

Private and Confidential

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Improving Practice Questionnaire Report

Bovey Tracey & Chudleigh Practice

January 2016



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21 January 2016

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=187533>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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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	4	45	125	101	43	4
Q2 Telephone access	32	73	109	71	33	4
Q3 Appointment satisfaction	15	43	100	93	63	8
Q4 See practitioner within 48hrs	49	88	84	58	26	17
Q5 See practitioner of choice	48	85	90	55	23	21
Q6 Speak to practitioner on phone	3	42	114	83	61	19
Q7 Comfort of waiting room	0	23	107	126	59	7
Q8 Waiting time	12	71	114	81	33	11
Q9 Satisfaction with visit	4	8	66	90	146	8
Q10 Warmth of greeting	2	7	57	84	167	5
Q11 Ability to listen	2	10	56	76	164	14
Q12 Explanations	0	10	61	82	158	11
Q13 Reassurance	3	10	64	82	148	15
Q14 Confidence in ability	1	10	56	83	162	10
Q15 Express concerns/fears	4	14	64	81	146	13
Q16 Respect shown	3	7	49	77	177	9
Q17 Time for visit	5	16	63	86	140	12
Q18 Consideration	3	10	64	88	141	16
Q19 Concern for patient	2	9	69	81	147	14
Q20 Self care	2	13	60	90	133	24
Q21 Recommendation	3	16	54	79	155	15
Q22 Reception staff	4	22	78	110	99	9
Q23 Respect for privacy/confidentiality	7	23	75	106	98	13
Q24 Information of services	4	21	98	110	71	18
Q25 Complaints/compliments	9	41	99	75	42	56
Q26 Illness prevention	6	23	111	94	62	26
Q27 Reminder systems	9	21	109	83	74	26
Q28 Second opinion / comp medicine	12	17	91	66	37	99

