

Private and Confidential

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Improving Practice Questionnaire Report

Friary House Surgery

November 2017



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03 November 2017

Dear Mrs Shelton

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=209993>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Introduction

About the IPQ

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

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

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

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

| Question | Poor | Fair | Good | Very Good | Excellent | Blank/spoilt |
|---|------|------|------|-----------|-----------|--------------|
| Q1 Opening hours satisfaction | 1 | 13 | 71 | 60 | 39 | 6 |
| Q2 Telephone access | 12 | 43 | 55 | 44 | 34 | 2 |
| Q3 Appointment satisfaction | 0 | 13 | 59 | 59 | 58 | 1 |
| Q4 See practitioner within 48hrs | 11 | 28 | 44 | 59 | 41 | 7 |
| Q5 See practitioner of choice | 17 | 43 | 54 | 37 | 35 | 4 |
| Q6 Speak to practitioner on phone | 3 | 16 | 51 | 54 | 61 | 5 |
| Q7 Comfort of waiting room | 0 | 13 | 52 | 70 | 48 | 7 |
| Q8 Waiting time | 4 | 20 | 61 | 54 | 34 | 17 |
| Q9 Satisfaction with visit | 1 | 2 | 29 | 61 | 85 | 12 |
| Q10 Warmth of greeting | 0 | 1 | 21 | 59 | 98 | 11 |
| Q11 Ability to listen | 1 | 2 | 19 | 47 | 101 | 20 |
| Q12 Explanations | 1 | 5 | 25 | 50 | 95 | 14 |
| Q13 Reassurance | 1 | 8 | 27 | 51 | 92 | 11 |
| Q14 Confidence in ability | 1 | 5 | 21 | 50 | 104 | 9 |
| Q15 Express concerns/fears | 1 | 4 | 28 | 49 | 96 | 12 |
| Q16 Respect shown | 0 | 2 | 18 | 55 | 105 | 10 |
| Q17 Time for visit | 1 | 7 | 27 | 56 | 90 | 9 |
| Q18 Consideration | 1 | 5 | 29 | 45 | 92 | 18 |
| Q19 Concern for patient | 1 | 4 | 31 | 54 | 81 | 19 |
| Q20 Self care | 2 | 6 | 32 | 49 | 81 | 20 |
| Q21 Recommendation | 1 | 4 | 28 | 43 | 94 | 20 |
| Q22 Reception staff | 1 | 12 | 35 | 66 | 67 | 9 |
| Q23 Respect for privacy/confidentiality | 1 | 11 | 41 | 58 | 69 | 10 |
| Q24 Information of services | 2 | 15 | 41 | 60 | 52 | 20 |
| Q25 Complaints/compliments | 5 | 17 | 53 | 45 | 40 | 30 |
| Q26 Illness prevention | 3 | 18 | 54 | 50 | 38 | 27 |
| Q27 Reminder systems | 3 | 16 | 56 | 36 | 44 | 35 |
| Q28 Second opinion / comp medicine | 2 | 20 | 46 | 33 | 36 | 53 |

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

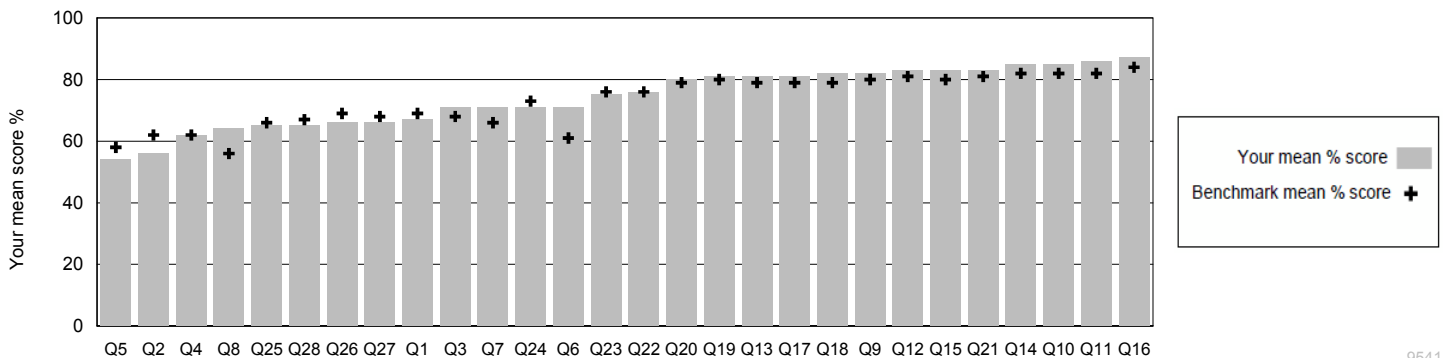
| | Your mean score (%) | Benchmark data (%)* | | | | | |
|---|---------------------|-------------------------|-----|----------------|--------|----------------|-----|
| | | National mean score (%) | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening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

