

**Private and Confidential**

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# Improving Practice Questionnaire Report

Selden Medical Centre

November 2015



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23 November 2015

Dear Mrs Donaldson

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=186132>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Details of score calculation
Explanation of quartiles
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## Introduction

### About the IPQ

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

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

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

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

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

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	6	33	80	59	29	3
Q2 Telephone access	61	62	50	19	15	3
Q3 Appointment satisfaction	12	37	71	46	41	3
Q4 See practitioner within 48hrs	31	44	70	29	25	11
Q5 See practitioner of choice	37	61	59	31	13	9
Q6 Speak to practitioner on phone	23	40	65	28	19	35
Q7 Comfort of waiting room	8	38	99	46	19	0
Q8 Waiting time	49	73	47	23	6	12
Q9 Satisfaction with visit	2	13	60	66	66	3
Q10 Warmth of greeting	1	10	55	66	75	3
Q11 Ability to listen	1	10	57	50	87	5
Q12 Explanations	1	7	62	50	87	3
Q13 Reassurance	1	16	53	59	74	7
Q14 Confidence in ability	2	9	58	48	89	4
Q15 Express concerns/fears	1	10	58	53	84	4
Q16 Respect shown	1	5	51	53	96	4
Q17 Time for visit	0	16	61	44	84	5
Q18 Consideration	2	11	54	57	73	13
Q19 Concern for patient	1	13	52	54	78	12
Q20 Self care	1	11	62	52	68	16
Q21 Recommendation	5	14	47	53	77	14
Q22 Reception staff	3	12	53	63	76	3
Q23 Respect for privacy/confidentiality	4	12	61	57	68	8
Q24 Information of services	2	25	61	53	55	14
Q25 Complaints/compliments	7	25	74	52	25	27
Q26 Illness prevention	3	17	83	50	32	25
Q27 Reminder systems	7	26	63	59	28	27
Q28 Second opinion / comp medicine	7	14	64	46	20	59

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

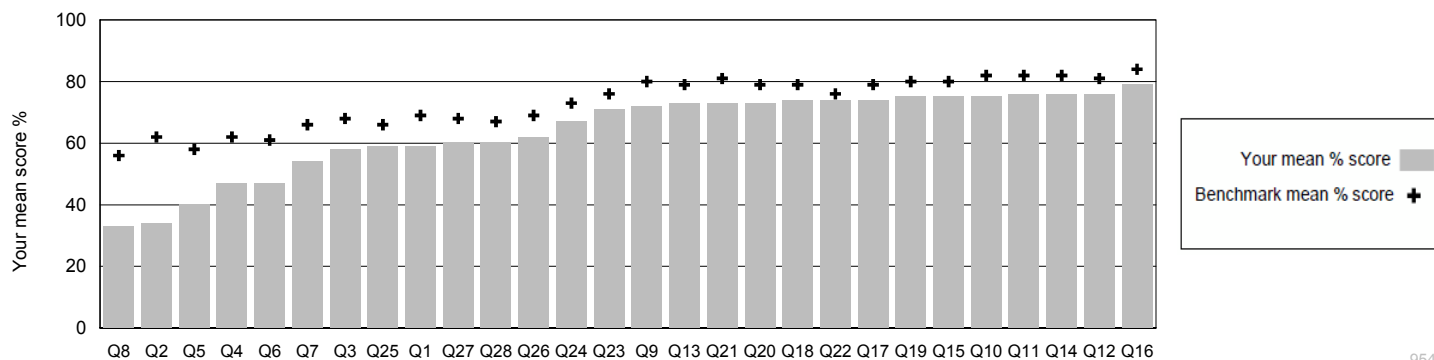
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	59	69	23	64	68	73	92
Q2 Telephone access	34	62	13	53	63	71	92
Q3 Appointment satisfaction	58	68	23	63	68	74	92
Q4 See practitioner within 48hrs	47	62	18	54	62	70	96
Q5 See practitioner of choice	40	58	22	48	57	65	95
Q6 Speak to practitioner on phone	47	61	25	54	61	67	92
Q7 Comfort of waiting room	54	66	27	60	66	71	90
Q8 Waiting time	33	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	41	76	81	85	97
Q10 Warmth of greeting	75	82	45	78	82	86	96
Q11 Ability to listen	76	82	46	78	83	87	97
Q12 Explanations	76	81	42	77	81	85	97
Q13 Reassurance	73	79	41	75	80	84	98
Q14 Confidence in ability	76	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	79	84	49	80	85	88	98
Q17 Time for visit	74	79	38	75	80	84	96
Q18 Consideration	74	79	41	75	79	83	98
Q19 Concern for patient	75	80	43	76	80	84	97
Q20 Self care	73	79	38	75	79	83	97
Q21 Recommendation	73	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	74	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	71	76	43	72	76	80	96
Q24 Information of services	67	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	59	66	31	62	66	70	96
Q26 Illness prevention	62	69	34	64	68	72	96
Q27 Reminder systems	60	68	27	63	68	72	96
Q28 Second opinion / comp medicine	60	67	30	62	67	71	96
Overall score	64	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 (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	59	67	49	64	68	71	76
Q2 Telephone access	34	57	22	51	59	64	78
Q3 Appointment satisfaction	58	66	39	62	67	71	79
Q4 See practitioner within 48hrs	47	59	29	53	59	67	80
Q5 See practitioner of choice	40	53	26	47	54	59	78
Q6 Speak to practitioner on phone	47	59	36	54	60	65	78
Q7 Comfort of waiting room	54	64	42	59	64	68	82
Q8 Waiting time	33	54	30	49	55	59	72
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	51	76	81	84	92
Q10 Warmth of greeting	75	81	52	78	82	86	95
Q11 Ability to listen	76	82	52	79	83	87	95
Q12 Explanations	76	81	52	77	81	85	94
Q13 Reassurance	73	79	52	76	80	84	94
Q14 Confidence in ability	76	82	53	79	83	86	95
Q15 Express concerns/fears	75	80	52	76	81	85	95
Q16 Respect shown	79	84	53	80	85	88	95
Q17 Time for visit	74	79	48	75	80	83	91
Q18 Consideration	74	78	51	75	79	83	96
Q19 Concern for patient	75	79	51	76	80	84	95
Q20 Self care	73	78	52	75	79	83	94
Q21 Recommendation	73	81	51	78	82	86	95
<b>About the staff</b>							
Q22 Reception staff	74	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	71	74	50	71	74	77	85
Q24 Information of services	67	70	49	68	71	74	82
<b>Finally</b>							
Q25 Complaints/compliments	59	64	43	61	64	68	75
Q26 Illness prevention	62	67	47	65	67	71	79
Q27 Reminder systems	60	66	47	63	66	70	77
Q28 Second opinion / comp medicine	60	65	44	63	65	68	81
Overall score	64	72	49	69	73	76	83

