

Private and Confidential

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Improving Practice Questionnaire Report

Bideford Medical Centre

November 2011



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03 November 2011

Dear Mrs Bassett

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or reports@cfep.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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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 (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
Q1 Opening hours satisfaction	1	18	84	167	100	13
Q2 Telephone access	5	54	98	129	86	11
Q3 Appointment satisfaction	2	19	84	126	144	8
Q4 See practitioner within 48hrs	6	31	97	119	123	7
Q5 See practitioner of choice	10	38	103	128	95	9
Q6 Speak to practitioner on phone	1	13	85	132	128	24
Q7 Comfort of waiting room	2	18	105	138	113	7
Q8 Waiting time	2	28	100	150	94	9
Q9 Satisfaction with visit	0	2	24	102	249	6
Q10 Warmth of greeting	0	1	26	100	253	3
Q11 Ability to listen	0	2	21	102	249	9
Q12 Explanations	0	4	28	96	244	11
Q13 Reassurance	0	4	31	114	226	8
Q14 Confidence in ability	0	3	22	96	250	12
Q15 Express concerns/fears	1	1	34	112	222	13
Q16 Respect shown	0	0	17	87	271	8
Q17 Time for visit	0	4	33	116	217	13
Q18 Consideration	0	2	41	103	232	5
Q19 Concern for patient	0	4	38	98	233	10
Q20 Self care	0	3	37	112	221	10
Q21 Recommendation	0	1	32	86	254	10
Q22 Reception staff	3	13	68	138	148	13
Q23 Respect shown	3	16	63	138	158	5
Q24 Information of services	2	9	63	158	134	17
Q25 Complaints/compliments	3	15	87	154	81	43
Q26 Illness prevention	1	7	76	156	108	35
Q27 Reminder systems	3	15	69	137	122	37
Q28 Second opinion / comp medicine	2	10	71	116	94	90

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

Your patient feedback

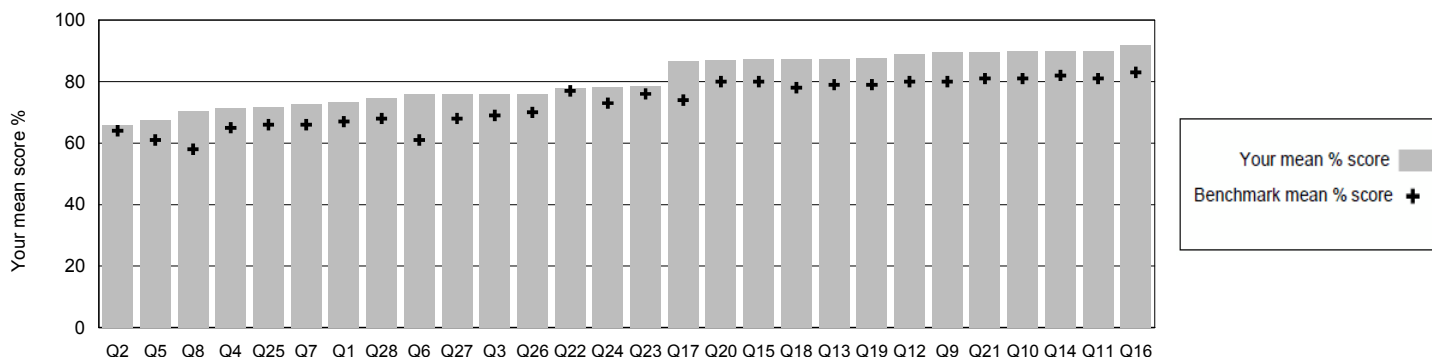
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	73	67	44	62	66	71	99
Q2 Telephone access	66	64	24	56	64	72	99
Q3 Appointment satisfaction	76	69	37	64	69	74	99
Q4 See practitioner within 48hrs	71	65	25	57	65	72	99
Q5 See practitioner of choice	67	61	24	53	60	69	99
Q6 Speak to practitioner on phone	76	61	31	54	61	67	99
Q7 Comfort of waiting room	73	66	31	61	66	72	100
Q8 Waiting time	70	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	90	80	49	76	80	84	99
Q10 Warmth of greeting	90	81	50	78	82	86	99
Q11 Ability to listen	90	81	50	78	82	86	100
Q12 Explanations	89	80	49	77	81	84	100
Q13 Reassurance	87	79	49	75	79	83	100
Q14 Confidence in ability	90	82	50	79	83	86	100
Q15 Express concerns/fears	87	80	50	76	80	84	100
Q16 Respect shown	92	83	50	80	84	88	100
Q17 Time for visit	87	74	46	70	74	79	100
Q18 Consideration	87	78	48	74	78	82	100
Q19 Concern for patient	88	79	48	75	79	83	100
Q20 Self care	87	80	51	78	81	85	99
Q21 Recommendation	90	81	46	77	81	85	100
About the staff							
Q22 Reception staff	78	77	40	72	76	81	99
Q23 Respect shown	79	76	45	72	76	80	100
Q24 Information of services	78	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	72	66	42	62	66	71	100
Q26 Illness prevention	76	70	46	66	69	73	100
Q27 Reminder systems	76	68	43	63	67	72	99
Q28 Second opinion / comp medicine	75	68	44	63	67	72	99
Overall score	81	73	46	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 3,027 practices surveyed between April 2008 and March 2011 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