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

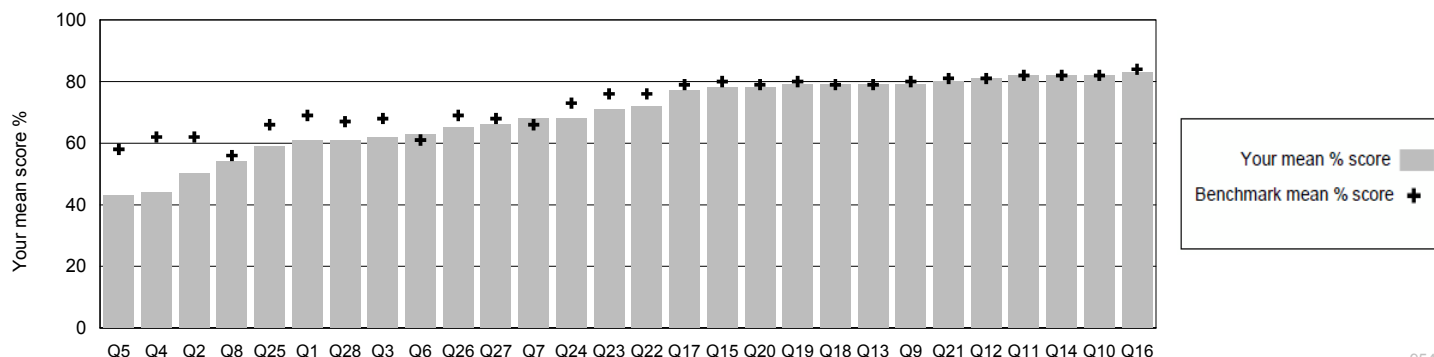
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	69	23	64	68	73	92
Q2 Telephone access	50	62	13	53	63	71	92
Q3 Appointment satisfaction	62	68	23	63	68	74	92
Q4 See practitioner within 48hrs	44	62	18	54	62	70	96
Q5 See practitioner of choice	43	58	22	48	57	65	95
Q6 Speak to practitioner on phone	63	61	25	54	61	67	92
Q7 Comfort of waiting room	68	66	27	60	66	71	90
Q8 Waiting time	54	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	79	80	41	76	81	85	97
Q10 Warmth of greeting	82	82	45	78	82	86	96
Q11 Ability to listen	82	82	46	78	83	87	97
Q12 Explanations	81	81	42	77	81	85	97
Q13 Reassurance	79	79	41	75	80	84	98
Q14 Confidence in ability	82	82	43	79	83	87	99
Q15 Express concerns/fears	78	80	45	76	81	85	96
Q16 Respect shown	83	84	49	80	85	88	98
Q17 Time for visit	77	79	38	75	80	84	96
Q18 Consideration	79	79	41	75	79	83	98
Q19 Concern for patient	79	80	43	76	80	84	97
Q20 Self care	78	79	38	75	79	83	97
Q21 Recommendation	80	81	41	78	82	86	99
About the staff							
Q22 Reception staff	72	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	71	76	43	72	76	80	96
Q24 Information of services	68	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	59	66	31	62	66	70	96
Q26 Illness prevention	65	69	34	64	68	72	96
Q27 Reminder systems	66	68	27	63	68	72	96
Q28 Second opinion / comp medicine	61	67	30	62	67	71	96
Overall score	70	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	61	67	45	64	67	71	78
Q2 Telephone access	50	53	15	46	52	60	77
Q3 Appointment satisfaction	62	64	33	60	64	69	81
Q4 See practitioner within 48hrs	44	56	23	50	56	63	80
Q5 See practitioner of choice	43	48	22	41	48	55	83
Q6 Speak to practitioner on phone	63	57	31	51	57	63	76
Q7 Comfort of waiting room	68	62	47	57	63	68	83
Q8 Waiting time	54	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	79	80	60	76	80	84	94
Q10 Warmth of greeting	82	81	62	78	81	85	95
Q11 Ability to listen	82	82	65	78	82	86	96
Q12 Explanations	81	80	63	76	81	85	95
Q13 Reassurance	79	79	61	75	80	83	94
Q14 Confidence in ability	82	82	65	79	83	86	95
Q15 Express concerns/fears	78	80	62	76	80	84	94
Q16 Respect shown	83	84	68	80	84	87	95
Q17 Time for visit	77	78	59	74	79	83	93
Q18 Consideration	79	78	59	74	78	82	92
Q19 Concern for patient	79	79	60	75	79	83	93
Q20 Self care	78	78	61	74	78	82	92
Q21 Recommendation	80	81	60	78	81	85	95
About the staff							
Q22 Reception staff	72	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	71	72	51	69	72	76	83
Q24 Information of services	68	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	59	62	34	58	62	66	76
Q26 Illness prevention	65	65	42	62	65	68	79
Q27 Reminder systems	66	64	38	60	64	68	80
Q28 Second opinion / comp medicine	61	63	42	60	63	67	77
Overall score	70	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

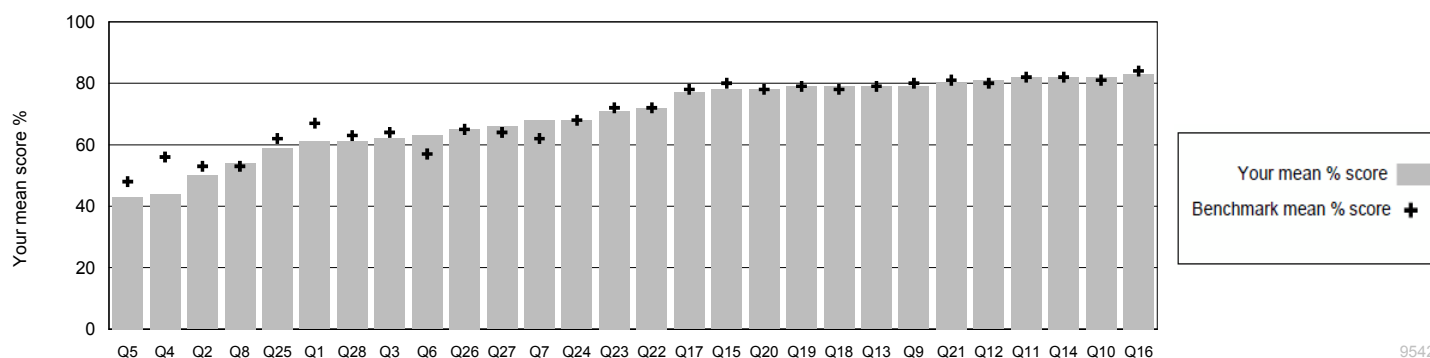
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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	11	65	69	50	65	70	74	83
25 - 59	85	68	70	47	66	70	74	87
60 +	210	70	72	50	69	72	75	85
Blank	16	74	69	51	64	69	74	89
Gender								
Female	177	67	70	48	67	70	74	86
Male	123	74	72	49	68	72	75	84
Blank	22	70	69	49	65	69	74	85
Visit usual practitioner								
Yes	164	73	73	53	70	73	76	86
No	110	67	68	44	64	68	72	84
Blank	48	63	69	47	65	69	74	86
Years attending								
< 5 years	47	69	71	47	67	72	74	88
5 - 10 years	53	73	70	47	66	71	75	86
> 10 years	200	69	71	49	67	71	75	85
Blank	22	68	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