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

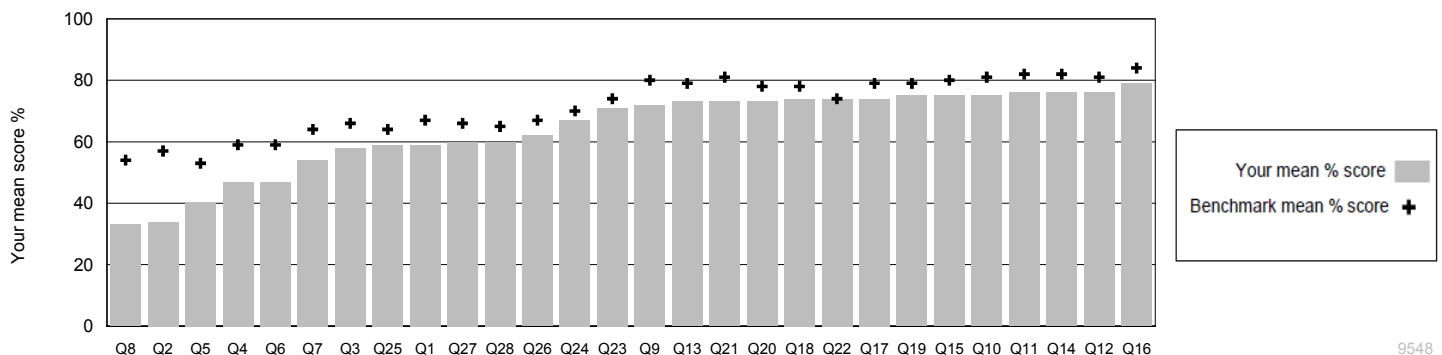
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\*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	14	65	70	41	66	71	75	90
25 - 59	112	63	71	50	68	72	75	81
60 +	78	65	73	49	70	74	77	88
Blank	6	63	70	48	66	71	75	92
<b>Gender</b>								
Female	140	65	71	49	68	72	75	83
Male	63	63	73	48	70	74	76	83
Blank	7	65	70	50	65	71	75	92
<b>Visit usual practitioner</b>								
Yes	104	68	74	51	71	75	77	85
No	78	59	69	43	65	69	73	80
Blank	28	65	71	49	67	71	75	86
<b>Years attending</b>								
< 5 years	75	62	72	45	68	73	76	82
5 - 10 years	47	63	71	48	67	71	75	83
> 10 years	77	67	72	51	69	73	76	85
Blank	11	67	70	51	65	71	74	89

