

Private and Confidential

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Improving Practice Questionnaire Report

Bovey Tracey & Chudleigh Practice

January 2019



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04 January 2019

Dear Mrs Coleridge

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=229463>

Please contact the office on 01392 927005 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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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	0	17	89	77	25	3
Q2 Telephone access	10	41	72	53	32	3
Q3 Appointment satisfaction	4	30	52	59	61	5
Q4 See practitioner within 48hrs	33	52	47	34	39	6
Q5 See practitioner of choice	37	60	42	36	22	14
Q6 Speak to practitioner on phone	3	30	60	64	45	9
Q7 Comfort of waiting room	2	12	71	73	42	11
Q8 Waiting time	8	37	80	58	25	3
Q9 Satisfaction with visit	1	3	17	58	117	15
Q10 Warmth of greeting	0	3	18	50	126	14
Q11 Ability to listen	1	1	15	41	133	20
Q12 Explanations	0	3	16	50	128	14
Q13 Reassurance	2	2	23	51	122	11
Q14 Confidence in ability	1	4	18	42	141	5
Q15 Express concerns/fears	1	3	20	46	135	6
Q16 Respect shown	0	2	18	36	149	6
Q17 Time for visit	2	4	26	52	121	6
Q18 Consideration	2	1	30	55	120	3
Q19 Concern for patient	2	3	29	44	127	6
Q20 Self care	2	3	31	61	106	8
Q21 Recommendation	2	2	21	46	131	9
Q22 Reception staff	2	9	47	80	62	11
Q23 Respect for privacy/confidentiality	3	8	56	74	61	9
Q24 Information of services	2	10	66	72	44	17
Q25 Complaints/compliments	1	20	67	66	31	26
Q26 Illness prevention	1	14	78	67	31	20
Q27 Reminder systems	5	8	63	68	51	16
Q28 Second opinion / comp medicine	3	13	65	45	26	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
About the practice								
Q1 Opening hours satisfaction	63		68	44	64	68	73	92
Q2 Telephone access	57		61	21	51	62	71	97
Q3 Appointment satisfaction	67		68	36	63	68	74	96
Q4 See practitioner within 48hrs	49		60	24	52	60	68	98
Q5 See practitioner of choice	43		56	24	47	56	65	97
Q6 Speak to practitioner on phone	65		61	27	54	61	67	89
Q7 Comfort of waiting room	68		66	38	61	66	72	89
Q8 Waiting time	57		57	28	50	56	63	90
About the practitioner								
Q9 Satisfaction with visit	87		81	49	77	82	86	97
Q10 Warmth of greeting	88		83	49	79	83	87	98
Q11 Ability to listen	90		83	50	79	84	88	98
Q12 Explanations	88		82	51	78	82	87	98
Q13 Reassurance	86		80	50	76	81	86	97
Q14 Confidence in ability	89		83	51	79	84	88	98
Q15 Express concerns/fears	88		81	50	77	82	86	97
Q16 Respect shown	90		85	51	81	85	89	98
Q17 Time for visit	85		80	47	76	81	85	97
Q18 Consideration	85		80	50	75	80	85	96
Q19 Concern for patient	85		80	50	76	81	85	97
Q20 Self care	83		80	50	76	80	84	95
Q21 Recommendation	87		82	48	78	83	87	98
About the staff								
Q22 Reception staff	74		77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	73		77	52	72	76	81	98
Q24 Information of services	69		73	47	69	73	78	95
Finally								
Q25 Complaints/compliments	64		67	41	62	67	72	91
Q26 Illness prevention	65		69	45	65	69	73	94
Q27 Reminder systems	69		69	43	63	69	73	93
Q28 Second opinion / comp medicine	63		68	43	63	68	72	92
Overall score	74		73	49	69	74	78	94

