

Private and Confidential

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Improving Practice Questionnaire Report

Bovey Tracey & Chudleigh Practice

November 2014



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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.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=176962>

Please contact the office on 0845 5197493 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': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	6	74	170	107	42	6
Q2 Telephone access	48	112	137	73	27	8
Q3 Appointment satisfaction	33	72	144	100	51	5
Q4 See practitioner within 48hrs	94	135	88	45	21	22
Q5 See practitioner of choice	83	135	103	42	25	17
Q6 Speak to practitioner on phone	12	67	151	111	45	19
Q7 Comfort of waiting room	4	19	140	164	70	8
Q8 Waiting time	12	78	181	84	30	20
Q9 Satisfaction with visit	1	6	76	154	152	16
Q10 Warmth of greeting	3	3	77	140	171	11
Q11 Ability to listen	4	8	68	136	172	17
Q12 Explanations	1	7	71	144	158	24
Q13 Reassurance	1	13	71	148	151	21
Q14 Confidence in ability	1	5	70	145	168	16
Q15 Express concerns/fears	2	13	69	139	154	28
Q16 Respect shown	1	3	56	142	185	18
Q17 Time for visit	4	15	79	147	143	17
Q18 Consideration	1	5	92	132	132	43
Q19 Concern for patient	1	11	86	131	141	35
Q20 Self care	1	9	89	125	127	54
Q21 Recommendation	2	4	85	127	152	35
Q22 Reception staff	11	47	117	149	62	19
Q23 Respect for privacy/confidentiality	11	36	141	130	60	27
Q24 Information of services	5	47	146	122	51	34
Q25 Complaints/compliments	20	55	128	96	30	76
Q26 Illness prevention	8	41	160	112	40	44
Q27 Reminder systems	19	48	118	115	64	41
Q28 Second opinion / comp medicine	10	34	112	75	29	145

