

Private and Confidential

Mrs Olivia Bassett
Bideford Medical Centre
Abbotsham Road
Bideford
Devon
EX39 3AF

Improving Practice Questionnaire Report

Bideford Medical Centre

February 2013



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

Mrs Olivia Bassett
Bideford Medical Centre
Abbotsham Road
Bideford
Devon
EX39 3AF

t 0845 5197493
f 01392 824767

e enquiries@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

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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).

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=147778>

Please contact the office on 0845 5197493 or reports@cfepsurveys.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/spoilt
Q1 Opening hours satisfaction	1	17	102	160	100	1
Q2 Telephone access	13	70	107	112	74	5
Q3 Appointment satisfaction	2	14	100	133	128	4
Q4 See practitioner within 48hrs	8	42	89	123	113	6
Q5 See practitioner of choice	8	58	98	123	89	5
Q6 Speak to practitioner on phone	1	19	87	129	125	20
Q7 Comfort of waiting room	1	22	103	155	97	3
Q8 Waiting time	10	45	118	145	60	3
Q9 Satisfaction with visit	0	2	25	97	257	0
Q10 Warmth of greeting	0	4	14	97	265	1
Q11 Ability to listen	0	2	13	92	274	0
Q12 Explanations	0	4	18	101	256	2
Q13 Reassurance	1	2	29	105	243	1
Q14 Confidence in ability	1	1	22	93	261	3
Q15 Express concerns/fears	0	1	27	109	239	5
Q16 Respect shown	0	1	20	77	282	1
Q17 Time for visit	1	3	26	111	237	3
Q18 Consideration	0	1	34	117	222	7
Q19 Concern for patient	0	2	33	102	240	4
Q20 Self care	0	1	49	93	227	11
Q21 Recommendation	1	2	24	88	257	9
Q22 Reception staff	2	16	69	149	134	11
Q23 Respect for privacy/confidentiality	3	15	72	128	153	10
Q24 Information of services	0	14	89	132	131	15
Q25 Complaints/compliments	1	16	116	133	83	32
Q26 Illness prevention	0	14	108	124	108	27
Q27 Reminder systems	2	20	93	135	99	32
Q28 Second opinion / comp medicine	1	11	108	116	78	67

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	72	67	40	63	67	71	99
Q2 Telephone access	61	64	22	55	64	72	99
Q3 Appointment satisfaction	75	69	35	64	69	74	99
Q4 See practitioner within 48hrs	69	65	22	57	64	72	99
Q5 See practitioner of choice	65	60	23	52	60	68	99
Q6 Speak to practitioner on phone	75	61	31	54	61	67	99
Q7 Comfort of waiting room	71	66	21	61	66	72	100
Q8 Waiting time	63	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	90	80	48	76	80	84	99
Q10 Warmth of greeting	91	81	47	78	82	86	99
Q11 Ability to listen	92	81	49	78	82	86	100
Q12 Explanations	90	80	47	76	81	85	100
Q13 Reassurance	89	79	48	75	79	83	100
Q14 Confidence in ability	90	82	47	78	83	86	100
Q15 Express concerns/fears	89	80	48	76	80	84	100
Q16 Respect shown	92	83	45	80	84	88	100
Q17 Time for visit	88	75	45	70	75	79	100
Q18 Consideration	87	78	47	74	78	82	100
Q19 Concern for patient	88	79	43	75	79	83	100
Q20 Self care	87	79	51	75	80	83	99
Q21 Recommendation	90	81	46	77	81	85	100
About the staff							
Q22 Reception staff	77	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	78	76	42	72	76	80	100
Q24 Information of services	76	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	70	66	38	62	66	70	100
Q26 Illness prevention	73	70	19	66	69	73	100
Q27 Reminder systems	72	68	42	63	67	72	99
Q28 Second opinion / comp medicine	71	67	37	63	67	71	99
Overall score	80	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

