

Private and Confidential
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Improving Practice Questionnaire Report

Saltash Health Centre

July 2013



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30 July 2013

Dear Practice Manager

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=158659>

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 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	0	16	80	136	110	1
Q2 Telephone access	7	46	98	107	82	3
Q3 Appointment satisfaction	9	28	78	112	114	2
Q4 See practitioner within 48hrs	28	57	88	74	85	11
Q5 See practitioner of choice	38	70	102	65	54	14
Q6 Speak to practitioner on phone	11	44	88	76	71	53
Q7 Comfort of waiting room	1	27	105	107	99	4
Q8 Waiting time	7	43	102	112	75	4
Q9 Satisfaction with visit	1	0	31	85	225	1
Q10 Warmth of greeting	0	1	20	79	241	2
Q11 Ability to listen	1	1	18	77	243	3
Q12 Explanations	0	1	23	97	218	4
Q13 Reassurance	2	1	25	94	217	4
Q14 Confidence in ability	2	0	21	71	243	6
Q15 Express concerns/fears	0	4	26	91	216	6
Q16 Respect shown	1	1	18	60	261	2
Q17 Time for visit	2	4	27	97	210	3
Q18 Consideration	1	0	27	99	208	8
Q19 Concern for patient	1	1	25	91	219	6
Q20 Self care	1	1	30	89	208	14
Q21 Recommendation	1	2	20	79	232	9
Q22 Reception staff	3	18	76	125	110	11
Q23 Respect for privacy/confidentiality	2	17	78	118	117	11
Q24 Information of services	4	17	86	100	119	17
Q25 Complaints/compliments	2	24	95	97	87	38
Q26 Illness prevention	0	19	92	110	104	18
Q27 Reminder systems	3	14	77	110	114	25
Q28 Second opinion / comp medicine	1	21	78	83	82	78

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

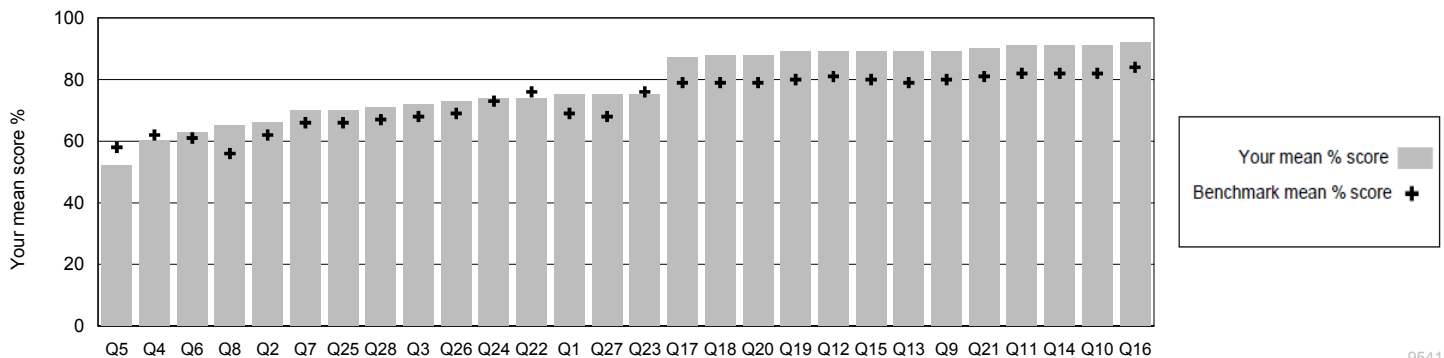
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	75	69	23	64	68	73	92
Q2 Telephone access	66	62	13	53	63	71	92
Q3 Appointment satisfaction	72	68	23	63	68	74	92
Q4 See practitioner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