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

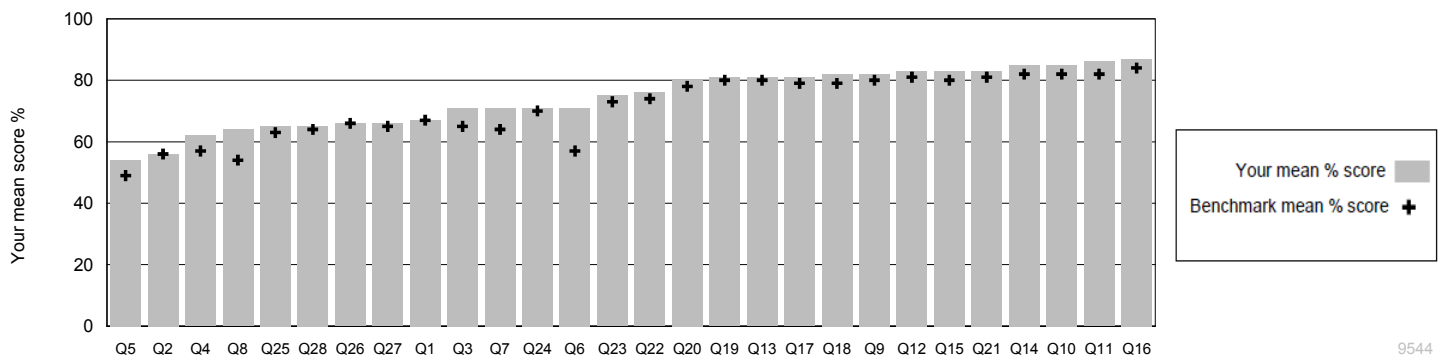
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (10001-12000 patients)



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Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

| | Number of responses | Your mean score (%) | Benchmark data (%)* | | | | | |
|---------------------------------|---------------------|---------------------|-------------------------|---------|----------------|--------|----------------|---------|
| | | | National mean score (%) | Minimum | Lower Quartile | Median | Upper Quartile | Maximum |
| Age | | | | | | | | |
| Under 25 | 19 | 70 | 70 | 42 | 66 | 70 | 75 | 91 |
| 25 - 59 | 82 | 72 | 70 | 35 | 67 | 70 | 74 | 87 |
| 60 + | 76 | 79 | 73 | 24 | 70 | 73 | 76 | 87 |
| Blank | 13 | 65 | 69 | 50 | 63 | 69 | 74 | 86 |
| Gender | | | | | | | | |
| Female | 114 | 73 | 71 | 32 | 67 | 71 | 74 | 87 |
| Male | 58 | 78 | 73 | 45 | 69 | 73 | 77 | 88 |
| Blank | 18 | 71 | 69 | 49 | 65 | 69 | 74 | 89 |
| Visit usual practitioner | | | | | | | | |
| Yes | 94 | 79 | 74 | 35 | 71 | 74 | 77 | 89 |
| No | 65 | 69 | 68 | 35 | 64 | 68 | 72 | 84 |
| Blank | 31 | 70 | 70 | 53 | 65 | 70 | 73 | 83 |
| Years attending | | | | | | | | |
| < 5 years | 29 | 72 | 72 | 28 | 68 | 72 | 76 | 88 |
| 5 - 10 years | 19 | 70 | 71 | 40 | 67 | 71 | 75 | 91 |
| > 10 years | 119 | 76 | 72 | 48 | 69 | 72 | 75 | 86 |
| Blank | 23 | 71 | 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

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?