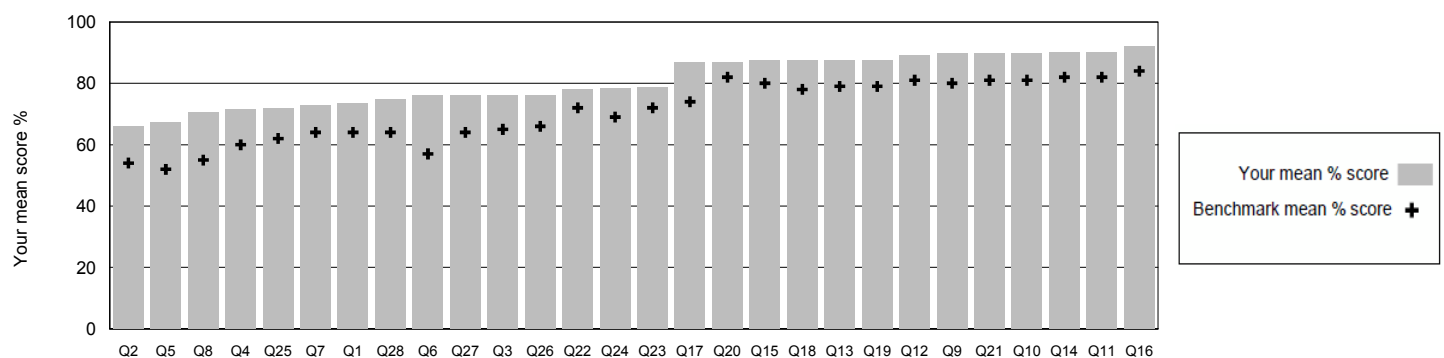
Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	73	64	52	60	65	68	79
Q2 Telephone access	66	54	27	47	55	61	81
Q3 Appointment satisfaction	76	65	43	60	66	69	81
Q4 See practitioner within 48hrs	71	60	29	53	60	66	82
Q5 See practitioner of choice	67	52	25	45	51	59	85
Q6 Speak to practitioner on phone	76	57	31	51	57	63	81
Q7 Comfort of waiting room	73	64	42	59	64	69	85
Q8 Waiting time	70	55	35	50	55	59	77
About the practitioner							
Q9 Satisfaction with visit	90	80	67	76	80	84	94
Q10 Warmth of greeting	90	81	69	78	81	85	95
Q11 Ability to listen	90	82	69	79	82	86	95
Q12 Explanations	89	81	67	77	81	84	94
Q13 Reassurance	87	79	66	76	80	82	93
Q14 Confidence in ability	90	82	70	79	83	85	95
Q15 Express concerns/fears	87	80	67	77	80	83	95
Q16 Respect shown	92	84	73	81	84	87	96
Q17 Time for visit	87	74	59	70	73	77	93
Q18 Consideration	87	78	64	75	78	81	92
Q19 Concern for patient	88	79	66	76	79	83	93
Q20 Self care	87	82	71	79	82	85	92
Q21 Recommendation	90	81	66	78	81	84	95
About the staff							
Q22 Reception staff	78	72	58	69	72	75	87
Q23 Respect shown	79	72	58	68	72	75	87
Q24 Information of services	78	69	56	65	69	72	84
Finally							
Q25 Complaints/compliments	72	62	49	58	63	66	80
Q26 Illness prevention	76	66	54	63	66	69	85
Q27 Reminder systems	76	64	51	60	64	67	84
Q28 Second opinion / comp medicine	75	64	51	61	64	67	83
Overall score	81	71	57	67	71	74	84