\*Based on data from 135 practices carrying out 202 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

Table 5: Your current and previous mean percentage scores\*

	Current scores	08/03/2013	03/10/2011	24/12/2008
Q1 Opening hours satisfaction	59	58	64	63
Q2 Telephone access	34	41	48	60
Q3 Appointment satisfaction	58	59	59	65
Q4 See practitioner within 48hrs	47	57	55	62
Q5 See practitioner of choice	40	42	45	52
Q6 Speak to practitioner on phone	47	38	44	49
Q7 Comfort of waiting room	54	48	50	56
Q8 Waiting time	33	38	40	43
Q9 Satisfaction with visit	72	77	78	81
Q10 Warmth of greeting	75	79	80	82
Q11 Ability to listen	76	79	80	82
Q12 Explanations	76	79	80	81
Q13 Reassurance	73	76	79	81
Q14 Confidence in ability	76	80	82	84
Q15 Express concerns/fears	75	77	78	81
Q16 Respect shown	79	82	83	84
Q17 Time for visit	74	75	78	75
Q18 Consideration	74	77	78	79
Q19 Concern for patient	75	78	80	80
Q20 Self care	73	74	79	--
Q21 Recommendation	73	79	81	82
Q22 Reception staff	74	69	68	69
Q23 Respect for privacy/confidentiality	71	66	66	69
Q24 Information of services	67	62	63	67
Q25 Complaints/compliments	59	55	59	61
Q26 Illness prevention	62	60	61	66
Q27 Reminder systems	60	53	61	63
Q28 Second opinion / comp medicine	60	57	59	63
Overall score	64	65	67	70

-- no data available, question introduced in October 2009.

\*Dates in the table relate to date questionnaires were received by CFEP.

## 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?

All good.

I don't know how to improve it but the appointment booking process is really difficult especially for mums on the school run. It is really difficult to book non-urgent appointment. As a family, we really miss the prescribing nurse for checking ear infections etc. While the new Durrington walk-in service is a good idea for kids, it is not really an alternative for people in East Worthing without transport. It would be more helpful and inclusive if it was at Worthing Hospital.

No, very happy with my first visit, despite a waiting time of 15 minutes.

Nurse services.

Trying to get through on the phone for an appointment is a nightmare and costly I had to call in to surgery twice before I could get an appointment.

A better appointment system would be good. If you're ill you do not want to wait two weeks to see a doctor, even if that's possible.

Better seating - too hot - stick to them.

Having to queue up outside at 7.15am to join a queue outside. It would be much better if we could get through to reception at 8.30am by telephone to make an appointment for same day instead of listening to different excuses.

Maybe get more doctors here then the doctors will be less tired.

More appointments for early phone calls.

I have been with the practice for many years and have seen a slow deterioration - now it is impossible to make an appointment.

Needs two receptionists on duty - long queue waiting when only one on duty.

Appointment system is disastrous. My reply to the above questionnaire relates to a doctor. No criticism! I have tried to make four appointments to see one particular nurse all of which have been delayed/postponed/cancelled.

Make it easier to speak to reception by phone when making appointment request. Even getting through by phone just after 8, then being told no appointments available is not helpful. Why only one receptionist on duty? Always used to be two.

Due to number of patients more doctors/staff required.

The main thing is getting an appointment they are like gold dust, can never fault the doctors/nurses but getting to see them is difficult and you tend to wait a fair while if you have a later appointment.

Never find the waiting area very inspiring.

No very happy with practice. Two of the doctors have helped me so much.

It would be reassuring to know I can book an appointment with my chosen doctor when needed. Today I had to come into surgery at 8am to assure a booking, go back to work for one hour and then return to see doctor.

Really good practice.

Getting a reply to the telephone calls, press 5 for ring back, it does not happen. Your call is next in line - but can still wait about 15 minutes. Also get my name correct please.

There is always room to improve - a larger premises would help to enable more staff and more appointments made available.

It would be nice not to have to queue up for an appointment in the morning.

More reading material for little ones - yes I know toys etc get stolen.

Overall good satisfaction with surgery. However, often takes 30 minutes or more to get through on the phone.

## 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?

When phoning for appointments, one receptionist is always very helpful and one not so. Please change the appointment system. The alternative of same day or two weeks would be better if a third option of about three days was added. I usually don't need a same day appointment, but two weeks is too long.

The doctors are very good, just there are too many patients and the government - given time would be good to be extended.

I feel it's improved and reception staff/phone staff try to assist greatly.

