

Private and Confidential

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Improving Practice Questionnaire Report

Bovey Tracey & Chudleigh Practice

January 2020



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08 January 2020

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=235977>

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

Yours sincerely

CFEP UK Surveys 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	2	8	53	73	43	2
Q2 Telephone access	4	25	53	61	38	0
Q3 Appointment satisfaction	6	16	50	55	52	2
Q4 See practitioner within 48hrs	26	36	47	40	28	4
Q5 See practitioner of choice	26	48	38	41	20	8
Q6 Speak to practitioner on phone	4	16	58	52	44	7
Q7 Comfort of waiting room	0	8	52	73	45	3
Q8 Waiting time	5	33	56	59	24	4
Q9 Satisfaction with visit	0	3	15	56	104	3
Q10 Warmth of greeting	0	0	15	55	111	0
Q11 Ability to listen	0	1	12	45	123	0
Q12 Explanations	0	5	12	55	109	0
Q13 Reassurance	0	4	14	55	104	4
Q14 Confidence in ability	0	3	14	51	113	0
Q15 Express concerns/fears	0	3	18	47	109	4
Q16 Respect shown	0	0	10	47	124	0
Q17 Time for visit	0	2	27	48	104	0
Q18 Consideration	0	4	18	54	101	4
Q19 Concern for patient	0	4	18	49	106	4
Q20 Self care	0	3	22	55	96	5
Q21 Recommendation	0	2	18	48	109	4
Q22 Reception staff	0	8	39	62	66	6
Q23 Respect for privacy/confidentiality	0	10	41	51	74	5
Q24 Information of services	2	10	41	61	57	10
Q25 Complaints/compliments	4	13	47	61	35	21
Q26 Illness prevention	2	8	57	59	43	12
Q27 Reminder systems	6	9	51	49	56	10
Q28 Second opinion / comp medicine	2	7	47	46	39	40

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)		Benchmark data (%)*					
			National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice								
Q1 Opening hours satisfaction	71		68	44	64	68	73	92
Q2 Telephone access	64		61	21	51	62	71	97
Q3 Appointment satisfaction	68		68	36	63	68	74	96
Q4 See practitioner within 48hrs	51		60	24	52	60	68	98
Q5 See practitioner of choice	47		56	24	47	56	65	97
Q6 Speak to practitioner on phone	67		61	27	54	61	67	89
Q7 Comfort of waiting room	72		66	38	61	66	72	89
Q8 Waiting time	59		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	87		82	51	78	82	87	98
Q13 Reassurance	87		80	50	76	81	86	97
Q14 Confidence in ability	88		83	51	79	84	88	98
Q15 Express concerns/fears	87		81	50	77	82	86	97
Q16 Respect shown	91		85	51	81	85	89	98
Q17 Time for visit	85		80	47	76	81	85	97
Q18 Consideration	86		80	50	75	80	85	96
Q19 Concern for patient	86		80	50	76	81	85	97
Q20 Self care	85		80	50	76	80	84	95
Q21 Recommendation	87		82	48	78	83	87	98
About the staff								
Q22 Reception staff	77		77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	77		77	52	72	76	81	98
Q24 Information of services	74		73	47	69	73	78	95
Finally								
Q25 Complaints/compliments	67		67	41	62	67	72	91
Q26 Illness prevention	70		69	45	65	69	73	94
Q27 Reminder systems	70		69	43	63	69	73	93
Q28 Second opinion / comp medicine	70		68	43	63	68	72	92
Overall score	76		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