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 269 practices surveyed between April 2008 and February 2011 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 (>12000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	22	82	69	52	65	69	73	89
25 - 59	143	79	69	56	66	70	72	84
60 +	204	82	73	58	70	73	76	87
Blank	14	84	69	47	64	69	73	90
Gender								
Female	235	81	70	56	67	70	73	84
Male	123	81	72	58	68	72	75	85
Blank	25	81	69	50	65	69	73	87
Visit usual practitioner								
Yes	244	83	73	59	70	73	76	85
No	101	76	67	52	63	67	70	85
Blank	38	79	69	52	65	69	73	86
Years attending								
< 5 years	58	81	71	56	67	71	74	87
5 - 10 years	56	81	70	55	66	70	73	86
> 10 years	246	81	71	55	68	71	74	85
Blank	23	80	69	51	64	69	74	92

* Based on data from 269 practices surveyed between April 2008 and February 2011 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.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	29/07/2011	13/10/2008	14/12/2007	09/10/2006
Q1 Opening hours satisfaction	73	64	61	64
Q2 Telephone access	66	55	57	52
Q3 Appointment satisfaction	76	63	66	65
Q4 See practitioner within 48hrs	71	64	64	65
Q5 See practitioner of choice	67	58	56	61
Q6 Speak to practitioner on phone	76	66	64	68
Q7 Comfort of waiting room	73	69	67	69
Q8 Waiting time	70	58	57	63
Q9 Satisfaction with visit	90	78	81	82
Q10 Warmth of greeting	90	80	84	83
Q11 Ability to listen	90	80	86	86
Q12 Explanations	89	78	84	83
Q13 Reassurance	87	77	83	80
Q14 Confidence in ability	90	80	85	85
Q15 Express concerns/fears	87	78	83	83
Q16 Respect shown	92	82	88	86
Q17 Time for visit	87	70	75	77
Q18 Consideration	87	75	81	80
Q19 Concern for patient	88	76	84	80
Q20 Self care	87	--	--	--
Q21 Recommendation	90	78	86	83
Q22 Reception staff	78	73	76	77
Q23 Respect shown	79	72	77	75
Q24 Information of services	78	69	69	69
Q25 Complaints/compliments	72	63	63	65
Q26 Illness prevention	76	66	65	69
Q27 Reminder systems	76	66	65	68
Q28 Second opinion / comp medicine	75	64	65	65
Overall score	81	71	72	73

-- 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

- Larger car park.
- Training could be given to some members of staff answering the telephone. 3 members are always excellent.
- Greater flexibility to book appointments in advance, not just for the day that we ring the medical centre. More chairs available in the pharmacy whilst waiting.
- Stagger lunch so it doesn't shut.
- Very good as it is.
- Have always been treated with respect.
- More time available for smear tests. Well women clinics do not always fit in with full time work.
- Very good service.
- Get a larger car park!
- No complaints only praise for the attention my late husband received, and for the attention I am now getting.
- The pharmacy.
- Perhaps the younger nurses who take blood could have a little more training in taking blood?
- More car parking please!
- It is ok as it is. Nothing to complain about.
- One doctor was excellent through my illness. I'm truly saddened that they have now left.
- I am very satisfied with the help and advice given to me since I moved here in a few years ago.
- I find it difficult having to make appointments by ringing at 8.30am or visiting the surgery.
- I am quite new to the practice but have no complaints. EVERYONE has been very helpful. Thank you.
- Make getting appointment easier and be able to pre book for next day etc. if can't be seen when you first ring.
- Please provide MORE car parking spaces! Parking is NIGHTMARE!
- Unable to think of how things could be improved.
- Perhaps making it easier to make an appointment in advance, i.e. not the 8am hassle.
- An excellent practice.
- Very welcome friendly people.
- I think it would be a good idea if the surgery promoted a balanced diet for everyone as it improves health in all aspects.
- Only known to the practice a short time.
- Excellent already.
- Quite satisfied.
- Open at lunchtime to make appointments to assist people who are at work not having to phone from the office.
- Opening between 1pm - 2pm for the convenience of workers. Open on Saturday mornings.
- Everyone is always so cheerful.

