

Private and Confidential

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Improving Practice Questionnaire Report

Saltash Health Centre

July 2016



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Dear Miss Tozer

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=190984>

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

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

Supporting documents

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

Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	17	74	115	73	2
Q2 Telephone access	17	58	81	82	40	5
Q3 Appointment satisfaction	8	26	77	90	79	3
Q4 See practitioner within 48hrs	38	63	60	62	50	10
Q5 See practitioner of choice	32	68	76	55	44	8
Q6 Speak to practitioner on phone	9	40	88	64	43	39
Q7 Comfort of waiting room	2	23	96	94	67	1
Q8 Waiting time	9	47	84	99	41	3
Q9 Satisfaction with visit	0	5	17	69	190	2
Q10 Warmth of greeting	0	0	10	63	208	2
Q11 Ability to listen	0	3	11	57	210	2
Q12 Explanations	0	2	17	67	195	2
Q13 Reassurance	1	3	19	72	185	3
Q14 Confidence in ability	0	4	14	59	205	1
Q15 Express concerns/fears	0	2	23	54	200	4
Q16 Respect shown	0	2	12	43	223	3
Q17 Time for visit	0	8	23	64	186	2
Q18 Consideration	1	4	24	69	181	4
Q19 Concern for patient	1	6	20	64	190	2
Q20 Self care	1	6	30	67	174	5
Q21 Recommendation	1	3	19	52	201	7
Q22 Reception staff	1	8	78	92	89	15
Q23 Respect for privacy/confidentiality	4	10	69	89	94	17
Q24 Information of services	4	10	70	96	89	14
Q25 Complaints/compliments	5	14	90	90	57	27
Q26 Illness prevention	1	12	90	99	66	15
Q27 Reminder systems	5	10	77	95	79	17
Q28 Second opinion / comp medicine	5	8	70	71	63	66

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

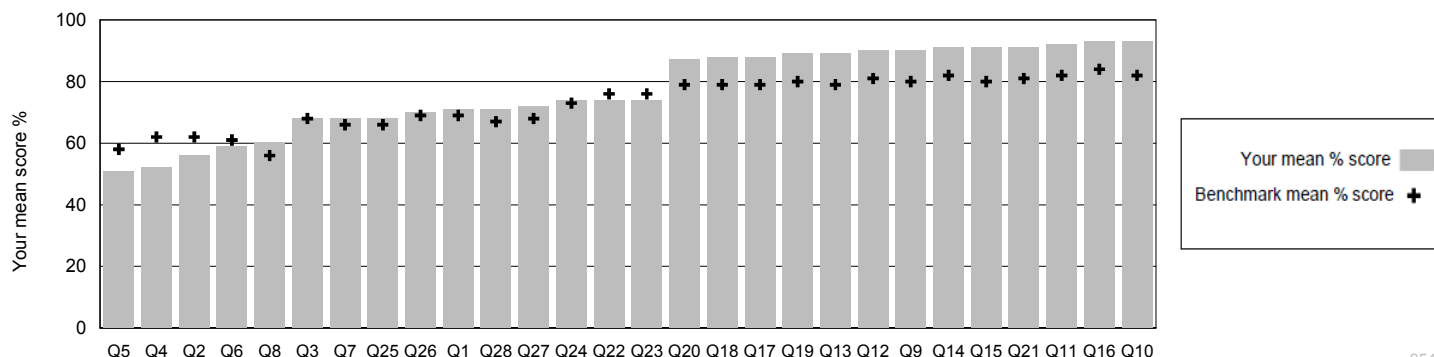
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	69	23	64	68	73	92
Q2 Telephone access	56	62	13	53	63	71	92
Q3 Appointment satisfaction	68	68	23	63	68	74	92
Q4 See practitioner within 48hrs	52	62	18	54	62	70	96
Q5 See practitioner of choice	51	58	22	48	57	65	95
Q6 Speak to practitioner on phone	59	61	25	54	61	67	92
Q7 Comfort of waiting room	68	66	27	60	66	71	90
Q8 Waiting time	60	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	90	80	41	76	81	85	97
Q10 Warmth of greeting	93	82	45	78	82	86	96
Q11 Ability to listen	92	82	46	78	83	87	97
Q12 Explanations	90	81	42	77	81	85	97
Q13 Reassurance	89	79	41	75	80	84	98
Q14 Confidence in ability	91	82	43	79	83	87	99
Q15 Express concerns/fears	91	80	45	76	81	85	96
Q16 Respect shown	93	84	49	80	85	88	98
Q17 Time for visit	88	79	38	75	80	84	96
Q18 Consideration	88	79	41	75	79	83	98
Q19 Concern for patient	89	80	43	76	80	84	97
Q20 Self care	87	79	38	75	79	83	97
Q21 Recommendation	91	81	41	78	82	86	99
About the staff							
Q22 Reception staff	74	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	74	76	43	72	76	80	96
Q24 Information of services	74	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	68	66	31	62	66	70	96
Q26 Illness prevention	70	69	34	64	68	72	96
Q27 Reminder systems	72	68	27	63	68	72	96
Q28 Second opinion / comp medicine	71	67	30	62	67	71	96
Overall score	77	73	35	69	73	77	95