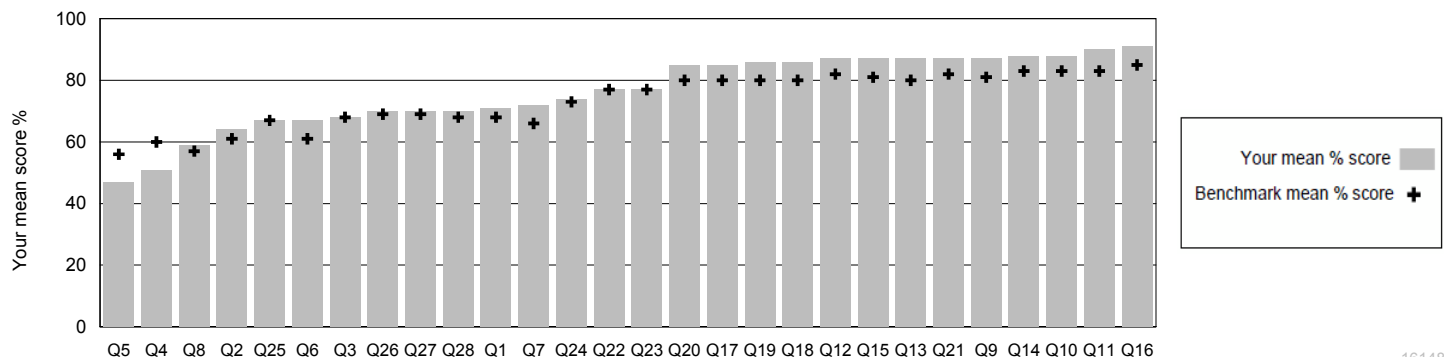
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*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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



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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	71	66	49	62	66	71	81
Q2 Telephone access	64	52	21	44	51	61	84
Q3 Appointment satisfaction	68	65	36	59	65	70	81
Q4 See practitioner within 48hrs	51	54	26	46	53	61	83
Q5 See practitioner of choice	47	47	24	39	45	54	80
Q6 Speak to practitioner on phone	67	58	33	51	57	63	83
Q7 Comfort of waiting room	72	64	46	60	64	68	77
Q8 Waiting time	59	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	87	83	61	78	83	88	94
Q13 Reassurance	87	81	59	77	82	86	93
Q14 Confidence in ability	88	84	62	80	85	89	95
Q15 Express concerns/fears	87	82	60	78	83	87	93
Q16 Respect shown	91	85	68	82	87	90	96
Q17 Time for visit	85	80	57	76	82	86	92
Q18 Consideration	86	80	59	76	81	85	93
Q19 Concern for patient	86	81	59	76	82	87	93
Q20 Self care	85	80	58	75	81	85	92
Q21 Recommendation	87	83	58	78	84	88	94
About the staff							
Q22 Reception staff	77	73	58	70	73	77	87
Q23 Respect for privacy/confidentiality	77	73	57	70	73	77	88
Q24 Information of services	74	69	51	66	69	73	84
Finally							
Q25 Complaints/compliments	67	63	41	59	63	67	77
Q26 Illness prevention	70	66	45	62	65	70	78
Q27 Reminder systems	70	66	43	61	65	70	81
Q28 Second opinion / comp medicine	70	64	43	60	64	69	78
Overall score	76	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

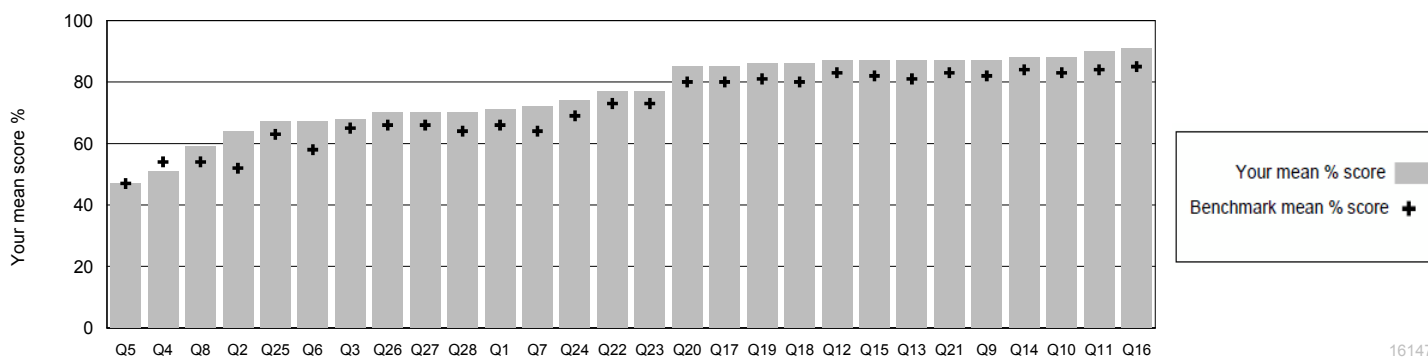
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*Benchmarks are based on data from 174 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 55,110 patient questionnaires.