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

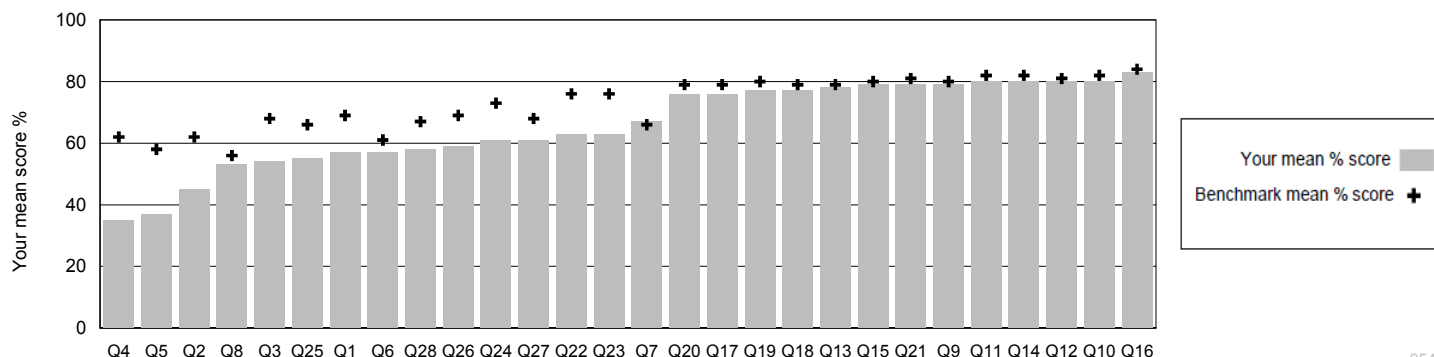
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	57	69	23	64	68	73	92
Q2 Telephone access	45	62	13	53	63	71	92
Q3 Appointment satisfaction	54	68	23	63	68	74	92
Q4 See practitioner within 48hrs	35	62	18	54	62	70	96
Q5 See practitioner of choice	37	58	22	48	57	65	95
Q6 Speak to practitioner on phone	57	61	25	54	61	67	92
Q7 Comfort of waiting room	67	66	27	60	66	71	90
Q8 Waiting time	53	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	79	80	41	76	81	85	97
Q10 Warmth of greeting	80	82	45	78	82	86	96
Q11 Ability to listen	80	82	46	78	83	87	97
Q12 Explanations	80	81	42	77	81	85	97
Q13 Reassurance	78	79	41	75	80	84	98
Q14 Confidence in ability	80	82	43	79	83	87	99
Q15 Express concerns/fears	79	80	45	76	81	85	96
Q16 Respect shown	83	84	49	80	85	88	98
Q17 Time for visit	76	79	38	75	80	84	96
Q18 Consideration	77	79	41	75	79	83	98
Q19 Concern for patient	77	80	43	76	80	84	97
Q20 Self care	76	79	38	75	79	83	97
Q21 Recommendation	79	81	41	78	82	86	99
About the staff							
Q22 Reception staff	63	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	63	76	43	72	76	80	96
Q24 Information of services	61	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	55	66	31	62	66	70	96
Q26 Illness prevention	59	69	34	64	68	72	96
Q27 Reminder systems	61	68	27	63	68	72	96
Q28 Second opinion / comp medicine	58	67	30	62	67	71	96
Overall score	66	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	57	67	45	64	67	71	78
Q2 Telephone access	45	53	15	46	52	60	77
Q3 Appointment satisfaction	54	64	33	60	64	69	81
Q4 See practitioner within 48hrs	35	56	23	50	56	63	80
Q5 See practitioner of choice	37	48	22	41	48	55	83
Q6 Speak to practitioner on phone	57	57	31	51	57	63	76
Q7 Comfort of waiting room	67	62	47	57	63	68	83
Q8 Waiting time	53	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	79	80	60	76	80	84	94
Q10 Warmth of greeting	80	81	62	78	81	85	95
Q11 Ability to listen	80	82	65	78	82	86	96
Q12 Explanations	80	80	63	76	81	85	95
Q13 Reassurance	78	79	61	75	80	83	94
Q14 Confidence in ability	80	82	65	79	83	86	95
Q15 Express concerns/fears	79	80	62	76	80	84	94
Q16 Respect shown	83	84	68	80	84	87	95
Q17 Time for visit	76	78	59	74	79	83	93
Q18 Consideration	77	78	59	74	78	82	92
Q19 Concern for patient	77	79	60	75	79	83	93
Q20 Self care	76	78	61	74	78	82	92
Q21 Recommendation	79	81	60	78	81	85	95
About the staff							
Q22 Reception staff	63	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	63	72	51	69	72	76	83
Q24 Information of services	61	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	55	62	34	58	62	66	76
Q26 Illness prevention	59	65	42	62	65	68	79
Q27 Reminder systems	61	64	38	60	64	68	80
Q28 Second opinion / comp medicine	58	63	42	60	63	67	77
Overall score	66	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