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

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



9541

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	71	67	45	64	67	71	78
Q2 Telephone access	56	53	15	46	52	60	77
Q3 Appointment satisfaction	68	64	33	60	64	69	81
Q4 See practitioner within 48hrs	52	56	23	50	56	63	80
Q5 See practitioner of choice	51	48	22	41	48	55	83
Q6 Speak to practitioner on phone	59	57	31	51	57	63	76
Q7 Comfort of waiting room	68	62	47	57	63	68	83
Q8 Waiting time	60	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	90	80	60	76	80	84	94
Q10 Warmth of greeting	93	81	62	78	81	85	95
Q11 Ability to listen	92	82	65	78	82	86	96
Q12 Explanations	90	80	63	76	81	85	95
Q13 Reassurance	89	79	61	75	80	83	94
Q14 Confidence in ability	91	82	65	79	83	86	95
Q15 Express concerns/fears	91	80	62	76	80	84	94
Q16 Respect shown	93	84	68	80	84	87	95
Q17 Time for visit	88	78	59	74	79	83	93
Q18 Consideration	88	78	59	74	78	82	92
Q19 Concern for patient	89	79	60	75	79	83	93
Q20 Self care	87	78	61	74	78	82	92
Q21 Recommendation	91	81	60	78	81	85	95
About the staff							
Q22 Reception staff	74	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	74	72	51	69	72	76	83
Q24 Information of services	74	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	68	62	34	58	62	66	76
Q26 Illness prevention	70	65	42	62	65	68	79
Q27 Reminder systems	72	64	38	60	64	68	80
Q28 Second opinion / comp medicine	71	63	42	60	63	67	77
Overall score	77	70	48	67	70	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

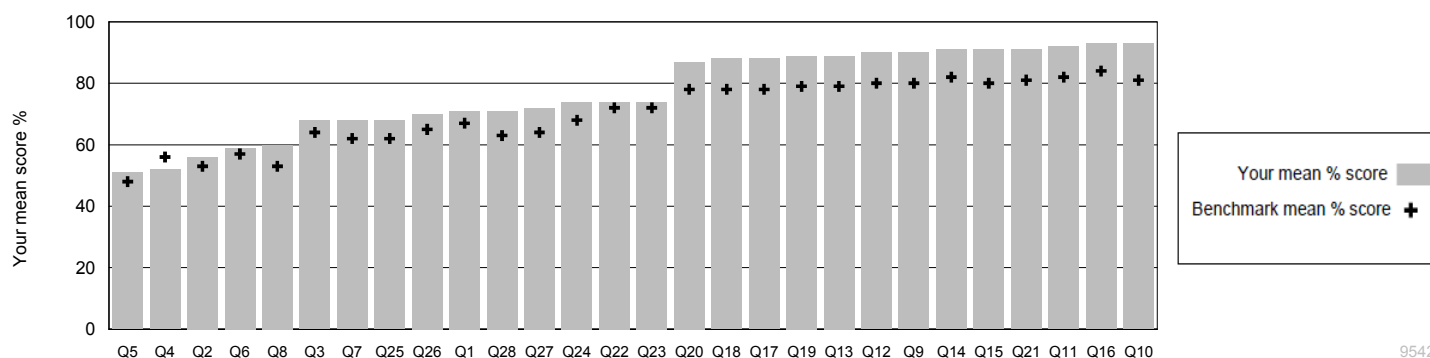
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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 (>12000 patients)



9542

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	16	68	69	50	65	70	74	83
25 - 59	116	76	70	47	66	70	74	87
60 +	144	80	72	50	69	72	75	85
Blank	7	72	69	51	64	69	74	89
Gender								
Female	180	77	70	48	67	70	74	86
Male	93	79	72	49	68	72	75	84
Blank	10	69	69	49	65	69	74	85
Visit usual practitioner								
Yes	188	78	73	53	70	73	76	86
No	77	77	68	44	64	68	72	84
Blank	18	72	69	47	65	69	74	86
Years attending								
< 5 years	43	81	71	47	67	72	74	88
5 - 10 years	29	75	70	47	66	71	75	86
> 10 years	197	78	71	49	67	71	75	85
Blank	14	66	69	50	64	69	73	85

*Based on data from 93 practices carrying out 135 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.