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

- No - quite satisfied.
- I have always been treated with respect and courtesy.
- Reception staff are very RUDE and difficult to talk to, and very difficult to book an appointment. Very intrusive staff and very unhelpful.
- Very good doctor's surgery.
- Improve the co-ordination between pharmacy and desk. Every time lately they lose my prescription. Half last time.
- Only problem I have is with getting a line on the phone in the mornings, but realise that this is an inevitable problem!
- Very good. Always been treated well with reception, doctors and nurses.
- Excellent service.
- Quite satisfied with the status quo.
- I find the practice is very good considering the amount of times I make a visit.
- More phone lines to speed up making appointments.
- I have been in many different practices in different towns, but to date this is the finest in the South West and I do not think it possible to improve a perfect service.
- Some of the reception staff could be more helpful and friendly - two in particular are quite abrupt (almost rude) and not at all helpful. Some of the others are very helpful.
- Car parking facilities POOR.
- Make it easier for patient to get through to the practice at 8.30am on the telephone.
- Just continue to maintain the excellent service that you provide. Well done!
- A water machine in the waiting area would be good.
- More attention for patients by receptionists. The computer screen obviously takes priority. If a patient is waiting a quick word to them would be appreciated.
- Quicker repeat prescriptions. 4 days and weekend and complete days = a week! - too long unless you order on a Monday. Get rid of the very old magazines.
- Improving the telephone system when trying to make an appointment in the mornings.
- I am very satisfied. Thank you.
- The help I have received has been very good.
- Speed of turning round repeat prescriptions - same applies to the chemist.
- Trying to get an appointment at 8.30 can be difficult with many calls necessary. A queueing system would be easier to access, and fairer.
- Check-in system needs to be more accurate - it said the doctor was running on time, yet I had to wait 25 minutes. It often takes an age to get through to make an appointment first thing in the morning - this could be improved.
- The 'wait' time for doctors could be more accurate.
- This practice is 1st class.
- None - practice is the best I have attended.
- Practice seems to constantly improve. It is first class.

Your patient feedback

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Comments about how the practice could improve

- The reception staff could be more pleasant. They sometimes give off an air of aloofness. People don't always like their problems discussed loudly over the counter.
- Attitude of receptionists is normally very poor. Clearly more training is needed in dealing with the public. It's our health service not a favour on their part.
- The pharmacy service from prescription to receiving is poor. NEVER get medicines on time of collection.
- The level of care in the local NHS is excellent. Having been 'blessed' with bad health and ongoing possible life threatening conditions my whole life, it is a testament to this care that at my age I am still active and enjoying life. Thanks.
- No - very good as it is.
- Must be one of the best practices in the country. A pleasure to attend.
- Bigger car park.
- The blood test was carried out well and just before the appointment time.
- Making doctor appointment system is poor.
- A seperate section or waiting area for young children perhaps?
- I had to remind the doctor that some time had passed since new pills were prescribed and the effect of them needed checking.
- Excellent as it is.
- 1st class practice. Excellent service.
- Already 9/10.
- Be able to book appointments in advance instead of just in the morning. Due to my work, 8.30am is a very awkward time to phone and the appointments go quickly.
- Parking issues.
- Parking can be a problem.
- This practice I feel is excellent in all aspects.
- Keep up the good work.
- Nice doctor and overall a good experience - no complaints.
- More funding from the Government/Council. Higher wages for the staff because they deserve it.
- Repeat prescriptions not always ready in the 4 days advised.
- Sometimes the reception staff are a bit blunt, but this depends on which one you get. Some are very good with the customers.
- It is already excellent.
- Not needed.
- Parking is always a problem and because I had limited time and appointment to keep, I received a parking fine of £75. MOST excessive.
- It works - don't fix it.
- More parking.
- Car parking.