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

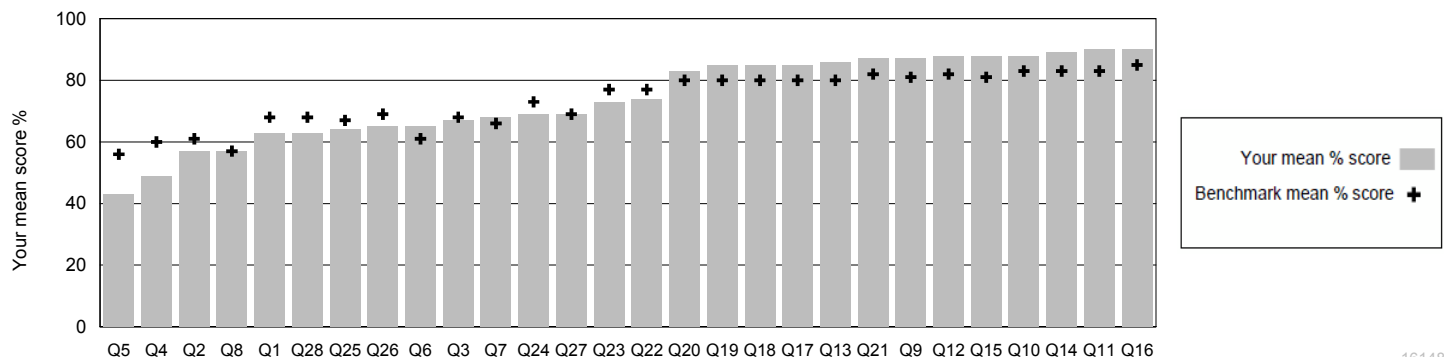
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*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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



16148

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	63	66	49	62	66	71	81
Q2 Telephone access	57	52	21	44	51	61	84
Q3 Appointment satisfaction	67	65	36	59	65	70	81
Q4 See practitioner within 48hrs	49	54	26	46	53	61	83
Q5 See practitioner of choice	43	47	24	39	45	54	80
Q6 Speak to practitioner on phone	65	58	33	51	57	63	83
Q7 Comfort of waiting room	68	64	46	60	64	68	77
Q8 Waiting time	57	54	34	50	54	60	73
About the practitioner							
Q9 Satisfaction with visit	87	82	60	77	83	87	94
Q10 Warmth of greeting	88	83	63	79	84	88	95
Q11 Ability to listen	90	84	64	79	85	89	94
Q12 Explanations	88	83	61	78	83	88	94
Q13 Reassurance	86	81	59	77	82	86	93
Q14 Confidence in ability	89	84	62	80	85	89	95
Q15 Express concerns/fears	88	82	60	78	83	87	93
Q16 Respect shown	90	85	68	82	87	90	96
Q17 Time for visit	85	80	57	76	82	86	92
Q18 Consideration	85	80	59	76	81	85	93
Q19 Concern for patient	85	81	59	76	82	87	93
Q20 Self care	83	80	58	75	81	85	92
Q21 Recommendation	87	83	58	78	84	88	94
About the staff							
Q22 Reception staff	74	73	58	70	73	77	87
Q23 Respect for privacy/confidentiality	73	73	57	70	73	77	88
Q24 Information of services	69	69	51	66	69	73	84
Finally							
Q25 Complaints/compliments	64	63	41	59	63	67	77
Q26 Illness prevention	65	66	45	62	65	70	78
Q27 Reminder systems	69	66	43	61	65	70	81
Q28 Second opinion / comp medicine	63	64	43	60	64	69	78
Overall score	74	71	50	67	72	76	84

<div style="width: 20px; height: 10px; background-color: #0056b3; border: 1px solid #0056b3;"></div>	Your mean score for this question falls in the highest 25% of all means
<div style="width: 20px; height: 10px; background-color: #6699cc; border: 1px solid #6699cc;"></div>	Your mean score for this question falls in the middle 50% of all means
<div style="width: 20px; height: 10px; background-color: #cccccc; border: 1px solid #cccccc;"></div>	Your mean score for this question falls in the lowest 25% of all means