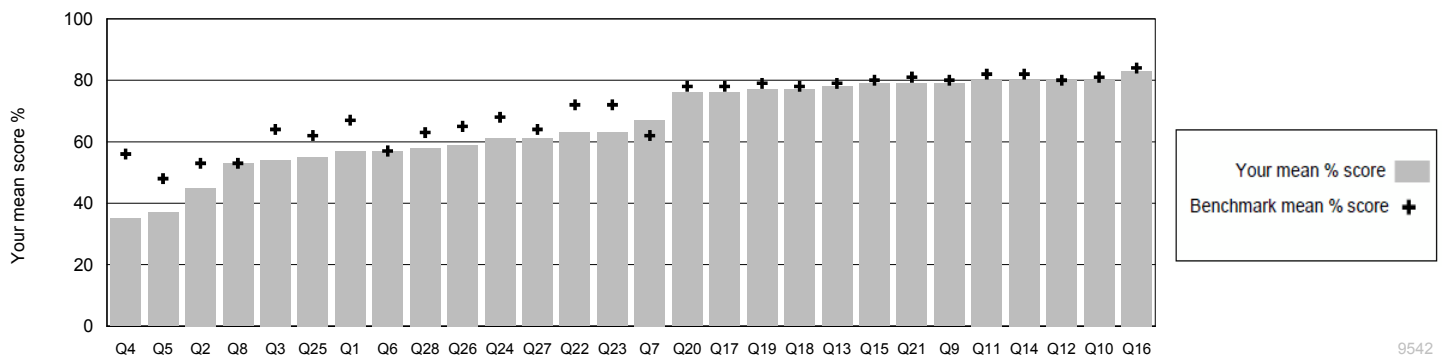
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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	16	64	69	50	65	70	74	83
25 - 59	150	66	70	47	66	70	74	87
60 +	218	66	72	50	69	72	75	85
Blank	21	65	69	51	64	69	74	89
Gender								
Female	230	65	70	48	67	70	74	86
Male	146	68	72	49	68	72	75	84
Blank	29	68	69	49	65	69	74	85
Visit usual practitioner								
Yes	203	68	73	53	70	73	76	86
No	139	63	68	44	64	68	72	84
Blank	63	65	69	47	65	69	74	86
Years attending								
< 5 years	79	70	71	47	67	72	74	88
5 - 10 years	65	68	70	47	66	71	75	86
> 10 years	233	64	71	49	67	71	75	85
Blank	28	67	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	11/12/2013	07/02/2011	01/02/2010
Q1 Opening hours satisfaction	57	57	67	69
Q2 Telephone access	45	41	55	56
Q3 Appointment satisfaction	54	56	70	72
Q4 See practitioner within 48hrs	35	41	66	69
Q5 See practitioner of choice	37	37	56	58
Q6 Speak to practitioner on phone	57	58	75	72
Q7 Comfort of waiting room	67	66	74	75
Q8 Waiting time	53	56	70	68
Q9 Satisfaction with visit	79	75	89	86
Q10 Warmth of greeting	80	76	90	86
Q11 Ability to listen	80	76	92	88
Q12 Explanations	80	75	89	87
Q13 Reassurance	78	73	88	85
Q14 Confidence in ability	80	76	90	88
Q15 Express concerns/fears	79	74	88	84
Q16 Respect shown	83	79	92	88
Q17 Time for visit	76	71	87	83
Q18 Consideration	77	73	87	84
Q19 Concern for patient	77	73	89	84
Q20 Self care	76	72	87	83
Q21 Recommendation	79	75	89	87
Q22 Reception staff	63	65	73	74
Q23 Respect for privacy/confidentiality	63	65	73	73
Q24 Information of services	61	63	72	69
Q25 Complaints/compliments	55	57	65	66
Q26 Illness prevention	59	61	69	71
Q27 Reminder systems	61	62	70	68
Q28 Second opinion / comp medicine	58	58	69	66
Overall score	66	65	78	77

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?