More doctors, nurses. It is hard to book appointments on phone. The line is too busy.

Often, my reason for seeing doctor is not urgent so I'd rather book a 'pre-bookable' appointment. However, it is very difficult to do this and the receptionist usually says "I don't have any". I then have to phone through at 8am which I think should be for urgent problems only! And often I put it off because I know I won't be able to get through.

With the amount of patients needing medical care time is always an issue when trying to get an appointment.

Waiting times.

Make more effort to assist outside treatment with a specialist. After 3/4 visits on one complaint I had to request a specialist and my problem is still ongoing. The assisting doctors have been lovely though.

Phone lines in the morning needs to be improved a bit as it took 10 minutes to get through.

More telephone lines so you can talk to someone faster.

More telephone lines so you can talk to someone quicker it took half an hour of continuous phoning before I could get through.

Shorter waiting times. Easier booking system.

Thankfully do not have to attend very often. Have heard a patient (deaf partially) on one occasion ask to book an appointment and kept getting told by reception she needed to call tomorrow morning everyone in waiting room was commenting "Just give her an appointment!".

Needs bigger premises.

Very poor reception staff communication as I was attempting to register as temp patient, two phone calls and two visits, each staff member contradicting each other.

Unfortunately like all practices in the UK this practice is heavily overworked given the atrocious Jeremy Hunt! The practice is doing its best to serve the community.

It's much harder to make appointments. Even two weeks in advance - I look online and nothing available normally. Ok in an emergency if the phone is answered.

Complicated getting appointments, nothing available even weeks in advance if you ring late, had to visit surgery in person to get appointment.

Today I had a good experience with this practice. I was greeted politely and the phone was answered quite quickly and an appointment was booked on the same day. This good practice isn't always the case, previously it has taken me a long time to get through to the telephone couldn't get an appointment on the day or couldn't even book an appointment for the next couple of days. The phone was answered with a rude manner and the receptionist weren't helpful at all. Last week I had an appointment with one doctor at 7.30 and I didn't realise that I had to ring the bell the receptionist was pretty rude about the fact she didn't want to answer open the door and the doctor seemed really cross about the way the receptionist dealt with this situation because I should have rang the door bell.

Allow people to make appointments for that week if it's a serious problem.

The waiting time over the phone should be improved. It took me 15 minutes to talk to a receptionist (after 72 calls).

One of the receptionists is not accommodating. I have circumstances wherein I was treated in a rude manner.

When calling always saying do you need to see doctor, if I didn't I wouldn't be calling.

## 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?

Trying to get appointment is very difficult. Ringing at 8am impossible.

I think seating area is clean and bright but very uncomfortable, unless you are a child - seats not deep enough. Fine for a 10 minute wait, but for an hour ghastly. I am impressed that reception improved so much of late and staff very kind - well done - just those seats!

More staff! Half hour three quarters of hour to get through on phone in the morning!

When booking an appointment at reception there is no privacy to reason booking appointment because receptionist seems to require your reason for visit. Not something I want the waiting room to hear.

Would like it to be easier to book an appointment. Very difficult to obtain a repeat prescription for pain relief was told I had never had the dose I requested and therefore had to see GP. I pointed out the last prescription to the GP after both receptionist and GP could not see it (was made to feel like a liar by receptionist). Went a whole weekend without pain relief despite following practice procedure due to staff not doing what they said they would.

Waiting times can be long.

The practice looks and feel dirty and sometimes smelly so it needs improvement. Shorten waiting times.

More opportunities for working people to be able to make advanced appointments outside working hours. Opportunity to see the doctor of your preference.

Double appointments should as and when needed and not a one off. Have continuity of care by the same doctor of choice. The attitude and empathy should be better. Holistic approach would be great.

The phoning in the AM is very bad. I tried 45 minutes before I got through. Also the fact that most of the time you cannot make an appointment for a week two weeks time.

9.18 appointment. Still waiting at 10.15! Very poor service.

Good.

Making an appointment is very difficult, e.g. 8am phone in system poor. Queue outside before 8am unsuitable when feeling ill.

Think you all do a great job - reception courteous, friendly, practical - doctors excellent.

Please provide Wifi. This would be a great way to use time when waiting.

It would seem on occasions there is a staff shortage. Perhaps more staff.

It can take 20 minutes plus to get through on the phone - today it was 34 minutes of constant redialling. The need to phone every day until able to get an appointment is very frustrating and expensive. The inability to book repeat appointments of more than two weeks is poor.

Appointments should be easier to make. I attempted to book online but the doctor I wanted to see was not shown as available. Telephoning for appointment is frustrating and time consuming. Doctors always running late.