- The average time between a phone call being connected and speaking to somebody is about five to six minutes. I should think a lot of people give up and hang up. Especially older people due to the cost of the phone call.
- This doctor is a wonderful doctor and all the staff are friendly, polite and helpful.
- I would like to go back to the old system of making an appointment.
- No problems. Great.
- Maybe cut down on intake of new patients and give more time.
- Have been with this surgery all my life, and even with all the changes I wouldn't leave, a wonderful surgery.
- Not at all!
- Stay as you are.
- Staff are always happy and cheerful towards me when I arrive, and are always very helpful with information I require.
- There have been a few times where I have been waiting for a call back from a nurse/doctor and no one has or I've had to call to remind them at gone 6.00pm!
- I have had several occasions when I haven't been able to see a doctor, one resulting in me being in hospital. I understand the need to cut down on the appointments, hence the phone calls, however sometimes this simply doesn't work.
- Being able to make an appointment with receptionist when ill would be better than having to wait for doctor call back. Especially having to wait sometimes several hours for the call.
- More access to complementary therapies to improve physical and mental health.
- Perhaps an email you could cancel appointments incase you can't get through on phone. Always find all staff at this practice amazing.
- A move to online booking of consultations via a dedicated practice website offering advice and tips for a healthy lifestyle.
- Never had a problem.
- Always been very happy with service. Cannot understand the new doctor's speech. Talks too fast. Bad smell upstairs.
- Get more doctors that are as professional as this doctor, I have never felt as confident with my treatment as I do with her.
- Reception staff need to listen and not pre-judge your condition and get prescription right when ordering.
- Modernise the practice interior.
- Open Saturdays for people who work all week.
- I think great improvements have been made to meet the needs of genuine patients - telephone triage prevents the timewasters of the surgery's limited resources. The reception staff, particularly two are a credit to you.
- Overall very satisfied.
- Recruit more GPs. Very worried about the loss of four doctors recently and their replacement with nurse and paramedic practitioners. I appreciate the practice cannot control external/statutory pressures but ensuring maximum flexibility to retain/recruit GPs should be a priority.
- You need more taller chairs for disable patients to sit on as the others hurt my hips and knees.
- A private area to discuss symptoms without everyone listening.
- More flexibility in booking appointments. Don't like telling reception staff.

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?

- Smells of urine in waiting area.
- Excellent service from doctors and staff. Long waiting at times but understandably due to patient overload.
- Overall very clean, all staff are helpful. I have been with this surgery for a very many years.
- Given the enormous strain on GP practices and hospital referrals etc., I am very pleased with the high standard of care, treatment and reception staff. I have never had cause to complain and always feel my family and I have been looked after very well by Friary House Surgery.
- I have seen a big improvement in the service over the last few months, particularly ordering repeat prescriptions easier and without speaking to a doctor each time. I understand that phone calls can be difficult to repeat at times of high activity but from experience if you miss a call no further follow up is attempted. I missed a call whilst driving and then had to call the following day and repeat the process. Overall I am much happier with this surgery and have been attending this practice for many years.
- My appointment should be with a doctor not a nurse or paramedic.
- I had a cholesterol check and was told it was high, upon speaking to the doctor he told me he would not have flagged this up, but I had unduly worry. Also I had a seven day heart monitor, and was told by a doctor other than this doctor that I would need to see a cardiologist due to miss beats - this doctor told me on the day after that he would be happy to have such a heart pattern. So misdiagnosis on previous day was a worry adding to months of anxiety.
- Old magazines should be removed for hygiene. Drinking water should be available.
- Improving doctor's appointment being on time, e.g. once I was two minutes late and the doctor was very rude about it, however, I am normally waiting at least five minutes for the doctor to come out on time.
- You are all wonderful.
- Perfectly satisfied.
- I have been with this practice many years and can't fault it, especially since this doctor's input. It's the very best compared to my friends and family.
- Not try to tell me that at some point I won't be able to request doctors without knowing my reasoning. Also not trying to diagnose issues over the phone, especially in situations of lumps.
- I believe that visit to see a doctor should always take place, and telephone appointments should only be for repeat diagnosis!
- Reception is not accessible for wheelchair users, no low access to self check in or desk. Parking is very limited, lacks a decent amount of disabled spaces. Difficult to see the same GP for long term conditions.
- Would be good to be able to make an appointment to see a doctor when needed without a phone consultation.
- The phones are always busy and never open on time. The answer phone message is confusing as you wait a long time before you realise they are still closed.
- I received a letter telling me I could opt out of my medication review - I don't feel this is appropriate, it should not be an option.
- Seeing a doctor rather than talking to a doctor over the phone.
- Questions 25 - 28 I have not had the opportunity to test them out. So no experience.
- I can't say I am happy with this new system and haven't been happy often with the service. Some of the staff are friendly and nice, some are not. But most disappointing for me is that I still feel bad and don't get the help I would hope for, considering leaving the surgery.
- I'm happy with the system of calling on day for emergency appointments but it is hard to get through from 8:30 - 9:15, lines engaged, and also a couple of occasions call backs are forgotten or misused, meaning I have to call back again, this is difficult if working, etc. Always been exceptionally good about fitting in my daughter in particular. I have been very happy to see either the nurse or paramedic instead of a doctor if they are able to deal.