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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	75	67	45	64	67	71	78
Q2 Telephone access	66	53	15	46	52	60	77
Q3 Appointment satisfaction	72	64	33	60	64	69	81
Q4 See practitioner within 48hrs	60	56	23	50	56	63	80
Q5 See practitioner of choice	52	48	22	41	48	55	83
Q6 Speak to practitioner on phone	63	57	31	51	57	63	76
Q7 Comfort of waiting room	70	62	47	57	63	68	83
Q8 Waiting time	65	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	89	80	60	76	80	84	94
Q10 Warmth of greeting	91	81	62	78	81	85	95
Q11 Ability to listen	91	82	65	78	82	86	96
Q12 Explanations	89	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	89	80	62	76	80	84	94
Q16 Respect shown	92	84	68	80	84	87	95
Q17 Time for visit	87	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	88	78	61	74	78	82	92
Q21 Recommendation	90	81	60	78	81	85	95
About the staff							
Q22 Reception staff	74	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	75	72	51	69	72	76	83
Q24 Information of services	74	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	70	62	34	58	62	66	76
Q26 Illness prevention	73	65	42	62	65	68	79
Q27 Reminder systems	75	64	38	60	64	68	80
Q28 Second opinion / comp medicine	71	63	42	60	63	67	77
Overall score	79	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

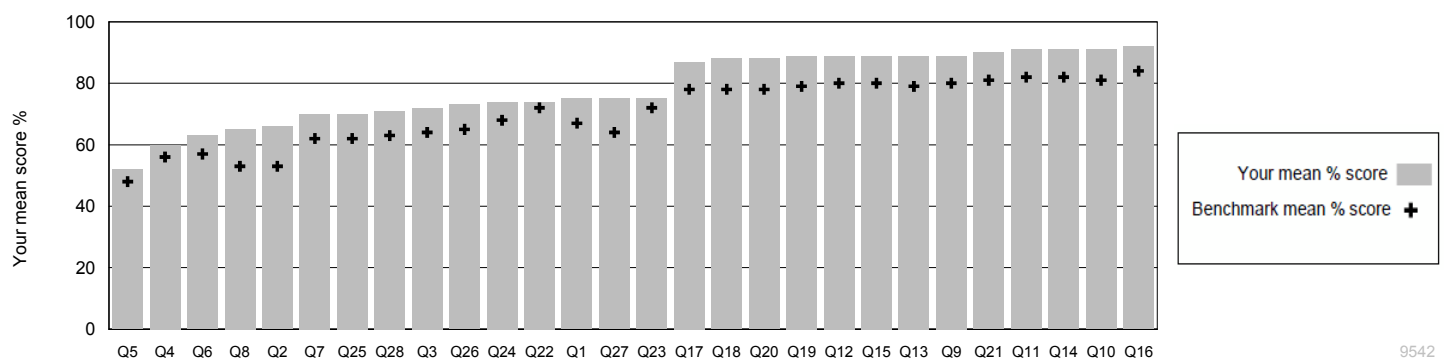
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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)



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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	21	84	69	50	65	70	74	83
25 - 59	136	76	70	47	66	70	74	87
60 +	171	80	72	50	69	72	75	85
Blank	15	82	69	51	64	69	74	89
Gender								
Female	218	78	70	48	67	70	74	86
Male	114	81	72	49	68	72	75	84
Blank	11	81	69	49	65	69	74	85
Visit usual practitioner								
Yes	253	79	73	53	70	73	76	86
No	66	78	68	44	64	68	72	84
Blank	24	82	69	47	65	69	74	86
Years attending								
< 5 years	45	78	71	47	67	72	74	88
5 - 10 years	38	78	70	47	66	71	75	86
> 10 years	245	79	71	49	67	71	75	85
Blank	15	78	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.

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Your patient feedback

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

Any comments about how this practice could improve its service?