Table 5: Your current and previous mean percentage scores*

	Current scores	06/11/2014	11/12/2013	07/02/2011
Q1 Opening hours satisfaction	61	57	57	67
Q2 Telephone access	50	45	41	55
Q3 Appointment satisfaction	62	54	56	70
Q4 See practitioner within 48hrs	44	35	41	66
Q5 See practitioner of choice	43	37	37	56
Q6 Speak to practitioner on phone	63	57	58	75
Q7 Comfort of waiting room	68	67	66	74
Q8 Waiting time	54	53	56	70
Q9 Satisfaction with visit	79	79	75	89
Q10 Warmth of greeting	82	80	76	90
Q11 Ability to listen	82	80	76	92
Q12 Explanations	81	80	75	89
Q13 Reassurance	79	78	73	88
Q14 Confidence in ability	82	80	76	90
Q15 Express concerns/fears	78	79	74	88
Q16 Respect shown	83	83	79	92
Q17 Time for visit	77	76	71	87
Q18 Consideration	79	77	73	87
Q19 Concern for patient	79	77	73	89
Q20 Self care	78	76	72	87
Q21 Recommendation	80	79	75	89
Q22 Reception staff	72	63	65	73
Q23 Respect for privacy/confidentiality	71	63	65	73
Q24 Information of services	68	61	63	72
Q25 Complaints/compliments	59	55	57	65
Q26 Illness prevention	65	59	61	69
Q27 Reminder systems	66	61	62	70
Q28 Second opinion / comp medicine	61	58	58	69
Overall score	70	66	65	78

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?

- Generally very good. Some services, e.g. chiropody, physio could, perhaps, be more readily available. But NHS I have found to be excellent. I have no complaints!
- To me Bovey Tracey Riverside staff and doctors and nurses are excellent.
- Open the doors of the practice 10 to 15 minutes earlier than the first appointment time so that patients do not have to wait outside in all weathers. Not good for their condition and it does not look very good to see a queue waiting to get in.
- It could be improved by installing another telephone line to give patients a chance of more easily making appointments. It would help, too, if there was more than one receptionist at the front desk to answer queries and make appointments. Finally, if a patient has been referred to a specialist, I feel that they should get 'priority' appointments and not be told they should wait several days to see their GP about the results.
- I had a telephone appointment today which was excellent. I do feel however that the telephone system with children is sometimes a waste of time as the doctor always requests to see them.
- On this visit the reception staff were very helpful and this is very often the case. However, on a couple of occasions when I have tried to make a INR appointment they have not listened to me as I normally have these with the nurse during their normal sessions and not at the INR clinics. These are usually made by the nurse but on occasions the calendar has not been made up.
- Service very good and waiting room very comfortable.
- I am quite happy with the service at my surgery.
- I have had no problems with getting a telephone conversation with my doctor on day I ring. But I have friends who say it does not work for them and they have to wait much longer.
- Q27. Reminder systems for ongoing health checks could be improved. Some nurses give verbal reminders. With others I normally remind myself.
- Automatic doors - hard to open with pushchair/wheelchair.
- Over the years the practice has changed, mainly because of how many more people there are with all the extra housing and I worry we will lose the personal and friendly touch. This has always been there and I for one would hate to see that go.
- Longer appointment times - 10 minutes is not enough.
- Doctors are excellent in my experience, attitude of reception staff can be poor, in particular on the phone.
- Usually I remind myself about ongoing health checks, e.g. tests, hormone injections, though on other occasions the nurse give me an appointment.
- Unable to make early appointment.
- I have hearing problem. Don't always name called.
- Clearly the practice needs more doctors. The waiting time for non-emergency appointments is too long. My last two appointments have been in excess of two weeks. This is mitigated a little by knowing a telephone consultation is fairly prompt.
- With extensive population growth more doctors are needed.
- Give a man and wife the same designated doctor. This would allow doctor and patients to know and understand each other better.
- Always been happy with the care received.
- Quicker appointments to see doctor of choice for continuity. Saturday opening hours. Possible two later nights in weekdays.
- Waiting so long to speak to someone on the phone.
- Not that I can think of.