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?

- If wanting to make a complaint there's no information available unless you ask but then it's embarrassing, never asked for second opinion but decided to change doctor when I was unhappy, that's happened once.
- The odd day being available until 8.00pm.

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. This doctor has been my doctor for many years and a more polite, friendly, caring doctor you couldn't wish to meet.
- No problems. First class.
- Not at all!
- My doctor is excellent.
- I hope this doctor never retires! Excellent doctor and very caring man over the years.
- This doctor is an excellent doctor.
- I was never once disappointed with this doctor.
- Not aimed at this doctor, but I would prefer a face to face rather than phone call. It can be a much needed appointment.
- Doctor is always helpful and attentive. Very good.
- None - excellent set of GPs running this practice.
- Not really.
- Reception staff all very helpful and talk with understanding.
- Can't think of any, always pleasant and considerate.
- None at all, she is a brilliant doctor! I wouldn't want to see anyone else.
- This doctor has been exceptionally caring and comprehensive in all manner of examination and explaining to me. He is a fantastic doctor - thank you.
- Don't leave the practice - we love you!
- No, he is lovely.
- This doctor was fantastic.
- Understand the patients, smile a little more.
- None - excellent on all doctors I have contact with.
- Don't leave!
- A fantastic doctor.
- This doctor is the perfect doctor following another one, both have time for you and concern. My friends do not have the same good experience that I get here, especially the waiting time for an appointment.
- Doctor should insist on face to face consultation for initial diagnosis.
- Making sure the patient understands the information as it can be difficult with an accent.
- I wish the doctor would look more into information about my condition and trying to find a way to help me improve. It feels like I don't have a life anymore and wish someone would finally care better, although this would mean further education by doctors by themselves.
- High respect for my doctor.
- Seemed a bit unsure about medication to prescribe, whether it was available still or not.

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 = 190

| Questionnaire rating scale | Poor | Fair | Good | Very Good | Excellent | Blank/spoilt |
|----------------------------|------|------|------|-----------|-----------|--------------|
| Number of ratings | 1 | 13 | 71 | 60 | 39 | 6 |

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (13 \times 25) + (71 \times 50) + (60 \times 75) + (39 \times 100)}{(190 - 6)} = 12,275/184$$

Your mean percentage score for Q1 = 67%

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 | 67 |

| Benchmark data (%)* | | | | |
|---------------------|----------------|--------|----------------|-----|
| Min | Lower quartile | Median | Upper quartile | Max |
| 23 | 64 | 68 | 73 | 92 |

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*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

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> |
|---|---|---|--|

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Friary House Surgery

2A Beaumont Road
St Judes
Plymouth
PL4 9BH

Practice List Size: 10758

Surveys Completed: 190

has completed the

Improving Practice Questionnaire

Completed November 2017



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.