In past, the receptionist's manner has been cold - now and again the reception is satisfactory - bearing in mind they're dealing with adults with mental health.

Make it easier to contact surgery. Make it easier to make appointments.

Should have more permission to access other departments i.e. Addaction had blood test there and the results should've been forwarded to this practice.

Clock in reception. Music in reception.

I have been with you for many years. I like the practice and the doctors/nurses and the reception staff have improved significantly. As I am sure you are aware, the problem is getting an appointment, which is so difficult it is silly.

Waiting two weeks is far too long.

## 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?

Patients like myself who work full time out of Worthing find it nearly impossible to obtain a suitable appointment. I often have to take leave in order to attend. Phoning the surgery is very difficult and obtaining an appointment is harder than winning the lottery!

On site blood tests. Wifi - phone signal not available so internet would allow checking emails, reading news, etc.

Give appointments when needed.

All very good.

Booking appointments is still difficult, especially availability of specific doctor. Availability of appointments with nurse practitioners was very valuable but is no longer available.

Contacting by phone. Seeing a doctor within 48 hours.

## 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?

100%.

The doctor was lovely, knowledgeable and very helpful. They suggested the fastest and easiest process for further checks which was great for me. They were also amazing with my young son, thank you.

It would have been nice to be seen on time, if I was 40 minutes late for my appointment I don't think you would have been happy. This was my first time to this surgery.

Employ more GPs.

Doctor to call patients name louder - deaf patients don't hear when other noises around.

Very good doctor.

Shorter waiting times.

Trying to keep to time schedule!

This doctor is excellent in every way.

Practice needs more doctors available and certainly more qualified nurses.

Doctors do an excellent job when you finally manage to book an appointment. Good service all round today.

Once I can make contact excellent.

They currently try very hard in difficult circumstances - more patients, less professionals and more stress. The best way would be to have more availability and then a longer appointment time.

Was excellent.

Often wait up to an hour in the waiting room for my appointment - even when I had an 8.30 appointment was not seen until 9.30.

No. One of the doctors is very warm and often asks about other family members by way of greeting.

The doctor has shown myself and my father total respect and courtesy which has helped greatly.

Get better payment! Reasonable workload.

Nurses that deal with immunising children are brilliant.

The surgery is doing its best to tackle this issue.

Not take so long between seeing patients.

Just offer more reassurance that my problem can be helped and that an appointment with a specialist will actually be forwarded. The doctor was very respectful and pleasant.

None, the doctor was fantastic!

Great doctor once I got in there!

More money more than 24 hours in a day more doctors and a magic genie in a lamp. God love them all I wouldn't do their job for a million pounds a year!

Improve time keeping.

Give appointments out more.

I am very satisfied.

GP is good. Having to work in difficult/stretched environment means that the whole process of getting an appointment with a regular GP and building a relationship is very difficult so service can feel not very personal/just going through the motions.

## 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?

My scoring for the doctors exclude one of the doctors. They have been great when I have seen them. The other doctors could listen and do more for patients.

I waited one hour 15 minutes to see the doctor! Who was then excellent.

Nurses excellent.

The nurses are excellent. Some doctors should speed up a bit!

Good.

Some doctors seem to be always running late - for example (maybe an extreme) was to wait two and a half hours after the appointment time of 09.30am to see the doctor - just an "I'm sorry we're running a little late today" - today the doctor was just 20 minutes late.

Doctors and nurses are excellent.

No - I have the greatest satisfaction with my GP. The doctor has been excellent with my mental health treatment!

The doctors of this practice are professional, educated and articulate. The general public are not educated nor needed in general to offer relevant comments upon which the government can rely upon, or seek to rely upon.

7.30 appointment, doctor arrived at 7.45!

The doctor I saw was obviously a very caring and compassionate person who has been pushed to their limits by incredible strain on the NHS in general.

Trying to keep to a time schedule - nearly always have to wait far beyond the arranged time before I see a doctor.

All very good.

I attended an appointment with an issue that was dealt with quickly and briefly as required. Due to length of visit I did not over rate my feedback but probably would do on a longer visit.



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 = 210

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	6	33	80	59	29	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(6 \times 0) + (33 \times 25) + (80 \times 50) + (59 \times 75) + (29 \times 100)}{(210 - 3)} = 12,150/207$$

Your mean percentage score for Q1 = 59%

### 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	59

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.

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

**Selden Medical Centre**

6 Selden Road  
Worthing  
West Sussex  
BN11 2LL

**Practice List Size: 8739**

**Surveys Completed: 210**

has completed the

## Improving Practice Questionnaire

Completed November 2015



**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.