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?

- Wouldn't it be better to let the visitors queue in the waiting lounge to respect the privacy of those talking to the receptionist. Plus, the current queuing system is blocking the entry and exit points of the building!
- The practice works very well, very helpful.
- Mandatory follow-up by doctor after hospital stay or operation. Reception staff could be more personal.
- I have never had a problem with the service.
- Open weekends.
- Phone calls are sometimes an excuse not to have an appointment when one is quite clearly required.
- Extend out of hours. Although I have said level of comfort in the waiting room is good, I notice some patients find it hard to hear being called by nurse/doctors. Also the higher seated chairs are always more popular!
- Speaking for myself. I have always received excellent help. Cannot fault this practice.
- Only the length of time to get an appointment otherwise excellent.
- Clearly a very busy practice which needs to keep up with demand but as a family we have nothing but praise for the staff.
- Don't keep on about 'online' services replacing REAL people. Customers/patients want to speak/deal with people not machines. Many mature-ish patients don't have online facility. I have it but don't use it - it's always going wrong or confusing.
- Be open evenings and weekends.
- Receptionists are rude at times and unhelpful.
- One doctor is our registered practitioner. Another has provided an excellent service. Very difficult to see our registered practitioner.
- More after 6pm appointment opportunities for working people. Difficult to see the same clinician - usually end up seeing who is available so difficult to build up a relationship.
- Have not been a patient here long enough to make useful comment/suggestion.
- Too many patients for the number of doctors. You need more doctors and nurses for the number of patients.
- No. Considering the workload/strain, the practice keeps high standard of service in all areas - reception, nursing, health and doctor. Receptionists always helpful and courteous. Phone system is fine.
- They all are fine!
- Can't answer Q28, never had cause.
- It is unfortunate that having been allocated a 'named' doctor one has to wait two weeks for a phone call and much longer for a consultation with that particular doctor.
- Sometimes poor reception. Do not like attitude of some receptionists. Why do you not have a better answering phone service - special key for cancellations.
- The practice is clearly busy and overall the reception and nursing staff I have met have been helpful, cheerful and respectful.
- Home visits would be helpful.
- Quite happy with how I have been treated.
- To improve service on seeing a GP. You should not have to give information to receptionist. You should be able to see a GP when necessary.
- You could improve by ensuring all staff greet patients with warm, happy smiles so patients immediately feel welcome and can feel relaxed. No one wants tense, glum, blank faces as a welcome which some of your staff project.

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?

