

**Private and Confidential**  
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# Improving Practice Questionnaire Report

Wallingbrook Health Centre

March 2013



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06 March 2013

Dear Ms Acott

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

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

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=146797>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

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Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

## Introduction

### About the IPQ

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

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

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

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

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

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	7	34	104	67	31	5
Q2 Telephone access	18	50	84	56	34	6
Q3 Appointment satisfaction	7	37	84	74	42	4
Q4 See practitioner within 48hrs	30	67	62	55	25	9
Q5 See practitioner of choice	42	72	60	39	21	14
Q6 Speak to practitioner on phone	10	63	89	43	29	14
Q7 Comfort of waiting room	3	18	93	92	41	1
Q8 Waiting time	22	60	84	46	17	19
Q9 Satisfaction with visit	3	10	44	87	99	5
Q10 Warmth of greeting	1	5	47	101	90	4
Q11 Ability to listen	3	5	38	75	122	5
Q12 Explanations	2	10	38	81	112	5
Q13 Reassurance	4	8	46	82	101	7
Q14 Confidence in ability	3	9	34	82	112	8
Q15 Express concerns/fears	4	4	38	92	102	8
Q16 Respect shown	2	5	35	76	123	7
Q17 Time for visit	1	8	42	79	110	8
Q18 Consideration	2	4	51	75	98	18
Q19 Concern for patient	2	5	43	74	107	17
Q20 Self care	2	5	50	72	98	21
Q21 Recommendation	2	8	39	65	113	21
Q22 Reception staff	1	6	41	105	91	4
Q23 Respect for privacy/confidentiality	3	15	62	88	71	9
Q24 Information of services	5	27	67	82	50	17
Q25 Complaints/compliments	9	35	74	58	22	50
Q26 Illness prevention	6	29	77	73	35	28
Q27 Reminder systems	9	22	80	62	48	27
Q28 Second opinion / comp medicine	8	17	65	47	25	86

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

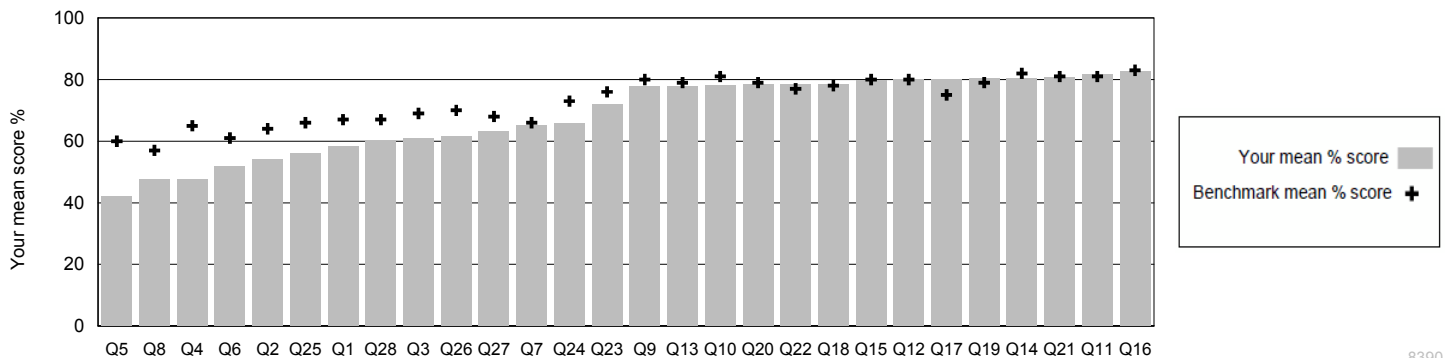
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	58	67	40	63	67	71	99
Q2 Telephone access	54	64	22	55	64	72	99
Q3 Appointment satisfaction	61	69	35	64	69	74	99
Q4 See practitioner within 48hrs	48	65	22	57	64	72	99
Q5 See practitioner of choice	42	60	23	52	60	68	99
Q6 Speak to practitioner on phone	52	61	31	54	61	67	99
Q7 Comfort of waiting room	65	66	21	61	66	72	100
Q8 Waiting time	47	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	78	80	48	76	80	84	99
Q10 Warmth of greeting	78	81	47	78	82	86	99
Q11 Ability to listen	82	81	49	78	82	86	100
Q12 Explanations	80	80	47	76	81	85	100
Q13 Reassurance	78	79	48	75	79	83	100
Q14 Confidence in ability	80	82	47	78	83	86	100
Q15 Express concerns/fears	80	80	48	76	80	84	100
Q16 Respect shown	82	83	45	80	84	88	100
Q17 Time for visit	80	75	45	70	75	79	100
Q18 Consideration	79	78	47	74	78	82	100
Q19 Concern for patient	80	79	43	75	79	83	100
Q20 Self care	79	79	51	75	80	83	99
Q21 Recommendation	81	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	79	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	72	76	42	72	76	80	100
Q24 Information of services	66	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	56	66	38	62	66	70	100
Q26 Illness prevention	62	70	19	66	69	73	100
Q27 Reminder systems	63	68	42	63	67	72	99
Q28 Second opinion / comp medicine	60	67	37	63	67	71	99
Overall score	69	73	44	69	73	77	100