- Make it easier to contact the surgery by telephone, e.g. amount of time wasted trying to get through.
- Practice should be open all through lunch time.
- See patients every Saturday and on more evenings.
- On the whole, it is very good but sometimes you have to wait a week for an appointment.
- Previously tried to speak to someone in charge with regard to my ongoing treatment and lack of help. No one would speak to me. Receptionist called a lady within the practice who said she does not deal with complaints. Some of the receptionists very uncaring.
- In general you need more time to discuss problems with doctor.
- GP services need to be available 8-8 and Saturdays to take account of the needs of working people. Early morning (8-9) and later (5-8) should be reserved for working people. I appreciate this is subject to funding constraints.
- It takes about three weeks to get an appointment with the doctor request and some of the receptionists are very rude and unhelpful, in fact they can be awkward.
- In the past I've found it very difficult to get through on the phone, but it was okay this time.
- Get rid of certain receptionists who are rude and not obliging - having to go through so many checks to get an appointment is ridiculous, even telephone consultation.
- Seems difficult to get an appointment compared to recent past.
- Reliability of repeat prescriptions is patchy. Sometimes items are missed.
- I was kept waiting for my appointment for 20 minutes - this was an 8:40 appointment and if I had been rushing to work there would have been a problem. Lack of a friendly face when you book in makes the surgery seem impersonal. I have struggled to get through on the phone.
- The service in all departments has been excellent. Thank you.
- Totally satisfied with the practice.
- I don't like the telecom speaker thing as when it's busy it's really hard to hear, especially when sat in the children's area.
- Times of appointments are hard for those of us trying to work. Very few Saturday appointments. The change of doctors and lack of stability in this practice is worrying for a new patient.
- Q27 - non existent.
- Stop the telephone consultations, sometimes you need that face to face contact with your doctor for peace of mind, diagnosis, examination, etc. The telephone system is a waste of resources!
- Please just maintain these standards when Bovey's population increases.
- This visit was good, however previously I have not been impressed with the attitude of reception when they had wrongly booked my appointment nor the telephone appointment I had booked which didn't happen because the doctor was ringing the wrong number!
- At times receptionists are quite abrupt.
- Could have a surgery at weekends.
- Inform patient if appointment time whilst in the waiting room is over 5-10 minutes.
- Staggered reception service to cover lunch period. It would be useful if the reception staff were available to book appointments I get test results etc. Both Chudleigh and Bovey shut at the same time so 'workers' can't easily get help in these hours.
- Waiting time to see a doctor in person seems long. Postal notice of health reminders is rare. In general, I believe individuals are not told what they are entitled to at the NHS - information should be more attainable.

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?

- Much as I appreciate the difficulty with lack of physical space at the entrance/reception waiting area, the lack of it impacts on confidentiality. Interpersonal space - cross infection. New waiting position for phlebotomist is now better than in main waiting room.
- More doctors needed for the size of the population of the area.
- My appointment was 9:20 and I was seen at 9:45. Would prefer to be seen on time or notified running late. Longer opening times/weekends for working people.
- It is sometimes difficult to get through on the phone and you have to try a couple of times. It's not always appropriate to explain to reception why you need to see a doctor (or speak to one). Other than that I would say that the doctors and receptionists are very nice and helpful.
- The reception staff seem 'defensive' in their approach (with the exception of one who made my latest appointment by phone). By phone and in person they seem to cause problems, not resolve them!
- Overall I am very pleased with the practice.
- Maybe have a little monthly/quarterly newsletter with stories and advice, different topics according to season, e.g. winter - how to protect against cold and flu.
- Quite dark in waiting room as a bulb had blown.
- Sometimes hard to get appointment, some receptionists are abrupt, having to give medical information to receptionists, I find is not ethical.
- Being able to book appointments when needed and not having to wait for weeks would be much better.
- Open Saturday mornings, otherwise generally good.
- Book appointments further in advance.
- Keep the early morning appointments for working people, who have to get to work (not OAPs).
- Possibly a few more doctors and fewer patients!
- This appointment was fine, but in past we have found it difficult to get through on the phone. One point is that even this time I didn't have the option of a face to face appointment first, only a phone call, even though I said I wanted a doctor to look at something - so I have to have both - it seems like a waste of the phone call.
- Answer the phone quicker. Doctor phone is more available and quicker. Time cut down to see a doctor. Reception staff more efficient and make less mistakes.
- Allow patients to see a doctor if that's what they would like, particularly if records show they are not regular visitors to the practice. Open later for full time workers, who struggle to get time off work for appointments.
- Earlier appointments. Easier to speak on phone.
- By staying open all day. By not diagnosing by telephone. By allowing patients to visit same doctor more than once. Each time I have an appointment it's with a different doctor.
- Satisfied.
- Long wait to make appointment. Telephone conversation not the same as face to face.
- More appointments available so waiting time is reduced.
- It would help to be able to request a script over the phone.
- Wheelchair users to be seen on ground level.
- Most of the time I have to wait a long time past my appointment times, but if I'm late by a little I feel uneasy with reception staff.
- Reception/telephone - service depends on whether you speak to a helpful member of staff or not.