- Sometimes it is hard to get through on the telephone.
- Manner in which particular practitioners dismissed their patients after attending for years of "you must attend", was appalling amounting to abusive. Things have to change but there is no need for aggression.
- Opportunity for longer appointment under some circumstances - defined by patient to fit in with daily running of practice.
- Contact over 65s to arrange regular MOT?
- Certain receptionists are rude on the phone. Hard to see doctors of my choice.
- Opening times could be improved.
- Receptionist more training.
- Drop-in sessions, perhaps a couple of hours in morning possibly twice a week? Would be very helpful re young children. Perhaps one late opening evening, helpful re working parents.
- Very difficult to get appointments, often over seven days. Encouraged to take telephone consultations that are too abrupt, then require me to attend anyway for review or to collect prescription. Then required to book another appointment for a blood test - all very inconvenient for patient (several visits to surgery).
- Longer opening hours, work in day difficult to get appointment quickly.
- Length of time waiting can be long - however it is appreciated that health care cannot be rushed and it is important for doctors to see patients and take time to diagnose.
- The waiting time for an appointment. I can book an appointment for 10:00am and not see the doctor until 10:45-11:00am. When you have other commitments or a small child with you this can be very stressful.
- After having blood tests I was informed I would be contacted if there was a problem. Four months later I was feeling very unwell. It transpired that I should have been given medication previously. Apparently two phone calls were made to me. No messages left. Surely this should have been followed up with a letter.
- Higher chairs please. Text reminder app. Service is brilliant. Do not think it can be improved.
- Overall very satisfactory.
- Not specifically this practice but generally GP practice opening hours are dreadfully restricted and definitely lead to inc. A&E admissions which are unnecessary but there is no alternative. National issue I know, plus NHS England is useless.
- Fantastic practice just like everyone in the NHS overworked!
- Waiting time for an appointment is abysmal.
- Internet booking system. Internet repeat prescription system.
- Yes more staff.
- I believe that you require extra funding to maintain standards bearing in mind the population increase in the area. Do hope that you achieve this.
- To be given appointment when you are actually ill, and not when the receptionist decides to fit you in. More privacy when discussing case with reception.
- Someone to be on duty at lunchtime 1-2 to enable enquiries.
- To avoid queuing up to book in if you are disabled.
- Perhaps introduce a Saturday service.
- I have not been here long but impressed with respect I have been given.
- The telephone service response could be greatly improved.

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?

- Possible opening reception during lunch hour.
- Doctors at Tower House Surgery are excellent. Reception staff are responsive to our needs and show excellent care and understanding.
- An elderly relative was staying and became unwell. An extremely friendly and efficient service resulted in an excellent outcome. Could not praise more highly.
- How the staff speak to you on the phone. The length of time it takes to get a phone call from doctor.
- Your telephone answering - to book to see doctor takes forever.
- I was told there were no appointments either face-to-face or by phone for a whole week. That is an issue. Also confused over not being able to make an appointment days in advance but can on the day?
- The length of time booking appointments. I feel one month in advance is bad when you can't make an appointment the doctor has requested.
- Access to appointments with your own doctor to be improved.
- Follow-up for regular diabetes tests, am borderline, never had a reminder re blood tests.
- Sometimes it is difficult to get the receptionist to understand urgency of situation but on the whole they are very good.
- Online request for doctor to call (reviewed and then called back)? to save waiting in reception telephone queue.
- No all good.
- Satisfied with practice.
- Get someone to answer phones promptly.
- I had a heart attack. The team here were brilliant!
- Receptions and telephone staff are sometimes a road block.
- Seats in waiting room on the low side.
- Quicker booking appointments to see doctor.
- More out of working hours appointment opportunities would be great but I know how difficult that is.
- Rudeness of one of the receptionists.
- First class service.
- Most receptionists are very helpful and considerate a few are haughty and totally inconsiderate, forgetting that the person calling is probably very anxious. A cheery greeting is essential.
- Be more proactive in offering appropriate screening, e.g. prostate, 'well man' etc. I've had neither of these offered in several years at the practice, despite being in my 60s.
- From a woman's point of view, if a male doctor does not want to examine a lady he should refer her to a lady doctor ASAP and not waste time by giving stupid diagnosis, that can cause unnecessary worry!

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?