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

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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



## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 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	58	66	46	62	66	70	84
Q2 Telephone access	54	61	22	54	62	68	85
Q3 Appointment satisfaction	61	67	41	63	68	72	87
Q4 See practitioner within 48hrs	48	62	33	55	63	69	90
Q5 See practitioner of choice	42	57	28	50	57	63	85
Q6 Speak to practitioner on phone	52	59	36	53	59	64	80
Q7 Comfort of waiting room	65	65	36	60	66	71	90
Q8 Waiting time	47	55	25	50	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	78	80	49	76	80	84	93
Q10 Warmth of greeting	78	81	47	78	81	85	94
Q11 Ability to listen	82	82	49	78	82	86	95
Q12 Explanations	80	80	47	77	81	84	94
Q13 Reassurance	78	79	49	76	79	83	92
Q14 Confidence in ability	80	82	47	79	82	86	95
Q15 Express concerns/fears	80	80	50	77	80	84	95
Q16 Respect shown	82	83	45	81	84	87	96
Q17 Time for visit	80	74	47	70	75	79	94
Q18 Consideration	79	78	47	74	78	82	91
Q19 Concern for patient	80	79	50	75	79	83	93
Q20 Self care	79	78	51	76	79	82	92
Q21 Recommendation	81	81	46	78	82	85	95
<b>About the staff</b>							
Q22 Reception staff	79	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	72	74	47	71	75	78	90
Q24 Information of services	66	71	44	68	72	75	88
<b>Finally</b>							
Q25 Complaints/compliments	56	65	43	62	65	68	83
Q26 Illness prevention	62	68	19	65	69	71	84
Q27 Reminder systems	63	66	46	63	66	70	84
Q28 Second opinion / comp medicine	60	66	48	63	66	69	85
Overall score	69	72	46	69	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