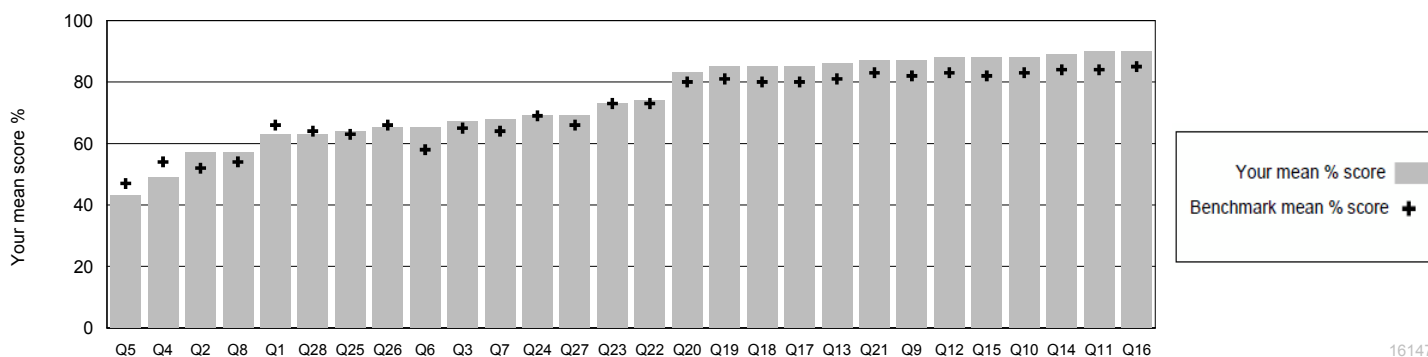
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*Benchmarks are based on data from 174 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 55,110 patient questionnaires.

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, feedback 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	12	69	72	55	67	72	76	93
25 - 59	61	76	71	50	66	71	76	87
60+	123	74	73	47	68	73	76	86
Blank	15	77	70	48	65	70	75	89

Gender

Female	130	74	71	48	67	72	76	84
Male	69	75	73	53	69	73	77	85
Blank	12	74	70	48	65	70	76	85

Visit usual practitioner

Yes	101	77	74	55	70	75	78	85
No	94	71	69	44	64	70	74	82
Blank	16	74	70	50	65	70	75	88

Years attending

Less than 5 years	46	76	73	57	68	73	77	86
5 - 10 years	29	74	71	49	66	72	76	89
More than 10 years	127	74	72	47	67	72	76	85
Blank	9	71	70	49	65	70	76	85

*Benchmarks are based on data from 174 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 55,110 patient questionnaires.

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	15/01/2018	21/12/2016	12/01/2016
Q1 Opening hours satisfaction	63	64	67	61
Q2 Telephone access	57	60	61	50
Q3 Appointment satisfaction	67	63	66	62
Q4 See practitioner within 48hrs	49	44	50	44
Q5 See practitioner of choice	43	44	52	43
Q6 Speak to practitioner on phone	65	65	66	63
Q7 Comfort of waiting room	68	68	67	68
Q8 Waiting time	57	52	57	54
Q9 Satisfaction with visit	87	83	84	79
Q10 Warmth of greeting	88	86	84	82
Q11 Ability to listen	90	87	86	82
Q12 Explanations	88	86	84	81
Q13 Reassurance	86	83	82	79
Q14 Confidence in ability	89	87	84	82
Q15 Express concerns/fears	88	84	84	78
Q16 Respect shown	90	88	87	83
Q17 Time for visit	85	83	82	77
Q18 Consideration	85	83	83	79
Q19 Concern for patient	85	85	83	79
Q20 Self care	83	84	81	78
Q21 Recommendation	87	86	85	80
Q22 Reception staff	74	75	75	72
Q23 Respect for privacy/confidentiality	73	75	73	71
Q24 Information of services	69	73	70	68
Q25 Complaints/compliments	64	65	64	59
Q26 Illness prevention	65	68	65	65
Q27 Reminder systems	69	72	65	66
Q28 Second opinion / comp medicine	63	65	67	61
Overall score	74	74	74	70