- None. I received excellent service.
- I wish it was easier and quicker to see this doctor. But he is so good that I understand a lot of patients wish to consult him.
- I am sure this doctor is an excellent doctor and his patients rate him highly.
- No improvements needed. I have always found him most helpful and reassuring and would always recommend this doctor to anyone new to area.
- None - I have always had a most favourable opinion since we first met.
- Should be given more time with each patient same doctor for continuity.
- Nope!
- This was my second appointment with this doctor, but he had prepared thoroughly for it and I was well satisfied.
- None at all! In my opinion he is an excellent doctor who explains matters very clearly, is reassuring and has a naturally friendly manner.
- This doctor is new to me.
- The way in which this doctor conducts his surgery is first class. Many thanks.
- Doctors need more time to concentrate properly on the patients. At the moment they seem to race against the time!
- I have seen this doctor a few times now and he has been a good listener, very helpful and good advice.
- For me this doctor is perfect.
- Very professional at all times and human!
- Explain in advance why you have delayed the appointment. We are all human and just appreciate the understanding.
- I can't see how this doctor could possibly improve!
- Not really as my doctor is excellent.
- I am delighted and I hope he continues to be himself.
- This doctor receives me with great care and courtesy! I am fully appreciative of his care and treatment etc, and thank him very kindly.
- Have one doctor available at all times to provide a first come first served waiting service - just like the 'old days'.
- Seems ok, would like to try and make her my 'usual' clinician but probably won't be able to.
- Variable.
- Give doctors and nurses more hours to relax and time off they are under too much stress and time for patients.
- No. Can always get appointment if really urgent and doctors are patient, listen, informed, up to date. First class service.
- They all are fine!
- All excellent.
- The nurses can sometimes be brusque.
- I think do a very good job, considering pressure of time and increasing population. Thank you!

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?

- The doctor I spoke to with regard to discussing results of blood tests that were done following an appointment with another doctor was offhand, disinterested and generally not interested in helping me. On asking for further help I was told to make an appointment with the first doctor. Little wonder that my mother's cancer was not picked up by that doctor and months later a different doctor listened to her - but all too late. She died.
- Very satisfactory.
- My husband has had serious problems but it never seems important to get an appointment this needs to improve at the practice.
- The consultation with the doctor gave me great cause for concern. After a brief somewhat terse attempt to communicate in the corridor and a quick fire question in the room about why I was there, following my fairly short response I was then subjected to the doctor unloading their anxiety about their own ability to manage their consultation list of patients, "I've only got ten minutes", "You must be brief", "There are people sitting in the waiting room"! This was early in the morning. I'd only spoken a few words. A few months ago I accompanied another patient to see this doctor and they got the same behaviour demonstrated. This is a doctor under stress. There was no attempt at a calm, caring approach rather who can I fob them off on to as quickly as possible so I can get the next one in. Having taught GPs in training consultation skills I would have loved a video of that consultation to share with them.
- For some appointments more time is needed as often there is more than one problem 20 minutes instead of 15.
- Later opening hours for people with jobs!
- Listen when questions are being asked or when patients are unsure, patients don't have opportunity to say if anything else is wrong physically or mentally.
- No, all good.
- Doctors are brilliant.
- More staff would mean doctors would have time to read a patient's notes before they see them. Then they would not make assumptions.
- No - excellent service.
- None - have been extraordinarily fortunate to be recommended to be one of the doctor's patients on moving here many years ago, already with several chronic health problems. As a practitioner, I can appreciate the skill, care and dedication shown by my GP and this practice I would rate them as 15 out of 10!
- All members of staff are very helpful.
- They are excellent just give them more help and time.
- Making it easier to make an appointment.
- The practice does an excellent job under great pressure, which will no doubt increase with the new housing being built.
- None - one doctor is an absolute gem!
- First class service.
- I do realise the surgery is very busy, but we are all human beings with feelings. Even if doctors go to work after a row with the wife, they should treat everyone with patience and kindness.

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 = 322

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	45	125	101	43	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (45 \times 25) + (125 \times 50) + (101 \times 75) + (43 \times 100)}{(322 - 4)} = 19,250/318$$

Your mean percentage score for Q1 = 61%

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	61

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

9541

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Bovey Tracey & Chudleigh Practice

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

Practice List Size: 14500

Surveys Completed: 322

has completed the

Improving Practice Questionnaire

Completed January 2016



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.