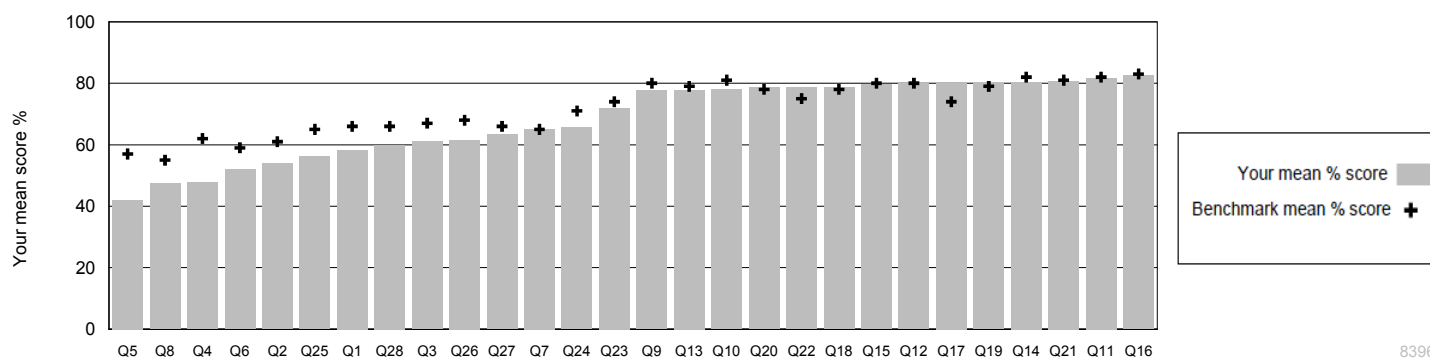
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\*Based on data from 532 practices carrying out 665 surveys between April 2008 and March 2012 with 25 or more responses.

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 (6001-8000 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 (6001-8000 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	26	66	69	45	65	70	74	90
25 - 59	84	70	71	48	67	71	75	85
60 +	125	69	75	38	71	75	78	93
Blank	13	61	70	39	65	70	75	95

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	128	68	71	44	68	72	75	87
Male	109	70	73	50	70	73	77	88
Blank	11	60	70	39	65	71	76	94

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	139	71	74	39	71	74	77	88
No	77	66	68	37	64	69	72	84
Blank	32	66	70	45	66	70	75	93

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	49	72	72	43	68	72	76	90
5 - 10 years	44	67	71	52	67	72	75	87
> 10 years	141	69	72	50	69	73	76	88
Blank	14	65	70	30	65	71	75	92

\*Based on data from 532 practices carrying out 665 surveys between April 2008 and March 2012 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	06/11/2008	15/10/2007	20/10/2006
Q1 Opening hours satisfaction	58	61	56	60
Q2 Telephone access	54	60	62	64
Q3 Appointment satisfaction	61	63	64	68
Q4 See practitioner within 48hrs	48	59	57	58
Q5 See practitioner of choice	42	47	44	50
Q6 Speak to practitioner on phone	52	59	55	60
Q7 Comfort of waiting room	65	70	70	73
Q8 Waiting time	47	52	51	55
Q9 Satisfaction with visit	78	83	76	85
Q10 Warmth of greeting	78	84	79	86
Q11 Ability to listen	82	86	80	86
Q12 Explanations	80	84	77	85
Q13 Reassurance	78	83	74	84
Q14 Confidence in ability	80	86	78	86
Q15 Express concerns/fears	80	83	77	85
Q16 Respect shown	82	87	81	89
Q17 Time for visit	80	79	70	80
Q18 Consideration	79	83	75	83
Q19 Concern for patient	80	84	77	84
Q20 Self care	79	--	--	--
Q21 Recommendation	81	85	78	86
Q22 Reception staff	79	75	71	78
Q23 Respect for privacy/confidentiality	72	73	69	75
Q24 Information of services	66	70	66	70
Q25 Complaints/compliments	56	61	59	65
Q26 Illness prevention	62	66	65	70
Q27 Reminder systems	63	64	63	68
Q28 Second opinion / comp medicine	60	64	60	67
Overall score	69	73	68	74