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.
- Did not really apply because I have not needed to consider this.
- The practice opening hours could be more clearly advertised. Often difficult to get through on the phone to make an appointment for that day, and appointment cannot be made in advance, except sometimes quite a long time ahead.
- Just lately repeat prescriptions have gone missing and needed resubmission. The procedure is no longer as efficient as it used to be.
- I was unhappy at one point, but things after going private on one occasion are improved.
- I would prefer it if one could see someone rather than a phone appointment, these are unsatisfactory unless it is a minor question and answer session.
- Some reception staff can be very curt and off-hand. More training on telephone skills and interaction with patients would help.
- Availability of later appointments for employed patients. I'm aware of certain occasions this possible, but this information not readily available.
- Give due consideration to members of the public who park their vehicle in the practice car park but have no intention of going to the practice.
- Man the phone at all times - always have to go in to book an appointment as went to answer phone four times on last attempt - don't know whether that means number is engaged or just unanswered.
- The prospect of being able to see a doctor seven days a week are very encouraging.
- Despite having long term (life) condition, I have never been invited for monitoring (I was monitored annually before move up to this area). Practice needs to establish database of patients with long term conditions in order that they may receive nationally recognised assessments/monitoring e.g. Coeliac/thyroid. Improve appointment waiting times. 3 weeks is too long. Need full time doctors.
- I don't come often enough to make a valid comment.
- More times for working people, having to wait nearly two weeks to see a doctor is not good.
- Do not, fortunately, need to use the practice that often so can not comment. Prescription quantities could be increased as I travel extensively and often run out.
- Q25-28 - I have no experience in any of these areas so cannot qualify any response. Some reception staff are much more efficient and caring. Some I would mark excellent others poor.
- I rate this doctor as the best doctor I have ever had.
- As my doctor is the only one who can deal with my complex illness and said he will speak to me at any time. When I inform the reception, I am not able to and the other doctors end up referring me to him anyway.
- Sort the telephone system out, prefer to be in a queue rather than permanently 'engaged'.
- Good as it is. Easy to change - difficult to improve.
- Increase staff where possible.
- Not necessary.
- Getting prescription printed with the asked items. Items missing due to non concentration of staff.
- I find when I phone for an appointment, the receptionists are very rude.
- Could children's flu jabs/immunisations be at a separate time from adults to make less distressing. This has not been possible to access for my daughter.
- Perhaps more telephone lines!