- I think the practice is run very efficiently. Just have to wait a long time at reception at times.
- After 4 years of struggling, this doctor listened and responded to what I was saying and was able to read between the lines and encourage the appropriate treatment (which worked).
- This practice is very well run.
- Very happy with practice.
- Some reception staff are a little abrupt.
- The practice runs well and provides a service within the parameters set by NHS.
- This practice is absolutely first class. Many thanks.
- Answer the phone not let it ring on and on hoping people would give up. Receptionist had attitude on the phone and deemed herself my son's condition was not urgent when it was. One receptionist deals with phones only other deals face to face with patients.
- Satisfied as it is.
- The repeat prescription routine that has recently changed could be faster! My partner put in his repeat prescription on a Monday, I went to collect it from the chemist on the Thursday and they had no record of it! Came up to the surgery and it was still behind the desk!!!
- I have left a suggestion in the suggestion box about the waiting room information being very old.
- None, I'm very happy.
- All my text messages reminding me of my appointments are for appointments I have had, not for the ones coming up!
- More late appointments.
- It would be convenient, if staff giving results understood what it was that they were divulging, e.g. some medical understanding.
- Sometimes it can be hard to get through to receptionist about seeing my doctor.
- It would be nice not to have to wait 2 weeks to see doctor of choice. But am aware it is a very busy practice.
- Some higher chairs with arms for patients with disability.
- I think we are very fortunate to have this practice in Saltash and can suggest no reasons for improvement at this time.
- Start telephone repeat prescriptions again. More disabled parking.
- I feel it should be possible to supply repeat prescriptions in less than 3 days, especially as they are computerised!
- None - very satisfied.
- I find one of the people on the desk sometimes think they are the doctor and sometimes won't make an appointment for 2 weeks or more.
- Morning telephone service difficult due to numbers, could do with second operator.
- Serious problems with misuse of car park.
- Reinstate the telephone ordering system. Mobility is very difficult and I haven't a computer.
- Reception desk staff could make it easier to see or speak to your doctor when necessary.
- I think my answers explain how I feel.

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 practice could ensure that vehicles parking in the car park are using the practice, I have been unable to park on many occasions only to find the practice empty when I have walked in! People use the practice car park to visit the library, leisure centre and the care home and also to go into Plymouth shopping or to work. This needs to be sorted ASAP.
- Quicker appointments with your doctor of choice but I understand the demand of the doctors at the practice so I'm not that bothered really.
- I think the reception should be more pleasant with their telephone manner regarding trying to book an appointment.
- I could not fault the treatment given to me recently.
- Good surgery. Nurses are excellent!
- None required.
- Satisfactory.
- A telephone service for repeat prescriptions would be advantageous for people (non computer users) who live in outlying villages to Saltash.
- New reception staff.
- I am very happy as a client.
- Tannoy announcements not consistently clear.
- Weekend opening. Access to local surgery evenings and weekend. The out of hours service is far too remote.
- Answer the phone when it rings!
- Yes bring back prescription line.
- Think reception have more other thing to do and have less time to pick up phone. Down to sign of the times.
- Repeat prescription telephone line.
- The practice is very good and helpful at all times.
- I find we are very lucky to have a practice like this.
- I didn't have any contact with the reception staff as it's automated.
- Approachable reception staff. Flexible appointment times.
- Make waiting area and child's play area separate. Very noisy.
- Reception staff (some) have a tendency to be blunt, which can sometimes appear rude.
- Complementary medicine - non existent as I'm aware - what, who available.
- Would be useful having a closed area at reception for patients to talk about their details/samples.
- I couldn't see my preferred doctor within 3 weeks except if there was a cancellation, I had to see an alternative doctor.
- More doctors required at this practice to cope with overload. I had to wait 2 weeks to see my usual doctor.
- Some of the reception could be more helpful and friendlier to the patients!
- I feel that more explicit written instructions either from the chemist or the doctor as to best times (e.g. before or after food) would be very helpful, particularly to elderly patients - especially so when more than one medication is prescribed.

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?