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	8	81	72	55	67	72	76	93
25 - 59	58	76	71	50	66	71	76	87
60+	108	77	73	47	68	73	76	86
Blank	7	75	70	48	65	70	75	89

Gender

Female	111	76	71	48	67	72	76	84
Male	61	77	73	53	69	73	77	85
Blank	9	77	70	48	65	70	76	85

Visit usual practitioner

Yes	82	78	74	55	70	75	78	85
No	80	75	69	44	64	70	74	82
Blank	19	75	70	50	65	70	75	88

Years attending

Less than 5 years	36	80	73	57	68	73	77	86
5 - 10 years	34	78	71	49	66	72	76	89
More than 10 years	104	75	72	47	67	72	76	85
Blank	7	82	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	03/12/2018	15/01/2018	21/12/2016
Q1 Opening hours satisfaction	71	63	64	67
Q2 Telephone access	64	57	60	61
Q3 Appointment satisfaction	68	67	63	66
Q4 See practitioner within 48hrs	51	49	44	50
Q5 See practitioner of choice	47	43	44	52
Q6 Speak to practitioner on phone	67	65	65	66
Q7 Comfort of waiting room	72	68	68	67
Q8 Waiting time	59	57	52	57
Q9 Satisfaction with visit	87	87	83	84
Q10 Warmth of greeting	88	88	86	84
Q11 Ability to listen	90	90	87	86
Q12 Explanations	87	88	86	84
Q13 Reassurance	87	86	83	82
Q14 Confidence in ability	88	89	87	84
Q15 Express concerns/fears	87	88	84	84
Q16 Respect shown	91	90	88	87
Q17 Time for visit	85	85	83	82
Q18 Consideration	86	85	83	83
Q19 Concern for patient	86	85	85	83
Q20 Self care	85	83	84	81
Q21 Recommendation	87	87	86	85
Q22 Reception staff	77	74	75	75
Q23 Respect for privacy/confidentiality	77	73	75	73
Q24 Information of services	74	69	73	70
Q25 Complaints/compliments	67	64	65	64
Q26 Illness prevention	70	65	68	65
Q27 Reminder systems	70	69	72	65
Q28 Second opinion / comp medicine	70	63	65	67
Overall score	76	74	74	74

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?