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

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

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

## Your patient feedback

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

## Comments about how the practice could improve

- Saturday morning surgery rather than only emergency through Tarka Docs. Difficult to sometimes get an appointment out of work hours.
- Go back to the old telephone system.
- A wonderful doctor. The great care I have received is 100% so many thanks.
- I promised not to mention the music.
- Telephone system could be made simpler.
- My only comment is the difficulty of arranging either a telephone appointment or appointment.
- Could improve waiting area as it tired and dated. Winkleigh Doctors could do with a re-improvement as it all looks dated.
- Telephone still a problem, getting through, I was 10th in line? Seeing your regular doctor is nearly always a problem.
- Nothing but praise how the practice has evolved over the years.
- Physio appointments in evening as getting to them difficult when working.
- Since taking over Okehampton it's sometimes more difficult to see certain doctors as they are in Okehampton working. I did make appointment and I saw the doctor in Okehampton once. But not good as mileage is too much.
- Do not agree with how the practice is expanding, as it is not always possible to see the doctor of your choice, which gather is the one you see normally.
- I find difficulty in getting through on the phone by getting engaged tone on ringing soon after opening hours, more phones or staff would assist in the case of an emergency. Especially at the start of the week.
- Improvements to availability of appointments. Reception staff should be more friendly and respectful to patients.
- All good when we need it.
- Sort out the long waiting time.
- Not telling receptions your personal problems.
- We are only at this practice as we could not get appointment at Winkleigh. Winkleigh Surgery needs to expand in accordance to how the population of the village has expanded. Greater population, most of which choose to retire in Winkleigh means availability of appointments are greatly reduced.
- Winkleigh needs longer times open.
- To ensure medical notes when requested are dealt with and sent promptly. Some delays by administration have caused anxiety and stress issues that could have been avoided.
- You could get a machine in which you could get drinks and food from.
- None whatsoever.
- I personally find this practice very accommodating - just keep doing what you are currently doing.
- I would like one doctor to be more available.
- It would be nice to have full time doctors instead of part time doctors it would be easier to keep to your own doctor.
- Make telephoning simpler. Some people especially when - 'up tight' get very confused about having to press so many buttons.
- None, it is excellent.
- I have been looked after so well with so much illness.

## Your patient feedback

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

## Comments about how the practice could improve

- Whilst I understand the problems for the surgery it's still very difficult to get an appointment for non urgent concerns with GP of choice that fits within a busy working life. More Saturdays/evenings would help hugely. Also waiting times still long.
- I'd like to be able to make an appointment at the Okehampton surgery sometimes, in advance, instead of having to phone on the morning of the desired appointment, as this would make planning the day in question more easily.
- Reception staff allowing you to actually make an appointment with the doctor of your choice and not telling you you can't for at least 2 weeks! If the doctors didn't spread themselves so thinly over towns you might actually get a chance to see the doctor you're registered with, on/where you need to.
- Saturday morning surgery.
- Wish Winkleigh was open all day every day.
- Better system on how to get appointments - had to wait 3 and a half weeks once to see a doctor, the day before my appointment I was sent home from work ill and the night before it was at the stage of calling emergency services. I was then signed off work for 4 weeks, this may have been preventable if seen earlier!
- Being able to book appointments up to 8 o'clock in the evening and on Saturdays.
- It would be good if pharmacy was quicker.
- Time keeping could be improved.
- I sometimes find it difficult to collect medication before 12:00. But this is just a minor point.
- More joined up thinking needed with administration i.e. is 'month of birth' necessary if you have recently been reviewed generally by the doctor.
- More user-friendly telephone access. Annual review. Question allotment to practice nurse or pharmacist with doctor review required. Receptionists have been unhelpful over request for change.
- Have more appointments available on the day you ring. Have a better service at weekends.
- Having designated us all to a particular doctor, I would expect to be able to see that doctor where and when it is convenient to me. My 'home' practice is Winkleigh. Chulmleigh is in no way convenient, and is more expensive as it is a longer drive. The practice would be better for patients if we had a proper medical centre in Winkleigh.
- Having phoned to make an appointment on Tuesday for following day, it appears my regular doctor would not be there. This is understandable. Tried to make an appointment for the Monday only to be told you cannot until Monday, which seems unreasonable.
- The music not so hot when waiting, a bit dull to be honest!
- Doctors staying at Chulmleigh more.
- Great practice! Wonderful staff and doctors.
- When a receptionist answers the phone to keep things confidential when there are other people waiting in the reception area. There is no follow up from letters sent from hospitals to doctors when action is required. This is left to the patient to figure out which some patients struggle with. Poor lack of communication between hospital, doctors and patients. Also it is disgusting when a patient is on antidepressants and stops taking the prescription that there is not practice policy to check on this person to ensure everything ok. I have been told that you 'assume a person is better'.
- Get rid of the answering service. Not only is it really annoying but it costs money to ring an 0844 number. Perhaps open Saturday am (2 hours) to pick up prescriptions.
- More exciting music, it is usually very depressing because if you are at the doctors you usually need cheering up.
- If there is a problem when ordering telephone repeat prescription it would be helpful if dispensary contact you rather than wait until you go to pick it up and then be told.
- By each doctor giving more days to Chulmleigh Practice.