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

- Car parking.
- Satisfied with service.
- Continue 1st class service.
- Miss being able to prebook an appointment. With the shifts I work, it's rush, rush, rush to try and get an appointment at 8.30am.

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

- I cannot speak highly enough of 13 weeks treatment received.
- My personal doctor is excellent!
- Fantastic.
- Very good service.
- More time. I find that 10 minutes isn't really enough time to discuss problems fully. I find that the doctors are overworked.
- NO IMPROVEMENT - they are very good.
- No, it's fine.
- No improvement needed with one doctor who is excellent.
- This doctor is always my first choice. He is an exceptional doctor, is fully in tune with what is happening with my health/life.
- This doctor is very good and I would recommend him.
- A very kind and caring doctor who really listens.
- I cannot fault this doctor in any way. His care and compassion is outstanding.
- No - good.
- I am happy with my doctor.
- This doctor is excellent - no improvement needed!
- None, quite satisfied.
- Very impressed by service of all staff.
- None - the doctor is excellent.
- None whatsoever.
- I could not wish for a better doctor.
- None at all. I have an excellent doctor and he gives me enormous support and understanding.
- None whatsoever!
- Excellent service.
- Excellent consultation in every way.
- I met this doctor for the first time today and he was reassuring and very helpful with my problem. My usual doctor is also extremely caring and reassuring.
- This doctor is always ready to listen. Never feel rushed and I am extremely happy with him as my GP.
- Absolutely professional, supportive and very caring. Thank you.
- None necessary. Excellent GP - very caring.
- This doctor is incredible.
- Was amazing - wouldn't change her at all.
- Could not be more helpful.

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

- If they could improve, I don't know how!
- People just like to be treated as an equal. We know doctors have spent many years training, but it does not stop them from being on a level footing with all types.
- The level of the medical practitioners (doctors and nurses) is excellent - it's a pity about the others. With doctors, please leave the NHS alone - it's fine as it is!
- No - all are excellent!
- No - they are all excellent.
- Always excellent treatment when I see a doctor/nurse.
- GPs taking responsibility for drugs they prescribe, i.e. making sure people are capable of taking drugs correctly. Their responsibility does not end when they write out a script - they must consider the patient's ability.
- I find my doctor really great and helpful.
- This doctor is amazing. Always turns to speak to you and a great listener. I'm lucky to have such a great doctor.
- This doctor appears to be excellent in the way that he deals with me. Some others I am not so sure about.
- This doctor is an excellent GP.
- Not needed.
- Very happy with his caring attitude.
- This doctor was knowledgeable and helpful.
- None as he already excels.
- Very efficient, caring team.
- My doctor is excellent.

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 = 383

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank
Number of ratings	1	18	84	167	100	13

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of 'blanks'})} = \frac{(1 \times 0) + (18 \times 25) + (84 \times 50) + (167 \times 75) + (100 \times 100)}{(383 - 13)} = 27,175/370$$

Your mean percentage score for Q1 = 73%

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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	73	44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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 for every question and also the number of 'blank' responses where patients did not respond to the question. 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 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



ORGANISATION 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a 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"/>

**SAMPLE ONLY
PLEASE DO NOT COPY**

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



Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).
Please retain this form for future reference and to present to your PCT if required.

PART 1: 2011/2012

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

PART 2: 2012/2013

(To be completed after completion of second survey)

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

Certificate of Completion

This is to certify that

Bideford Medical Centre

Abbotsham Road
Bideford
DEVON
EX39 3AF

Practice List Size: 14820

Surveys Completed: 383

has completed the

Improving Practice Questionnaire

Completed on 03 November 2011



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.