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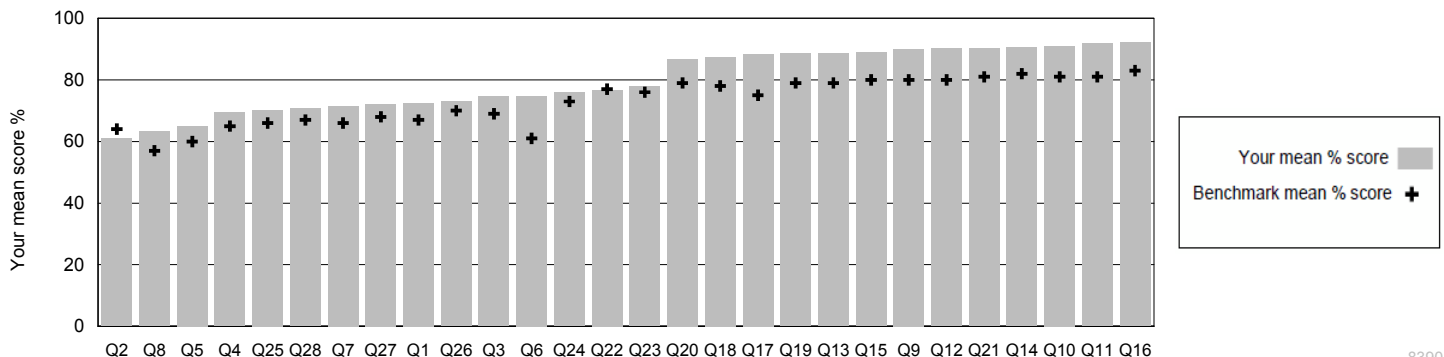
*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

- scores not illustrated if less than 5 patient 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 (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	72	65	49	61	65	68	78
Q2 Telephone access	61	54	24	47	54	61	81
Q3 Appointment satisfaction	75	65	42	60	65	69	81
Q4 See practitioner within 48hrs	69	59	22	53	60	65	82
Q5 See practitioner of choice	65	51	23	45	51	58	85
Q6 Speak to practitioner on phone	75	57	31	51	57	62	77
Q7 Comfort of waiting room	71	63	41	59	63	69	85
Q8 Waiting time	63	54	34	50	54	59	75
About the practitioner							
Q9 Satisfaction with visit	90	80	63	76	80	83	94
Q10 Warmth of greeting	91	81	67	78	81	84	95
Q11 Ability to listen	92	82	68	78	82	85	96
Q12 Explanations	90	80	67	77	81	84	95
Q13 Reassurance	89	79	65	75	79	82	94
Q14 Confidence in ability	90	82	67	79	83	85	95
Q15 Express concerns/fears	89	80	66	76	80	83	94
Q16 Respect shown	92	84	70	81	84	87	95
Q17 Time for visit	88	74	57	70	74	78	93
Q18 Consideration	87	78	63	75	78	81	92
Q19 Concern for patient	88	79	64	75	79	82	93
Q20 Self care	87	79	65	75	79	82	92
Q21 Recommendation	90	81	64	78	81	84	95
About the staff							
Q22 Reception staff	77	72	56	68	72	75	83
Q23 Respect for privacy/confidentiality	78	71	57	68	72	75	83
Q24 Information of services	76	68	54	65	69	72	80
Finally							
Q25 Complaints/compliments	70	62	47	58	62	66	76
Q26 Illness prevention	73	66	52	63	66	69	80
Q27 Reminder systems	72	64	50	60	64	67	80
Q28 Second opinion / comp medicine	71	64	49	60	64	67	77
Overall score	80	70	55	67	71	74	86