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 phone answerers at busy times! Ability to see a GP more quickly, i.e. same day or week.
- I am very aware of the pressures that the medical and admin staff will be experiencing due to the financial restrictions placed upon them. Also the shortage of available GPs. I appreciate the service and assistance I receive and am happy to be registered at the surgery.
- More evening time and weekend appointments.
- Seeing one doctor of choice for continuity of treatment etc.
- Only that it took over four weeks for an appointment for this visit.
- This practice is so, so good. They couldn't improve it any better! We feel very, very lucky to have a great health centre.
- Can't really answer Q25-28. Have made a complaint once - (admin) "talked the talk" but didn't "walk the walk". No experience of others.
- Wonderful practice to be praised for their consistent stamina to support my family and local people. Amazing individuals.
- Stay as you are.
- Most satisfied, thank you.
- Improve waiting times. Magazines for more varied people and interests (because of waiting times).
- More appointments in advance.
- More chance to book appointments after 5:00pm but not having to wait a couple of weeks.
- Reduce waiting time for particular doctor of four weeks. Increase parking facility to prevent roadside parking. Stagger hours to make two evening surgeries a week with later morning for GPs.
- Very difficult to get to see your own doctor easily, usually you have a long wait, i.e. weeks not days.
- Greater flexibility of flu jab provision.
- Quite concerned about the time taken to see a doctor, unless one pushes, the appointment to see a named doctor is often three weeks away. Urgent need is always dealt with quickly but how do you know your need is vital today?
- Re: Q25 and Q28 - Not really applicable. Re: Q5 - I have had to book an appointment up to three weeks in advance. I would like to see the same doctor each time without such a long wait, I understand any doctor is fine in an emergency.
- I would appreciate receptionists identifying themselves on the telephone.
- Very good GPs.
- I prefer not to comment. Except that I feel that all the staff are overworked, not the fault of the surgery. The care and patience and kindness of all with the elderly is wonderful.
- Reception staff can be rude at times and don't listen.
- Reception staff can be very abrupt and curt at times.
- Waiting for a very busy receptionist to answer the phone can be lengthy? Is it possible more phones, lines and operator!
- Very happy with our surgery.
- I think the practice gives an excellent service. It must be very difficult with the new houses going up everywhere and new patients wanting to register every day.
- Re: Q25 - Never had to make a complaint. Re: Q28 - Never had to seek second opinion. Difficult to see a doctor of choice in an acceptable period of time - clearly my choice of GP is a very popular one!

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?

- Very pleased with most doctors.
- For the number of patients it is fairly good. Other than expanding and having more staff, particularly doctors with the right "bedside manner" who don't make you feel rushed, etc.
- To somehow make it possible to have continuity in seeking appointments sooner with the doctor of your choice. I worry about all the extra patients joining the practice from all the new houses. Will this make it even harder to get an appointment?
- I am totally satisfied with my treatment.
- More appointments with the doctor of my choice.
- Being more flexible and staff to be more helpful.
- Being able to make an appointment within a couple of days - rather than sometimes a week. If you are ill or concerned you need to see a doctor fairly quickly - looking at your records receptionist/doctor should know you only ring for an appointment when you have a real problem - not a time waster.
- Evening surgery is very welcome.
- Improve waiting time to see doctor - sometimes have to wait a long time to get an appointment to see doctor of choice!
- Current financial constraints limit amounts of staff required and facilities required for local population increase.
- I can't answer every box as I rarely need to come to the surgery.
- No comments - very friendly and professional and easy to get an appointment.
- N/A - this practice is very good.
- It would be good if GPs could be given more time with each patient, rather than having to rush from one to the next.
- A more caring and understanding telephone response from the receptionist and a quicker appointment system to see your own doctor would certainly improve matters.
- Continue with current practices.
- No improvement necessary.
- The login patient system is often faulty as cannot login.
- The Riverside Practice provides a generally good service within the constraints of finance and increasing number of patients.
- Waiting on the phone not brilliant. More staff on phones at peak time, i.e. mornings 8:30am.
- Main concern is Q4 - appointment wait.
- Service at this practice is very good.
- Car parking was difficult on the day of my appointment.
- Yes, to see doctor of your choice.
- If elderly, or unable to get to the surgery, could there be a possibility of a home visit?
- Weekend appointments would be helpful.
- Have less of a "queue" when we telephone the clinic, i.e. more people answering phones.
- Just wish getting the first appointment with my choice of doctor could be quicker, but once I got appointment I was able to see her when she said.

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.
- Evening hours. Better phone in service (sometimes on hold for a long time).
- Waiting room seating - improved access for wheelchair users please - too narrow.
- Easier to book prompt appointment! (If you had the funding...)
- I have never received anything other than excellent care from the surgery, this includes staff, maternity services, health visitor and doctors.
- Appointment times and waiting.
- Could be more welcoming and attentive.
- Warmer waiting area. High back chairs, more light, water fountain. Brighter more cheerful waiting area.
- None spring to mind.
- Ringing for appointments first thing in the morning - could the system tell you where we are in the queue please?
- If an INR found to be out of range and the need for doctor to alter the prescription seems to take an age and I have needed to leave surgery before getting the result.
- Longer opening one evening per week, Saturday morning opening or one early opening per week e.g. 7:00am - for people who work full-time.
- Be open on a Saturday morning.
- Considering the increase in population in Bovey Tracey the practice is doing really well.