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 am and always have been very happy with the service provided.
- Just how quickly you can get an appointment, but I appreciate he's very popular.
- This doctor is excellent. Always has time for me.
- Excellent for everything.
- I think your reception staff could do with a better understanding of how to treat people, many times I've had an argument which shouldn't happen?
- Very depressing waiting room.
- The only problem I've ever had with this practice has been to do with receptionists (not all). However, in recent months this seems to have improved. Very helpful one on duty today.
- Informing you of waiting time.
- More doctors - I needed a medical certificate, rang the surgery for an appointment, couldn't see a doctor for 8 days, had a telephone appointment after 4:00pm, need certificate after 7 days. Told that the increasing population of Chudleigh is causing delays. Now another 230 houses to be built here and school - we need more doctors.
- Both myself and my husband have had difficulties getting doctor's appointment in the past couple of years, e.g. I had to wait nearly 3 weeks to see someone about a lump in my breast. My husband was publically dressed down in reception for being a few minutes late and now refuses to come to the surgery.
- Open at lunch time.
- Glad to see some Saturday openings.
- Have more doctors and reduce the waiting time/days for appointments. Telephone message system is ridiculous - "How does a patient who feels ill know whether it is life-threatening or not?" - change it!
- Lighting in reception is dismal.
- Allow more spaces for patients car parking.
- When it has been the norm to ring up on the morning to get an appointment, why has all the appointments booked up five minutes after the phone line opened? Why do you have to be questioned about 'do you need to see a doctor', etc. as you wouldn't be ringing if you didn't want to see a doctor.
- Stick closer to designated appointment times (always late).
- Waiting area seems poorly lit. Sometimes when phoning the practice, it's several minutes before a real person (as opposed to a machine) answers.
- Could be enlarged and more staff in an ideal world.
- Reduce time pressure during appointments.
- More efficient telephone response.
- Please sort out the parking situation!
- I order prescriptions online for three people as I care for them, and nearly every week the prescriptions have been lost, or they have not received, I have to sit and wait for reception to redo and get it signed.
- Overall the practice is excellent, wishful thinking would like access to own dedicated doctor easily and a weekend practice doctor available.
- I think it is excellent.
- Time to see doctor increasing, in past you could attend either same or next day, now 3-5 days typically.
- Appointment times are fine but the time taken to answer phone is sometimes extended and time to date of next available appointment (especially with doctor of choice) is too long.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Reminders about healthy heart clinic appointments booked six months ahead would be really helpful and save wasted appointments.
- More staff to answer calls. More doctors and nurses so it's easier to get appointments sooner.
- The only problems this practice (and most others) experience are: increasing population without increasing staff. Too much bureaucracy (time wasting), telephone access to reception not always easy. Make lift available at all times and for all needy patients.
- Reception has been a problem in the past. Attitudes of some were not helpful.
- No comments. Everything to me seems well organised.
- I am over 60 years of age but have never been invited for a cholesterol check, for example, in any systematic way. Given the age demographics nationally, it would be good to see more interest in geriatric medicine. Only one of the eleven GPs in the practice expressed interest in this specialism and this person only works two days a week and is not a partner.
- This practice seems in decline. Stop blaming financial cuts - other comparable practices manage, so be more proactive. Take note of survey results. Employ doctors who will work more of the week. More doctors with an interest in geriatric medicine needed. Improving attitude of reception staff. Make practice manager more available to deal with complaints and problems. More assistance is needed to help the elderly get around the Riverside building - what is the point of a stair lift if it is not in general use.
- I find the receptionists at time rude and abrupt they need to realise they are not doctors and need to stop acting like they are.
- Less intrusive questions by reception staff when telephoning the surgery.
- I don't come to the practice very often and normally I have to wait a very long time for an appointment and then a long time in the waiting room. This time it was much much better all around.
- As Bovey is a growing community, thought must be given to providing and continuing excellent service. The practice feels like it is starting to struggle a bit, with demand - my experience sometimes of trying to see my favourite doctors within a reasonable time frame is a bit frustrating - a 2 week wait is not uncommon. The obvious solutions I guess are more doctors/nurses, and ultimately a new practice, but of course that may be many years away. You are already providing a good, flexible range of appointments i.e. evenings/telephone and nurse practitioner appointments. Sorry I can't come up with any wonderful solutions to this problem! My nurse is lovely! No improvement needed!
- Perhaps to be open a little longer in order for people at work not to have time off from their workplace.
- Chairs in waiting room - too many for ease of walking through.
- I haven't yet needed to book an emergency appointment. My experience has been that it's usually possible to see a doctor within 24 hours but that for a doctor of your choice, it may take up to 10 days.
- All in order.
- Saturday morning opening would be good.
- I think quicker time to make an appointment with a doctor.
- Opening on Saturdays for workers only.
- Never able to get through first time on phone? Only engaged tone.
- Seating is overall not considerate. It doesn't matter whether young or old, if only predominately low seats are offered it makes ease of use difficult if back problems, etc.
- Cut down delays in seeing doctor/nurse. I am waiting over one month.