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

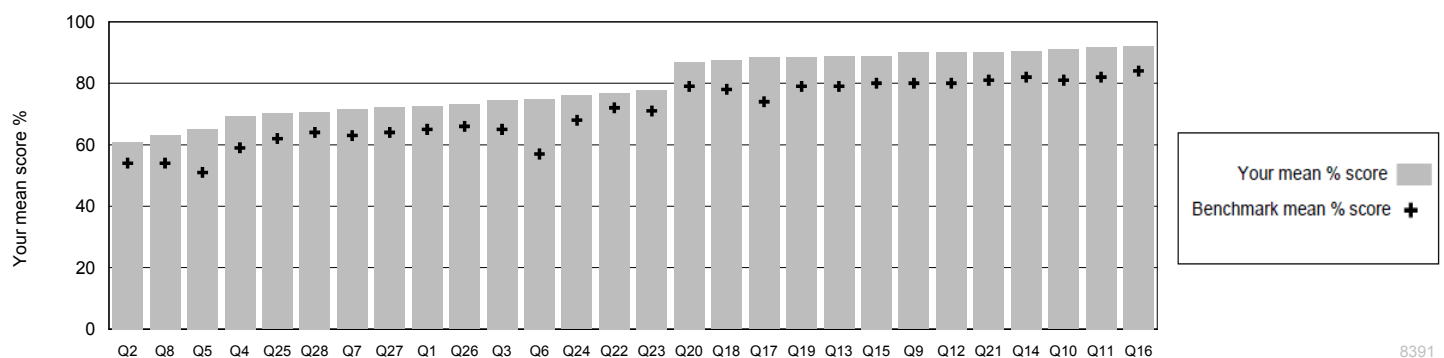
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*Based on data from 278 practices carrying out 358 surveys between April 2008 and March 2012 with 25 or more responses.

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 (>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 (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	32	76	68	49	65	69	72	83
25 - 59	153	81	69	55	66	70	72	87
60 +	183	80	73	54	70	73	76	85
Blank	13	78	69	42	64	69	73	90
Gender								
Female	233	80	70	55	66	70	73	86
Male	130	80	72	57	68	72	75	85
Blank	18	70	69	40	64	69	73	85
Visit usual practitioner								
Yes	236	80	73	57	70	73	76	86
No	113	81	67	49	63	67	70	84
Blank	32	76	69	52	65	69	73	86
Years attending								
< 5 years	58	84	71	56	67	71	74	88
5 - 10 years	55	79	70	46	66	70	73	86
> 10 years	246	80	71	55	68	71	74	85
Blank	22	71	69	50	64	69	74	86

*Based on data from 278 practices carrying out 358 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	29/07/2011	13/10/2008	14/12/2007
Q1 Opening hours satisfaction	72	73	64	61
Q2 Telephone access	61	66	55	52
Q3 Appointment satisfaction	75	76	63	64
Q4 See practitioner within 48hrs	69	71	64	63
Q5 See practitioner of choice	65	67	58	56
Q6 Speak to practitioner on phone	75	76	66	64
Q7 Comfort of waiting room	71	73	69	67
Q8 Waiting time	63	70	58	57
Q9 Satisfaction with visit	90	90	78	81
Q10 Warmth of greeting	91	90	80	84
Q11 Ability to listen	92	90	80	84
Q12 Explanations	90	89	78	82
Q13 Reassurance	89	87	77	81
Q14 Confidence in ability	90	90	80	84
Q15 Express concerns/fears	89	87	78	82
Q16 Respect shown	92	92	82	86
Q17 Time for visit	88	87	70	74
Q18 Consideration	87	87	75	80
Q19 Concern for patient	88	88	76	82
Q20 Self care	87	87	--	--
Q21 Recommendation	90	90	78	84
Q22 Reception staff	77	78	73	76
Q23 Respect for privacy/confidentiality	78	79	72	75
Q24 Information of services	76	78	69	69
Q25 Complaints/compliments	70	72	63	63
Q26 Illness prevention	73	76	66	65
Q27 Reminder systems	72	76	66	65
Q28 Second opinion / comp medicine	71	75	64	65
Overall score	80	81	71	72

