments isn't always straightforward.
- If I have written "Good" it means I have a neither positive or negative as I have not needed the services.
- More parking!
- Longer opening hours. Saturday mornings? Improved parking for patients.
- Shorter waiting time on the telephone when calling. Shorter time taken to get a repeat prescription.
- Only able to book an appointment two weeks in advance on the internet or the same day by phoning reception staff who are reluctant to give you an appointment unless you phone at EXACTLY 8am or 12 noon. 11am - I have been told to call back. No clock in the waiting room.
- Availability of appointments after 18.00 should be increased. No access to nurse services out of hours i.e. after 18.00 or Saturdays.
- Have some kind of facility whereby appointments can be cancelled by phone when the surgery is closed, e.g. over the weekend and overnight, this will reduce missed appointments.
- Opening at weekends would be extremely helpful.
- I always notice the number of missed appointments at reception when I come in. There should be a penalty for repeat offenders such as a "two strikes and you're out" approach. Unfair on us who keep appointments and those who could do with seeing a doctor but can't as fully booked.
- Often unable to park. Parking could be improved!
- Stop the music in the waiting room. It should be a quiet, calm environment. Blood pressure machine should be somewhere more private. I don't wish to use it in front of people in the waiting room.
- Two late evenings a week for those that work in London and cannot always get away from work.
- I would double person man the reception desk.
- Never needed to make a complaint.
- It would be helpful if the asthma clinic hours could be more flexible to allow for shift patterns.
- Phone queuing system. More phone lines.

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?

- Ability to ask doctor a question - non urgent so wouldn't need appointment and not via phone - so email would be lovely.
- Excellent.
- There should be a "fine" for patients who do not attend appointments.
- Difficult of seeing own doctor usually fully booked for a month.
- None - very satisfied.
- Police car park better. Improve lighting in waiting room please.
- Leave it as it is and don't move! "If it's not broken....."
- The usual problem of access when required.
- Car parking.
- Excellent service.
- You have too many patients registered for number of doctors.
- I'm happy with the service provided.
- More nurses.
- My first visit very impressed very satisfied.
- There is nothing more I can say.
- 26/27/28 Not used therefore cannot comment. Recent improvements in communication have been effective.
- More compassionate reception staff.
- More late openings for people to attend outside business hours.
- The online repeat prescriptions service doesn't work at all. It's now harder to get my prescriptions.
- Getting an appointment in a timely manner.
- Not all doctors are as warm. Or show the same amount of interest in you. Some visits previously have been a waste of time. It seems time is what nobody has anymore.
- Easy to make appointments would be nice. ECG waited three weeks - poor.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- No. Excellent work!
- Some doctors seem to have genuine concern for a patient however some are just worried to get you out on time. I understand they need to stay on time and pretty much always are, but it sometimes comes across that you have come for a silly reason and they want you out.
- The doctor was lovely.
- Again very efficient and courteous.
- None needed.
- I'm very happy with the doctor.
- No, my experience was very good.
- No - very good.
- One of the doctors was great - really dedicated a lot of time to listen, explain and reassure.
- One of the doctors was absolutely lovely. I wish there were more doctors like her. Keep on the good work.
- None. Totally eased my fears.
- Wonderful - thank you.
- Make it know if you have more than one thing you want to talk about you would need multiple appointments.
- One of the doctors can be extremely rude and unkind.
- The wait to see GP/nurse is too lengthy. Especially to have an asthma review.
- When recently giving jabs to my baby we were rushed and very in-personal, appointment was at 12.25 - yet I was back in the car at 12.24! No need to be rushed!
- Waited today for over 30 minutes to see doctor as receptionist hadn't checked me in so I had been missed!
- Frankly I don't think the HCA I saw today could improve any further. On a scale of 1 to 10 she's an 11.
- Excellent.
- Try where possible to link doctor/nurse appointments.
- None - all very good.
- Please do not stand up and open the door until one has finished speaking.
- Don't let the good doctors leave.
- Always changing.
- No concerns.
- Shorter waiting time.
- The doctor seemed keen to get me out of his office, whole consultation took less than five minutes.
- Don't look at the clock or number of people they see in a day. Look at the individual patient.

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 = 250

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	29	92	87	37	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (29 \times 25) + (92 \times 50) + (87 \times 75) + (37 \times 100)}{(250 - 3)} = 15,550/247$$

Your mean percentage score for Q1 = 63%

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	63

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: 12000

Surveys Completed: 250

has completed the

Improving Practice Questionnaire

Completed October 2015



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.