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 work 25 miles away, I leave at 8 and come home approximately 6:30, I cannot go to the doctors near work because of my address. This leads to difficulty in getting early or late appointments as they are very popular. Whilst I understand this is not a practice problem that I can't go where I work an early or late surgery one day a week may help.
- More nurses, less people coming into the country, the work damn hard!
- Make it easier to make appointments by phone from 8:30am and I usually drive down to the surgery to make an appointment as I can't get through, 'engaged all the time'! I found the appointment for small operations was too long, 3 months. I slipped through the net because notes (2) and an email were not dealt with resulting in a cyst becoming infected; resulting in a two week course of antibiotics which I dislike taking and having to have this dressed frequently. Bad administration!
- When making telephone appointments at 8:30am - very difficult to get through. When someone is ill - very frustrating. Could more receptionists be available, please; or an extra telephone line?
- Unfortunate no weekend service - practice and chemist.
- Answer phone! Wait a very long time for answer of phone and always obstructed from getting appointment, whether urgent or not. Feel second class citizen and hurried through system, and feel overall doctors losing interest in their job.
- Appointments for e.g. blood test, online system.
- The reception staff, if they are not medically trained, they shouldn't ask so many questions.
- We find both surgeries excellent.
- Time it takes to see a doctor and nurse is not good.
- Yes, remove automated booking in system (the VDU never smiles).
- Totally satisfied with all services/consultations in this practice.
- Was told I only needed a phone call with the doctor by reception, they had that, they had to separately book a blood pressure check, now I have to request a repeat prescription and then pick it up 2 days later - when all of this could have been done in one appointment! Waste of my time/their time.
- Making an appointment, don't like talking to the reception staff about what's wrong with me. I know them and they say it's to make sure I see the right person.
- Longer time allocated for appointments so doctors and patients are not so rushed.
- The receptionists are kind and helpful.
- Keep me waiting a long time. Can't get through on phone.
- Very good.
- Care is excellent, but phone system poor, often with long waits.
- I am very happy with the surgery and my GP. I feel the telephone consultation process works very well indeed.
- It could allow a little more time for doctors to speak with patients say eight minutes.
- Overall friendly practice with dedicated staff.
- We are very new patients with only one visit to the nurse.
- Quicker appointments with doctor. Receptionists can be bit obstructive when trying to arrange appointments.
- Too difficult to access by phone - the recorded message is a farce - also too long waiting for a doctor's appointment - always a week plus.
- Have a doctor able to see you on same day.

Your patient feedback

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Any comments about how this practice could improve its service?

- Seeing a doctor on the same day.
- Sometimes you have to wait that long to see someone it's quite distressing, when you feel ill that day and fobbed off, that's how it feels, even if you ask for a sit and wait. If you work, it's not always able to get appointment on day off in week, or after you finish until about 3 weeks.
- Answering telephone early in the morning could be quicker.
- Getting appointments much sooner. Rather than waiting a week or two to see the doctor you choose.
- To go back to same day visits to see a doctor.
- More doctors. Longer opening hours.
- Difficult to get early or late appointments, which I need due to working hours.
- You should be able to see a doctor and not put off to have a phone call. You have far too long to wait for an appointment, quite often days/weeks. One receptionist over the phone was very rude. Others very good.
- Availability of blood tests in afternoon, or at least 8am-8:30am for those who work office hours (i.e. for course of three nurse appointment - missing three mornings).
- Seems difficult to get an appointment compared to recent past.
- Get rid of certain receptionists who are rude and not obliging - having to go through so many checks to get an appointment is ridiculous even telephone consultation.