## Your patient feedback

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

## Comments about how the practice could improve

- You try very hard.
- I think you have your level of patients care just about right and have been more than happy with my past treatment.
- Use expensive drug brands and not cheap alternatives.
- Active sign in waiting room about service (e.g. delay etc.) like other surgeries do.
- By avoiding, where possible, unless absolutely necessary, requiring the patient to drive 14-16 miles solely for a blood pressure check.
- Needs making it better in time, too much sitting around waiting and waiting to see the doctor or nurse! Then you're rushed out and don't get seen to properly.
- Better information in waiting room when delays occur.
- Better hours at Winkleigh. Radio in reception waiting area annoying.
- Have a freephone number not pay rate! Pharmacy open earlier/later/Saturday to accommodate those who work.
- Saturday clinics useful for working people. Out of hours to Chulmleigh instead of Okehampton or Barnstaple.
- It is difficult to get hold of the practice by telephone sometimes as busy but don't I think you can do much about that.
- My only comment is that appointments should be near on time.
- Every time I have been here I have always been kept waiting a considerable time for my appointment which I don't understand (especially when it's a morning appointment I can't see how they can overrun so far behind!). Music in waiting room is too loud.
- Respect complementary medications, herbal, learn the words osteopathy and homoeopathy and their long valuable historic traditions and of Chinese acupuncture and acupressure.
- Lovely to have new doctor, which understands what is going on, and so helpful.
- I find the telephone system a little stressful as it can take a long time to actually speak to a human. I understand the necessity of this but it is a stress.
- Length of time waiting to see doctors, never running to time or near time.
- Just a shame that the facilities couldn't be moved to North Tawton!
- Winkleigh is treated as second class with limited opening times. If I want to see my allocated doctor he does not even have a clinic in Winkleigh and I now understand that I cannot go to North Tawton to see them as Winkleigh people are not allowed appointments there. Overall the practice is well run and it seems a shame that Winkleigh residents lose out. Perhaps the practice is spreading itself too thin. More doctors needed perhaps certainly better surgery in Winkleigh.
- Better organisation of appointments - I called to arrange an appointment for some test results and was told the first available appointment with my 'usual' GP would be in 3 weeks but that there were appointments in 10 days time that I could call and arrange in the morning. I waited the 10 days then called in the morning to be told there were no appointments available. 'Usual' GP - I was allocated a doctor when this system was introduced (who I had never seen before and haven't seen since). When I asked if I could swap to another doctor who I had seen frequently, I was told I could only change if I had a serious issue with my doctor. Now I've been told I can swap with no problem. Perhaps it's the system perhaps the message given to the receptionist.
- Very good service.
- I think it lacks confidentiality to talk to the reception staff about your problems and I don't like that particular system. Waiting times are always very long even when there are no patients. I have waited 30 minutes in the past. On the other hand I understand doctors have to have phone appointments.
- An email facility to book appointments. Wider range of out of hours appointments. Not easy to book appointments at convenient time for me as a full time worker.