- Most of my appointments are running behind, which leads me waiting for my actual appointment around 20-30 minutes. The booking-in screen states "one appointment before me" yet six or seven people are being called in before me.
- Consistent GP for babies/children would be beneficial rather than seeing a different doctor each appointment.
- Take pressure off staff with more doctors and/or more time to deal with patients if time is needed.
- All absolutely brilliant.
- I have always had excellent service - thank you.
- I do not agree with the changes made to the way the heart clinic is now operated. The "old" system required patients to have blood test two weeks prior to heart clinic appointment, then the nurse advised patients of results at the heart clinic appointment, along with any health changes deemed necessary. The "new system" now requires patients to phone surgery requesting a face-to-face appointment or telephone appointment with their GP, this to me is increasing the workload of our hard-pressed GPs. Please reconsider reverting back to the "old" system. In order to keep continuity of care patients have been advised to make appointments with their registered GP (I was, several years ago). Problem is the amount of time one has to wait to see registered GP is getting longer and longer - as long as five weeks - which is not acceptable. My suggestion would be, employ another GP who could have patients who registered after, say 3-4 years ago, to be registered with a new GP. With the current expansion of housing in Bovey Tracey, I fail to see how the practice is going to cope with all the extra patients, it is going to need either more GPs or GPs working even longer hours, along with nurses and other practice staff, which probably is not going to be liked by the practice staff.
- My appointment was for 3:10pm, we arrived at 3:00pm and could not register myself so saw receptionist who agreed my appointment was at stated above, but a different day and time in the computer. Just a blip but we were still seen albeit 30 minutes. No problem.
- Nothing of note. Very satisfied in general.
- I get a flu jab annually but I never know if it is helpful or not - I don't get flu - I am generally very healthy. It would be nice to know stats on how many patients who get flu jab actually do then get flu later.
- More care needed with repeat prescriptions to be correct when collected from the surgery.
- Unable to answer "Finally" section as I am unaware of complaints procedure and do not get called for check-ups. When I've asked for them and results come back slightly abnormal I am not called again for re-check.
- Don't change anything - especially re telephone system for appointments. Can always get to speak to a doctor, reception staff great, helpful and generally can see a doctor same day if urgent.
- Frustration in getting appointment with doctor with whom I am registered.
- Proactive care for men over 50 non-existent (in my experience). Ability to see doctors with specific specialisms poor, especially if cross-practice (i.e. registered in Chudleigh - doctor in Riverside).
- To be able to make an appointment a week or more in advance for non-urgent help!
- Trying to get an appointment is a nightmare, cannot usually see your own doctor who knows about you.
- Hopefully now prime minister and newly elected MPs will provide funding necessary to NHS.
- I find everything was done to put me at ease and treatment given was excellent.
- It does its best with the pressures/numbers of patients it has to deal with.
- I have very high opinion of the doctors, nurses and staff at both Tower House and Riverside surgeries.
- Telephone wait times. Appointment wait time. Having an on-call/emergency doctor who only does that.
- A water dispenser in waiting area please.

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?

- Earlier (8:00am) opening. More future bookable appointments - but not 3/4 weeks time (what's available when I call this week?).
- More privacy by the reception please.
- Ability to see a doctor sooner! To have to wait 4-6 weeks for an appointment is far too long.
- I do find it a problem trying to get through on the telephone sometimes especially when I am 9th in the queue, and can't afford the time to hang on, and then appointments are gone, when I phone later.
- I am very pleased with my doctor as they are very easy to talk to.
- Length of time before being able to see doctor of choice.
- Waiting times can be very long in waiting room. I have previously waited 45-60 minutes for an appointment once. Though I understand how difficult it is to keep to schedule due to patient issues.
- More evening surgeries for appointments for people who need to see/speak to a doctor and cannot get time off work.
- What a great team. All my dealings with the practice have been excellent.
- More GPs as I had to wait three weeks to see a female GP although I appreciate I could have had an appointment sooner with any GP. Not fault of surgery but national NHS problems! Excellent surgery and staff.
- It would be beneficial if you could see the same doctor each time.
- As with most the NHS, there is a shortage of enough doctors, so there can be long waits for an appointment. I assume it is due to funding shortages.
- Perhaps more GPs. Availability is terrible to see any doctor, also the doctor you need/want. Continuity of care is really important, we are human beings! Receptionists make you feel like an inconvenience and shouldn't be trying to get an appointment.
- Being able to make an appointment in advance when requested by GP, e.g. one month in advance.
- Very good.
- I can only say that I have experienced first class service. Numbers 24, 25, 26 and 28 have not been answered as I have no experience of these. Extra parking is only request I make.
- I have no complaints about the practice. I feel lucky to have such an excellent practice for my medical care.
- Improve waiting room.
- I've been ill on and off for many years! The practice in general is fantastic and the doctors particularly my own are the best I've worked with.
- Very satisfied with the practice.
- As the great pressure the practice is under I cannot see how you could do a better job.
- I cannot see how its service can improve, because there are just so many people living in Bovey, with lots more to come, because of all the new building going on.
- I don't have any concern, I find staff to be helpful.
- More opportunities for patients to give positive feedback.
- The chairs in waiting room very low, difficult for people with mobility problems. Access to upstairs very difficult.
- Length of time to see doctor of choice.
- Difficult getting through sometimes and long wait for doctor, not knowing if symptoms are urgent or not.
- The availability of seeing the doctor of one's choice on a regular basis.