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 the patient.
- Doctor was very good.
- She's usually booked a long way ahead.
- Wonderful as usual.
- A more welcoming greeting. She became more smiley and friendly as time progressed.
- Warmer greeting. When she asked me 'how are you feeling?' as an opening question, she was looking at her screen. However, by end of consultation I found her warm, considerate and reassuring.
- I think this doctor is an excellent physician in ability and manner.
- All very good.
- This doctor is always very helpful and will learn to you and offer the help needed.
- Brilliant doctor, feel very safe with this doctor as my GP always ready to learn and help.
- This doctor is the only doctor that I feel gives me time and respect, he is good to talk to and gets things sorted.
- This doctor has been fantastic with my treatment since diagnosed with tumour and after effects.
- Clone him!
- Not necessary.
- The doctor could not improve. He is the most caring person and the best doctor I have ever had.
- No improvement necessary, he always gives 110%.
- None - he is a very good doctor and most understanding.
- Cannot speak highly enough of this doctor.
- He was good.
- None. This has been the first doctor to really show understanding of my health problems and look for further support for me and after struggling for years, I finally feel I have been heard and understood.
- An excellent addition to this practice. Can't think of a thing to improve! Thank you doctor.
- No - excellent service.
- He started dictating my referral letter - I would have that he could have done that after I had left.
- I'm very happy with my doctor - he's a nice guy.
- Only seen him twice - very good.
- He is just perfect as he is!
- Very friendly, thorough and understanding, no improvement necessary.
- This survey should be done without doctors and nurses knowing.
- They don't listen, only typing data in computer, too apprehensive of their 10 minute slot and statistics. I feel anxious and forget to say half the issues.
- All medical staff professional and efficient. Problem is getting an appointment with them and with your usual doctor quickly.
- I have been very happy with the doctors and nurses I have seen recently.

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?

- Always find the clinical staff professional, caring and helpful.
- I have recently started seeing one doctor. I am very pleased with the way she has tried to help me. She is very professional and can empathise with my situation which makes me feel comfortable about talking to her.
- No, she's lovely and very kind, helpful and genuine.
- None, excellent service.
- I find the community nurse I see, on a regular basis, is excellent.
- They're all fine!
- Fine. However, one nurse failed to assist elderly gentleman to get up and when eventually up, nurse left him standing for sometime while they dealt with someone else.
- Fine.
- No, they are very good and helpful.
- Fine.
- Absolutely none!
- Would like to be able to see more of one doctor. Today's doctor was excellent.
- She was excellent.
- GP always excellent. Nursing staff - varies considerably.
- Keep up your good work.
- The nurses have been helpful on the whole. I would appreciate a little more 'empathy' from one doctor and more use of clinical skills by examining patient instead of reaching for hosp referral letter so quickly. In general I think they do a good job. A warm greeting would help break the ice before consultation.
- Very satisfied with one doctor. I am over 80, but am always treated with great respect.
- Be sure they have read your notes before you see him.
- One doctor is a first rate doctor. We are lucky to have him.
- Doctors to do a great job, a shame we are unable to visit when needed not wait 2 weeks! Go back to good old-fashioned appointments, it works!
- No - excellent.
- Choose him.
- My experience with all the doctors and nurses has been very positive.
- Decrease their 'government paperwork' and let them have more time for patients.
- Very good, quality treatment.
- No comments. Everything to me seems well organised.
- It is difficult to obtain an appointment with my nominated GP. I don't mind seeing someone else, but so many doctors only consult two or three days a week, making follow up appointments difficult to obtain.
- GP consulting rooms should be on the ground floor. Note: I do not bother to try and see a regular doctor. Part time doctors make this very difficult.
- This doctor is absolutely superb. I can't think of any way in which they could improve.

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?

- Dress standards! (In minority).
- More doctors the work to damn hard. Too many coming into this country.
- More time and listen more.
- Nurse was lovely.
- Doctors and nurses wonderful.
- Practice nurse was great, but doctor on phone was very short/curt, definitely felt he wanted to get off the phone and did not sort out repeat prescription properly.
- The doctors and nurses are excellent.
- My husband and I are very pleased with all the care and attention we receive from the doctors and nurses - cannot be improved, wonderful.
- Very good.
- Listen more to what the patient is actually saying.
- None - she is a caring, understanding, knowledgeable lady for whom I have utmost respect. I can be honest and not feel judged or patronised in any way. A++!
- See you within a day or two when phoning.
- Keeping more to appointment times.
- None, all excellent.

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 = 405

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	6	74	170	107	42	6

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(6 \times 0) + (74 \times 25) + (170 \times 50) + (107 \times 75) + (42 \times 100)}{(405 - 6)} = 22,575/399$$

Your mean percentage score for Q1 = 57%

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	57

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: 405

has completed the

Improving Practice Questionnaire

Completed on 19 November 2014



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.