-- 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

- I think the practice is run very freely, everybody is polite and go out of their way to accommodate you.
- I'm totally happy with this practice and service. It is warm and comfortable. Staff are nicely spoken and polite. As far as I see it is very well run.
- Car park? People still seem to park and walk away which is annoying for people trying to get to practice on appointments!
- Unanswered questions do not apply to me.
- Saturday and Sunday surgery.
- Only comment is the parking is a problem.
- Parking very restricted.
- I am completely satisfied with this practice.
- The ability to see or talk to a doctor at weekends or during meetings when it seems no-one is available!
- Water machine. Tea/coffee machine. One stop shop visits by other agencies e.g. CAB, Vol Bureau, Benefits agency.
- Car parking is horrendous, consequently patients arriving very early to ensure they are on time for appointment with their doctor/nurse.
- Poor parking.
- I find nothing to complain about, in the many years I have been in Devon this medical centre has looked after me in a very professional manner, keep it up.
- Car parking (given there are no pay and display car parks close by).
- Increase parking.
- Very good.
- Being able to speak to more operators at 8:30am and able to get an appointment when you eventually get through but the staff and practice are very friendly and helpful.
- Only that we sometimes have difficulty in getting an appointment for our own doctor - needs more appointments available - probably not possible, thanks anyway.
- Difficulty sometimes in getting an appointment to see our doctor, unless you call at 8:30. No hope for our own doctor (popular!) of course you could probably see another doctor.
- Sharpen up the receptionists.
- Should be able to phone through lunch time, as I do work myself and find it hard to get through in the morning. Then when I do get through there are no appointments available.
- Possible email from online prescriptions, as often when I have asked for a repeat they have not received my request - even though the web page states they have.
- The service here is excellent.
- All very good.
- A1.
- Just trying to get through on the phone to make an appointment.
- There is nothing I can think of just now except to say thank you to all the staff for the kindness they show.
- This practice seems to have a policy of continuous improvement, and keeping up to date with methods and treatments. I would highly recommend this practice to anyone.

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

- Difficult to fault. The service is excellent.
- This is the best practice in the area.
- Car parking needs to be sorted.
- The all round professional way that I have always been treated: excellent, cheerful reception staff, nurses, HCA's etc. They are all a credit to the practice.
- I think they are pretty good (and always have been). As a doctor's relative, I have avoided anything to do with medical practice - unless absolutely necessary - until the last 18 months!
- More higher raised seats in waiting area.
- We are lucky to have this service.
- Create more parking spaces.
- Car parking!
- Better car parking area.
- Car parking a problem. This is an excellent surgery. The receptionists are also excellent. If they cannot help they will get back to you.
- Later opening hours and Saturdays.
- Poor parking provision at peak times.
- Only a small thought - the customer/patient toilets could improve - toilet paper difficult to remove - taps not very effective and dryers could improve. Also - very difficult to get specific doctor appointment, even if you phone continuously from 8:20am - all appointments are gone.
- I have always been highly satisfied with the help, treatment and attitude to me in this practice. Where in the past I have felt there has been a lack of care, forethought to a family member, this appears not to be the case here only. I feel it is the best practice in North Devon!
- This practice and staff does the very best it can. It cannot be faulted.
- Easier access to the doctor for an early appointment would be appreciated.
- Sometimes my online prescription requests have gone array.
- Possibly more parking?
- Reception privacy an issue - not sure of solution though.
- I sometimes find it very difficult to actually get through to the practice. Also it is difficult to get an appointment with my own doctor.
- More telephone line - 20+ minutes, not unusual to get through.
- Often when phoning for an appointment in the morning by the time you get through there are none left with the doctor of your choice.
- Better reception staff, very rude at times and think they are superior.
- I have found this practice 'good' and caring and the availability of my own GP is good too.
- Just try getting an appointment in the morning.
- Car parking is awful.
- Perhaps the best medical centre I have ever been a patient at!

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

- More phone lines at busy times e.g. Monday mornings.
- Already provides first class service.
- All very good.
- Make it easier to see a doctor at time when necessary.
- More magazines for males.
- I wasn't called for a flu jab when I have on other years, so this would be helpful. Also to be more flexible an availability times to call for test results.
- Not the practice itself, but car parking needs to be improved!
- Happy with service. Mini grumble as a worker would like very early appointment more readily available on same day but realise this is not always practical.
- No concerns at present.
- Varying hours of opening - Perhaps later evening once or twice a week.
- Telephone appointments. Pre-booking appointments.
- My only concern with the practice is the problem of booking an appointment on the day you require. I have often tried to book just after 8:30 but very often cannot get through until 9am or after to be told all their appointments were booked, try again tomorrow!
- Another telephone line and car parking improvements.
- More people to answer the phone when trying to make an appointment first thing in the morning.
- To have to wait 40 minutes for an appointment at 9:30am is unacceptable. Give patients the choice of which doctor they want to be registered with.
- I think this practice is very well run.
- The website for requesting repeat prescriptions etc has improved somewhat.
- Possibly more readily available information on various groups and how to access them - i.e. well woman, arthritis, chiropractics; I am not sure how to find out if I am eligible for some services.
- Waiting times.
- Getting a better way to book an appointment in the morning (better telephone system).
- Car parking, even my taxi had trouble pulling in to drop me off.
- For my personal situation, the ability to see a doctor on Saturdays.
- Excellent all round service.
- Possibly extend opening hours for people like myself to be seen earlier or later in the day.
- A very modern surgery with helpful and polite staff. I am delighted that me and my family are registered here.
- It is often difficult to park.
- It would be a great help if a telephone service to order repeat prescriptions was introduced - saving 2 trips to the centre. In my case from east of water.
- I'm sure you have heard it before but the only problem is car parking.
- Improve 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