- We are recommended to see our named doctor but the wait is often over a week. If people could only book appointments one week in advance patients that need to see their doctor when they are experiencing the pain might benefit.
- This surgery provides an excellent service.
- Happy as it is.
- Everything is good.
- Miss the prescription line as a convenience though lines always seemed busy.
- Music in waiting room.
- Have always received service of the highest quality.
- Perhaps longer appointment times so it doesn't run late.
- Nothing.
- You will find all my marks are on 50/50 and I must add I've had good and bad in my life, I do feel I'm being looked after pretty fair.
- I have always found it satisfactory.
- Very busy surgery and therefore difficult to get timely appointments. Had to have a separate appointment on a different day to get bloods - could this be better coordinated?
- Great service!
- Clarity of messages.
- Well satisfied with practice and doctors, nurses and clerical staff.
- Nurse said - 'the girls in purple are excellent!'.
- The only way to get an appointment is to say it's an emergency appointment - this is not good!
- The ladies in 'purple' are fab!
- I have attended this practice for many years and without fail received excellent help and treatment. Doctors and all staff are always attentive, professional and caring. I routinely attend the blood clinic and the staff here are fantastic. Thanks for providing such a good service, it is much appreciated.

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?

- I find my doctor very considerate and sympathetic and always willing to help and advise.
- It's a shame that the doctors don't get longer but I understand they have a broader responsibility. I have had the best help yet from 3 of the doctors.
- Excellent doctor.
- Doctor couldn't fault.
- Again my doctor is superb.
- Satisfied as it is.
- It is hard to see my own doctor normally so I see others. As I have a chronic condition this is probably not time efficient.
- First class!
- None he's great!
- I have known this doctor for many years and have always been extremely satisfied with his care of me and my family. I consider him to be an excellent example of a family doctor.
- This doctor is excellent and very easy to talk to!
- Very happy with doctor.
- I find my doctor very good in every way.
- In my case none.
- This doctor has been our family doctor for many years, he has always been wonderful with all of us. I can't give him enough gold stars! I cannot fault him on any aspect of care we have had over the years.
- This doctor has been my doctor for many years and has been unfailingly helpful.
- No, perfect already!
- No improvement necessary. All very satisfactory.
- We have an excellent doctor.
- Very good, sympathetic, very reassuring.
- None required.
- Pleased with level of care.
- This doctor need no improvement. She is excellent.
- No, she is awesome.
- Doctor is excellent. Very satisfied.
- No - he is a first class doctor on whom I can rely totally.
- The doctor has always been very helpful and supportive to myself and family.
- Not a bit.
- No - very good service.
- No improvements.
- This doctor is a very caring and understanding doctor and takes time to listen to his patients.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- No, I don't regularly see him but I have always found him to be very pleasant and considerate.
- This doctor is excellent and has been to me for many, many years!
- None at all, excellent.
- Need more like this doctor.
- Doctor was fine.
- This doctor ticks all the boxes. The main difficulty is arranging an appointment at short notice as I have an ongoing condition on which I like to consult her only.
- The doctors and nurses offer excellent service, wish the office and reception staff offered the same.
- None - she is an excellent doctor.
- My GP gives me exceptional advice and service.
- I am sure my doctor was very fair on my illness.
- Everything is good.
- Appreciate his willingness to find solutions to my problems.
- None - he is everything I would hope for in my GP.
- Cannot fault this doctor.
- Ok by me!!!
- Doctor is very good.
- This doctor is family friend as well as a pretty good doctor in all respects also he has a good bedside manner he listens and sorts out most of my problems also my family's.
- None at all. This doctor is an excellent doctor who takes time to explain everything in a simple manner, and is very approachable.
- How do you improve on 100%.
- Friendly staff, excellent service and respect for elderly patients. Good at all visits to the surgery.
- I was just having blood taken at this visit but will say that the treatment and care from my doctor is second to none. He listens to what you have to say.
- No need. They are always very good.

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 = 343

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	16	80	136	110	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (16 \times 25) + (80 \times 50) + (136 \times 75) + (110 \times 100)}{(343 - 1)} = 25,600/342$$

Your mean percentage score for Q1 = 75%

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	75

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

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↻



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Certificate of Completion

This is to certify that

Saltash Health Centre
Dr R C Cook And Partners
Callington Road
Saltash
Cornwall
PL12 6DL

Practice List Size: 13000

Surveys Completed: 343

has completed the

Improving Practice Questionnaire

Completed on 30 July 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.