9542

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	25/06/2013
Q1 Opening hours satisfaction	71	75
Q2 Telephone access	56	66
Q3 Appointment satisfaction	68	72
Q4 See practitioner within 48hrs	52	60
Q5 See practitioner of choice	51	52
Q6 Speak to practitioner on phone	59	63
Q7 Comfort of waiting room	68	70
Q8 Waiting time	60	65
Q9 Satisfaction with visit	90	89
Q10 Warmth of greeting	93	91
Q11 Ability to listen	92	91
Q12 Explanations	90	89
Q13 Reassurance	89	89
Q14 Confidence in ability	91	91
Q15 Express concerns/fears	91	89
Q16 Respect shown	93	92
Q17 Time for visit	88	87
Q18 Consideration	88	88
Q19 Concern for patient	89	89
Q20 Self care	87	88
Q21 Recommendation	91	90
Q22 Reception staff	74	74
Q23 Respect for privacy/confidentiality	74	75
Q24 Information of services	74	74
Q25 Complaints/compliments	68	70
Q26 Illness prevention	70	73
Q27 Reminder systems	72	75
Q28 Second opinion / comp medicine	71	71
Overall score	77	79

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?

- More staff on reception, shorter waiting times.
- Think the text service should text you on the day of your appointment as I got text on Sunday and my appointment was on Tuesday so I forgot.
- Perhaps a second telephone number for appointments.
- Reception staff and ability - tend to get things wrong and manners at times not great.
- A far better response in answering the telephone. Last call I made took 10 minutes.
- No, it's a question of taking my turn. There was a quick response when I was really ill.
- The telephone system! It is very difficult to get through and mostly not able to see a doctor - unless you are considered an emergency.
- More late evening appointments with more doctors and the ability to book an appointment with the doctor of your choice further than a month in advance.
- More availability to see the doctor of your choice.
- Only limited experience.
- Most of the reception staff are excellent. Only one is very rude, unhelpful and condescending to patients.
- I don't visit the doctor often so not really able to comment on some issues. But all fine on this occasion. Thank you.
- I find some reception staff fantastic, others are rude and I feel like I am interrupting them.
- None required.
- More receptionists able to take telephone calls.
- Pleased with present use.
- Create a messaging service for the online system for patients.
- Quite satisfied!
- Very satisfied with everything about the practice.
- Very difficult to get through on the phone. Waited over 10 minutes for phone to be answered.
- No, fine as it is.
- Keep these high standards up!
- Receptionist needs to not be so condescending, especially being a new patient here. They're the first people you speak to.
- Very grateful to be able to use this service.
- More staff for calls in the morning to answer too long.
- No complaints.
- Not very private at reception but understand space is limited.
- Improve availability of appointments.
- Not necessary, excellent practice.
- The noise from the children's play area distracts you when listening to your name, so perhaps it needs to be somewhere else.

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?

- Shorter waiting times.
- Maybe a shorter time before you can see your own GP.
- Better choice of magazines!
- Just feel the doctors could sometimes have more than 10 minutes per patient. Always friendly.
- This is a well run surgery.
- Care is excellent when you are really ill but can wait a long time for appointment when you are not sure how serious it may be. I hold back from saying it is urgent because I don't know.
- More available appointments.
- Answering telephone for appointments. Waiting is very long at times.
- Waiting times.
- More focus on periodic (annual?) health checks to identify potential problems early.
- Overall very happy, especially with online services.
- Getting through to reception to make appointments. 10 minutes on phone!
- I have always been satisfied by the level of service in this practice, by all members of staff.
- Very friendly, polite staff.
- Everything very good.
- Recent changes to the system where instead of seeing a nurse for urinary (suspected) infection, one now leaves a urine sample and waits for a phone call at 5pm or later to find out if a prescription has been sent to the pharmacy is unsatisfactory - under the original system a prescription was given and the first dose of medicine is taken within an hour or so. This delayed treatment was experienced twice in the last six weeks.
- I have always been very pleased with the standard of care from the medical, nursing and other staff in this practice over many years.
- No privacy at reception.
- By speeding up the response time when you are waiting for ages.
- Nothing. Professional, personal practice. Warm and friendly.
- Maybe some weekend cover.
- At old GPs they held Saturday practice for working patients.
- 2 or 3 receptionists on duty as queue always ongoing and phone is ringing constantly. More evening and early morning appointments for those who work and weekend clinics.
- I have a fantastic GP who has always been honest and respectful, caring and understanding.
- Urgent clinic of a Saturday morning would be useful. Overall an exceptionally busy Health Centre but do work together well as a team.
- Excellent practice. Staff all fantastic.
- There is sometimes significant delay in answering the phone. I have made note of the display relating to the number of calls 08:30-09:30.
- Less waiting time. Longer visits. Better magazines - some of us are under 80!
- I didn't realise I could book an appointment online. Perhaps a bigger notice and more info about one GP per patient.