- Radio a bit loud in reception! A minor quibble.
- Open Saturdays.
- Excellent reception staff. Very polite, helpful and they are ready to help. Doctors take time to listen to you and give advice and guidance. This doctor is not the doctor I'm registered with, but I would be more than happy to see them again. They were very accommodating.

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 don't think there is any need for improvement, the service and treatment is second to none.
- Need a new car park. Happy with everything running well except patients parking shortage can cause appointments to be late.
- He was very good. Have changed doctor to him.
- Excellent service. Many thanks please continue.
- One doctor is fantastic and I really couldn't ask for any more.
- Saturday morning surgery.
- When I had to see a nurse for inoculations as I was going abroad was the only time I had reason to complain - the nurse was abrupt and disinterested.
- I have always been impressed and reassured by the care of all here.
- One doctor is an outstanding GP and an asset to the centre and community.
- None required. Have been impressed since day one.
- No room for improvement! Thanks.
- None whatsoever. They were outstanding, demonstrating real care, competence and compassion.
- I am very happy with my own doctor but not always able to see them, and find when you do see someone else they're not interested in listening, just looking at the time issue.
- They are excellent.
- All doing very well.
- All exceptional.
- Can't fault them at all.
- This doctor is always outstanding in his advice and care as a doctor. There is no way he could improve.
- The service as it is could not be improved. However if there were a 'walk-in' surgery as in larger areas there may be less strain on an out of hours service and hospital.
- Doctor has always treated me with respect, understanding and compassion - doctor has been a lifeline to me. Doctor is also a credit to the practice.
- He had a hard act to follow when he arrived but is doing extremely well as far as I am concerned - only trouble - not easy to see him on the day required.
- Felt at ease and comfortable. Thank you.
- Not at this moment. She was good.
- I think, having appointments in the evenings would help.
- Full marks - always weary of using the 'excellent' box.
- My doctor is great, I wouldn't wish for better.
- This doctor is a lovely doctor.
- She is lovely.
- Can't think of any.
- This doctor is amazing in every way, so lucky to have her as my doctor and at the 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 doctor/nurse could improve

- I can only compliment my GP. She always has the time to discuss problems and give effective advice.
- Excellent reassuring doctor.
- None at all, can't be faulted, the best doctor here!
- Happy with doctor.
- No comments as excellent care provided.
- All ok.
- All have been great.
- She is excellent. Inspiration to the practice.
- Not ask permission to do things! Just tell me what you're going to do.
- Not really - his explanations made me feel confident in the treatment. Doctor has already made me feel at ease with him and today is only my second appointment with him. I have been with this practice for many years.
- So far all my experiences have been very good.
- This doctor is an excellent doctor and a great asset to the Bideford Medical Centre.
- Their attention and treatment are both excellent.
- This doctor is brilliant.
- Doctor is excellent with listening and explaining everything.
- Very happy with consultation as I felt very reassured about my complaint, GP was very caring.
- She was superb.

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 = 381

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	17	102	160	100	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (17 \times 25) + (102 \times 50) + (160 \times 75) + (100 \times 100)}{(381 - 1)} = 27,525/380$$

Your mean percentage score for Q1 = 72%

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	72

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.

<p>How old are you in years?</p> <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	<p>Are you:</p> <input type="checkbox"/> Female <input type="checkbox"/> Male	<p>Was this visit with your usual clinician?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>How many years have you been attending this practice?</p> <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

Bideford Medical Centre

Abbotsham Road
Bideford
Devon
EX39 3AF

Practice List Size: 15092

Surveys Completed: 381

has completed the

Improving Practice Questionnaire

Completed on 06 February 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.