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?

- Was seen by two doctors today, the first doctor was new to the practice they were very understanding, pleasant and polite to talk to and listened to everything I had to say but needed a second opinion. The second doctor, this doctor, was absolutely charming and put my mind to rest as she explained everything in full detail. Both of them are wonderful doctors, a real pleasure to visit the surgery.
- None at all. It was a pleasure to be seen by her. She is professionally excellent.
- The treatment received today, by this doctor, was exemplary. I am extremely grateful for his attention, which is always enthusiastic and very attentive. I cannot imagine how this doctor's care and attention could be improved and I very much hope that his services are appreciated by management.
- The doctor I saw today was exemplary! Very impressed. A wonderful doctor.
- No improvement needed! Everything is excellent. Anyone who does complain likes doing it for something to moan about, they don't appreciate what we've got.
- Listen more carefully to the patient - treatment should be discussed not just decided on. It should be a two way process. This doctor's not the doctor for me!
- None - he's the best GP I've ever known.
- Returning home some 90 minutes after my knee injection. The knee felt good, I walked 250 yards to a post box (my test track) this was the easiest walk completed on some months.
- He's the best.
- No room for improvement, doctor was excellent, thank you.
- No. He is excellent!
- Very pleased with this doctor. I would prefer to see him rather than anyone else. This is usually very difficult.
- None, excellent as is.
- This doctor has given excellent service and care to me. Improvement is not necessary.
- Couldn't ask for better.
- Highest regard for him so no improvement space.
- Another practitioner - excellent! No improvement required.
- No. Doesn't need to improve always very helpful.
- Very happy with our main doctor.
- No. My doctor always listens and I have been very happy with the treatment I have been given.
- Very pleased with this doctor.
- Couldn't be happier with the doctor and do not think he could improve anything. Best doctor I have ever had.
- None. I'm very happy with this doctor.
- None whatsoever, he is an excellent doctor.
- None. This doctor is consistently excellent.
- This doctor is excellent in every respect.
- Very happy with visits to the practice.
- Doctor is excellent.

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 have felt very well supported by this doctor over the years. He always listens and gives good advice and medical care, and also refers to other agencies (e.g. physio, mental health) when needed.
- Very happy with my doctor.
- This doctor could not be improved. He is excellent.
- Give paper report to patient to go home with and read at leisure.
- None. This doctor is what I would call a real family doctor who provides the time and personal attention which is becoming increasingly rare in the NHS.
- Doctor is very pleasant and very helpful. No improvement needed.
- This doctor is doing a very good job.
- Instead of asking "What can I do for you?" I would feel happier if the doctor had looked up your most recent notes.
- All good.
- The doctor is excellent and reassuring, just keep doing what she is doing.
- This doctor was incredibly helpful.
- None, and she's helping me get my life back on track.
- Lots of big holidays for you all.
- Come across as less stressed.
- Be given more time with each patient so waiting to see doctor would improve.
- Read history/notes rather than asking why visiting especially when you have been asked to visit by them.
- None I can think of; she's very helpful, kind and professional.
- Should explain why (not) they are(n't) offering the treatment they are. They could be more empathetic and informative to put one's mind at ease. They are not rude, but, also not very helpful.
- None. Very polite, patient and helpful and I felt listened to. Thank you doctor!
- None, doctor was very professional and very good.
- No improvement needed - just seen one doctor - they were excellent and I hope they stay on permanently!
- My only negative thoughts are that in my opinion I was not supported by the doctors when my partner was diagnosed dementia and one other thing it would have been kind if I had been asked if I was OK when they died. I do understand that doctors are busy but this was a very stressful time in my life and I struggled.

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 = 211

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	17	89	77	25	3

Value assigned to each rating	0	25	50	75	100	n/a
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$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (17 \times 25) + (89 \times 50) + (77 \times 75) + (25 \times 100)}{(211 - 3)} = 13,150/208$$

Your mean percentage score for Q1 = 63%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents $\frac{1}{4}$ 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	63

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	64	68	73	92

16148

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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

Bovey Tracey & Chudleigh Practice

Riverside Surgery
Le Molay Littry Way
Bovey Tracey
Devon
TQ13 9QP

Practice List Size: 14600

Surveys Completed: 211

has completed the

Improving Practice Questionnaire

Completed January 2019



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.