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 ability to book appointments within a few days is not an option. Two weeks ahead is likely to increase the possibility of missed, forgotten appointment slots (non-urgent cases).
- Usually a 2-3 week wait for appointment to see a doctor of choice.
- Very poor reception service/attitude. Poor phone answering.
- Out of hours cover.
- Weekend opening or more earlier/later opening.
- Much shorter waiting times for the doctor of one's choice.
- Offer late night Monday and early morning Wednesday more widely to patients who work full time.
- Improvement to seeing doctor of choice could be improved. 2-3 week wait is unacceptable.
- Increase staff levels to provide additional appointments. This would reduce waiting times.
- Try to improve length of time required to make an appointment. Having to wait so long to see a doctor when you are feeling unwell makes the situation worse. Trying to make an appointment is becoming a problem and having to wait a long time for someone to answer the phone needs addressing as soon as possible.
- No problems. Happy with the service.
- Would like to see weekend opening hours for doctors and nurses.
- This practice does its best for everyone. Maybe tea and biscuits while waiting!
- It has improved which has pleased me.
- This is an excellent practice.
- Information about being able to book 1 month in advance. Unaware of this. Maybe better communication at the clinic level. Could use TV screen for this.
- Never had any complaints about the service. Very happy.

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?

- Taking more time to listen to the problem, explain potential causes/ways to prevent in future and ensure you feel comfortable and happy with outcome/treatment.
- Very pleased. All very friendly and helpful.
- I was very pleased to meet my new doctor and she made me feel very welcome and heard.
- This surgery is fantastic and I cannot fault it - full marks for an excellent service.
- I have no gripes about the doctors I see. I do prefer the senior members of the practice though.
- All my concerns were dealt with care and respect. I felt I received good service and felt calmer after my appointment. Thank you.
- No, my doctor is and always has been excellent.
- None required.
- None - all doctors at this practice that I have seen have been excellent.
- I feel very confident in him.
- No, great service!
- Highly satisfied with visit to doctor and the treatment given.
- No, fine as it is.
- No, fully professional.
- No, he was very good and efficient.
- Very happy with my visit.
- Completely satisfied.
- Not necessary. Excellent doctor.
- She has always been good to me.
- No, she is extremely thorough, willing to listen and flexible to your questions. Very knowledgeable.
- Nothing, she is amazing.
- No, this doctor in my opinion is the best GP you have. I have seen numerous GPs and she is the most compassionate, understanding and knowledgeable GP you have.
- None. This doctor is superb. Couldn't be better.
- No, he introduced a student and asked my permission for them to stay. His manner was reassuring.
- No, he is excellent.
- Very satisfied. No improvement needed!
- I don't believe I could better my doctor.
- No, this doctor was lovely and caring.
- Nothing. Fantastic doctor. Caring, understanding, empathic - really took the time to listen to me. Very professional and not at all made to feel rushed.
- Excellent as always.
- None. Doctor is of smart, professional appearance.

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?

- Nothing I can think of.
- No, this doctor is a consummate medical professional in every respect.
- No, none of the poorer things are their fault.
- No, she really is a credit to the practice and possibly the best doctor I have ever seen. Thank you.
- Very happy with my GP - very attentive and always feel she does her very best.
- Longer opening times for busy patients.
- No, very satisfied.
- No, I have great confidence in him.
- No, very good.
- Excellent doctor.
- Don't think he can. He is excellent.
- The doctor was excellent. 100%.
- I think the doctor is excellent.
- This doctor was excellent.
- He is always very kind, supportive and has helped me feel better.
- None at all.
- None, he's excellent.
- Very comfortable with the doctor. Good listener.
- No concerns. The doctor is always thorough and always gives me confidence in his diagnosis.
- Excellent doctor - how can you improve on that.

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 = 283

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	17	74	115	73	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (17 \times 25) + (74 \times 50) + (115 \times 75) + (73 \times 100)}{(283 - 2)} = 20,050/281$$

Your mean percentage score for Q1 = 71%

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	71

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

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

Poor Fair Good Very good Excellent

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

About the staff

Poor Fair Good Very good Excellent

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

Finally

Poor Fair Good Very good Excellent

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

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

Any comments about how the doctor/nurse could improve?

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

<p>How old are you in years?</p> <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

Saltash Health Centre

Callington Road
Saltash
Cornwall
PL12 6DL

Practice List Size: 13000

Surveys Completed: 283

has completed the

Improving Practice Questionnaire

Completed July 2016



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.