Your patient feedback

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

Any comments about how this practice could improve its service?

- I have always found this practice excellent.
- On occasions messages left by telephone have not been passed on, and test results have not been sent on to Exeter consultants when requested.
- When needed am generally more than happy with service provided.
- Booking in area too open not private enough.
- Open at lunchtimes to help when working.
- I assume Q25-28 is good or better. I have no information. Otherwise no complaints at all.
- I feel very fortunate to be a patient at this practice, I am always treated with courtesy and respect.
- Excellent, always been extremely kind and helpful, I'm very happy with how things are.
- Services by this practice are excellent including doctors, nurses and receptionists.
- None really, always found the staff very helpful and friendly.
- Text to inform me of increased waiting time at surgery.
- Sometimes hard to get hold of reception.

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?

- Listen to patient.
- Please stay as you all are.
- All absolutely brilliant.
- I have always been very impressed with the service/care I have received at Bovey or Chudleigh Practice and I have been a patient there for many years. Thank you all very much.
- Made aware of Facebook that GP surgery was asked to help in an RTA in town but GP was unavailable to attend. This worries me.
- No - great.
- I find the nurses are more helpful than the doctor.
- The medical competence of the doctors and nurses is very good but the system supporting them - i.e. money and resources is not sufficient.
- Keep up the good work and fight the desire to retire early - (if unhappy write to Boris).
- No this doctor is always caring and helpful, always makes me feel comfortable and heard and understood.
- None. This doctor was caring, listened well, was very happy to meet them.
- No, this doctor is amazing.
- No stay the way they are.
- Read through notes before seeing patient as to why they are coming in.
- Doctor was excellent and understanding.
- Sorry but I cannot think of any way this doctor could improve. I like this doctor very much and feel safe with them and their advice.
- This doctor - fantastic doctor no complaints at all.
- Very good.
- No improvement required.
- Have always experienced excellent consideration, service and professionalism.
- A truly excellent GP in all respects of my care and treatment.
- No - very good warm and professional approach.
- A kind caring person.
- This doctor could not have been more helpful.
- No improvement needed.
- This doctor cannot improve they are excellent in every way.
- The doctors I see are excellent.
- This doctor listened well and offered a range of suitable solutions.
- This doctor does not need to improve by far the best GP I have seen and takes their time to either listen or explain so it is easier to understand.
- No this doctor is first class very caring, listens to your problems and never rushes you. Have already recommended this doctor to friends.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- I am very impressed with this doctor.
- Carry on doing a brilliant job! A lovely caring doctor.
- Excellent doctor.
- Not really! I have every confidence in their ability and find them very honest and supportive.
- I am very happy with the doctor seen today, and have no issues with their practice/conduct. Well done.
- No, I haven't met this doctor previously but they listened to what I had to say, was very thorough in checking my notes, and gave me good advice. Very satisfied with my consultation.
- Another 10 of them! They are always so nice, but must be hard pushed.
- Doctor very good.
- As above, have always found the doctors in this surgery very good.
- Great bedside manner and put the patient completely at ease throughout the appointment, so very little to improve upon.

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 = 181

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	8	53	73	43	2

Value assigned to each rating	0	25	50	75	100	n/a
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$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (8 \times 25) + (53 \times 50) + (73 \times 75) + (43 \times 100)}{(181 - 2)} = 12,625/179$$

Your mean percentage score for Q1 = 71%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Question	Your mean score (%)
Q1 Opening hours satisfaction	71

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

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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.

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: 14562

Surveys Completed: 181

has completed the

Improving Practice Questionnaire

Completed January 2020



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.