## Your patient feedback

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

### Comments about how the practice could improve

- Have a surgery in Dolton, as it is sometimes difficult especially in Winter to travel 10 miles each way when road conditions are bad. Quicker delivery of medicines to Dolton post office. I fail to see why 5 clear days should be allowed, I believe 3 days would be sufficient.
- Have a surgery in Dolton as travelling in Winter is bad to get to Chulmleigh.

## Your patient feedback

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

## Comments about how the doctor/nurse could improve

- No, I find this doctor is very good.
- My doctor. Have more time in Chumleigh surgery.
- Not at all - only problem is what doctor we can see after 6 months.
- Unfortunately this doctor who I saw today for a fitting of a 'delicate' nature is, I am told, leaving in June next year and I will miss them.
- The doctor which attends me is first rate and I would recommend to anyone.
- None, excellent doctor (the best).
- None at all.
- I find this doctor an excellent doctor with an understanding and awareness of her patient.
- They are very good.
- We have great confidence in 'our own doctor' they always has time to explain and helps you feel they are doing all they can for you.
- None at all - always excellent.
- She has been wonderful to me.
- No. She is amazing! I have the greatest respect for her. She is open, clear, a good listener, resourceful and has the ability to really focus on me when I'm at the surgery - no matter how busy she is.
- I have always this doctor, a good listener and considerate of my feelings. They explains things. They are an excellent GP.
- Allowing more time to discuss all related issues connected to the health problem would have been appreciated - 10 minutes is not really sufficient for a comprehensive discussion!
- Be more available!
- Perfection is impossible! When it has already been achieved!
- Wish this doctor came to Winkleigh.
- No - he is excellent.
- Not to have a long waiting time for appointments. Realise difficult in view of other commitments.
- As he is not always available, apart from greater availability, getting more doctors like him would be the only improvement.
- I do not believe I should give medical information over the phone to the receptionist, unless of course they are doctors or nurses.
- This doctor is excellent.
- Be on time.
- Very happy.
- Half are ok, other half need to buck up in their dress and the way you're seen in the surgery could be better.
- The doctor asked how their wife was, their wife died many years ago.
- No comments on the doctor that I am seeing, they are a good person for the job, the only thing I can say is kept them at Chulmleigh.
- I did not feel completely satisfied with the explanation and advice. I think a little more thought needs to go in to making patient feel at ease. I don't feel my concerns have been met.

## Your patient feedback

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

### Comments about how the doctor/nurse could improve

- Talks about what 'drugs' have in them and how they interact with one another. Could there be a Saturday am opening for pharmacy once a month? Or now and again? How to be better patients.
- Doctor consultation felt a bit rushed.
- No, excellent service and explanation.
- I'm very happy with this doctor as my doctor. Thank you.
- Doctor was very good, feel very happy with their advice and explanations excellent.
- I have always thought this doctor is an excellent caring doctor who always gives a clear explanation as to what treatment if any is necessary. They are always up to date with advances in treatment. I'm really happy to have them as my and my partner's doctor as we have complete confidence in them.



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 = 248

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	7	34	104	67	31	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(7 \times 0) + (34 \times 25) + (104 \times 50) + (67 \times 75) + (31 \times 100)}{(248 - 5)} = 14,175/243$$

Your mean percentage score for Q1 = 58%

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

### Explanation of quartiles

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

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

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

Question	Your mean score (%)
Q1 Opening hours satisfaction	58

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

8390

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

### Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

### Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

### Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

### Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

### Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



### About the doctor/nurse (continued....)

Poor Fair Good Very good Excellent

18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the staff

Poor Fair Good Very good Excellent

22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Finally

Poor Fair Good Very good Excellent

25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

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



# *Certificate of Completion*

This is to certify that

**Wallingbrook Health Centre**

Back Lane  
Chulmleigh  
Devon  
EX18 7DL

**Practice List Size: 6500**

**Surveys Completed: 248**

has completed the

## **Improving Practice Questionnaire**

Completed on 06 March 2013



**Michael Greco**  
**Director**



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