

**Private and Confidential**

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# Improving Practice Questionnaire Report

Bovey Tracey & Chudleigh Practice

December 2013



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17 December 2013

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=161763>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

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Sample questionnaire

## 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	10	80	184	152	38	3
Q2 Telephone access	70	143	158	63	27	6
Q3 Appointment satisfaction	24	91	168	116	64	4
Q4 See practitioner within 48hrs	81	148	124	72	33	9
Q5 See practitioner of choice	95	149	122	64	21	16
Q6 Speak to practitioner on phone	19	62	179	132	58	17
Q7 Comfort of waiting room	6	29	174	173	85	0
Q8 Waiting time	11	70	222	121	37	6
Q9 Satisfaction with visit	2	16	108	175	155	11
Q10 Warmth of greeting	0	14	109	175	162	7
Q11 Ability to listen	1	26	96	163	162	19
Q12 Explanations	2	20	103	178	146	18
Q13 Reassurance	1	30	108	176	134	18
Q14 Confidence in ability	2	17	103	174	156	15
Q15 Express concerns/fears	4	24	102	166	146	25
Q16 Respect shown	2	10	88	161	189	17
Q17 Time for visit	5	40	106	162	130	24
Q18 Consideration	1	25	118	159	130	34
Q19 Concern for patient	2	21	119	154	136	35
Q20 Self care	1	23	120	157	125	41
Q21 Recommendation	2	17	112	146	156	34
Q22 Reception staff	10	50	143	159	89	16
Q23 Respect for privacy/confidentiality	12	40	152	155	87	21
Q24 Information of services	9	49	161	144	75	29
Q25 Complaints/compliments	13	58	160	122	39	75
Q26 Illness prevention	6	46	176	137	57	45
Q27 Reminder systems	15	51	149	129	78	45
Q28 Second opinion / comp medicine	15	40	142	98	42	130

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

Your patient feedback

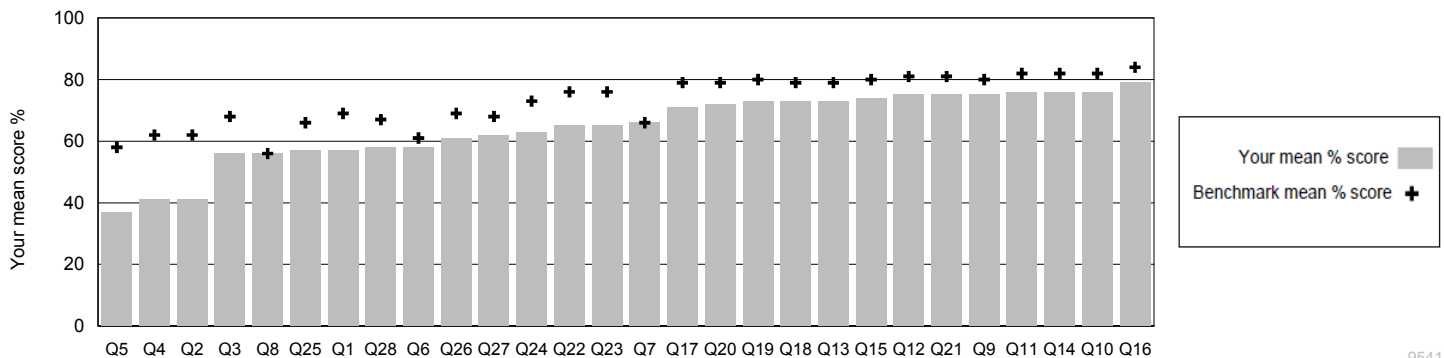
Table 2: Your mean percentage scores and benchmarks from all participating practices

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

\*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



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

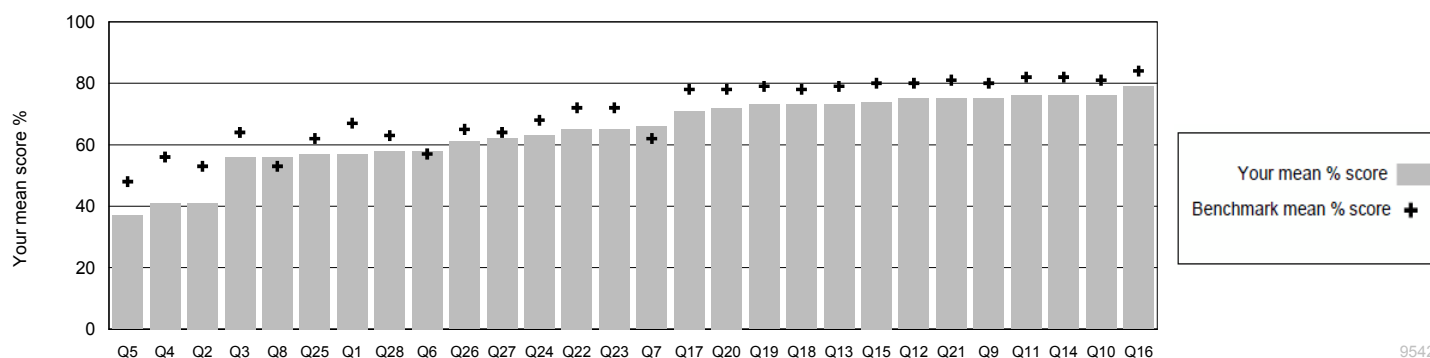
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\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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
<b>Age</b>								
Under 25	15	72	69	50	65	70	74	83
25 - 59	104	69	70	47	66	70	74	87
60 +	312	63	72	50	69	72	75	85
Blank	36	60	69	51	64	69	74	89
<b>Gender</b>								
Female	288	65	70	48	67	70	74	86
Male	136	66	72	49	68	72	75	84
Blank	43	59	69	49	65	69	74	85
<b>Visit usual practitioner</b>								
Yes	139	68	73	53	70	73	76	86
No	216	64	68	44	64	68	72	84
Blank	112	62	69	47	65	69	74	86
<b>Years attending</b>								
< 5 years	73	71	71	47	67	72	74	88
5 - 10 years	89	66	70	47	66	71	75	86
> 10 years	257	63	71	49	67	71	75	85
Blank	48	60	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	07/02/2011	01/02/2010	19/11/2008
Q1 Opening hours satisfaction	57	67	69	66
Q2 Telephone access	41	55	56	55
Q3 Appointment satisfaction	56	70	72	69
Q4 See practitioner within 48hrs	41	66	69	66
Q5 See practitioner of choice	37	56	58	56
Q6 Speak to practitioner on phone	58	75	72	72
Q7 Comfort of waiting room	66	74	75	74
Q8 Waiting time	56	70	68	67
Q9 Satisfaction with visit	75	89	86	84
Q10 Warmth of greeting	76	90	86	83
Q11 Ability to listen	76	92	88	84
Q12 Explanations	75	89	87	82
Q13 Reassurance	73	88	85	82
Q14 Confidence in ability	76	90	88	84
Q15 Express concerns/fears	74	88	84	82
Q16 Respect shown	79	92	88	85
Q17 Time for visit	71	87	83	77
Q18 Consideration	73	87	84	81
Q19 Concern for patient	73	89	84	82
Q20 Self care	72	87	83	--
Q21 Recommendation	75	89	87	83
Q22 Reception staff	65	73	74	74
Q23 Respect for privacy/confidentiality	65	73	73	72
Q24 Information of services	63	72	69	70
Q25 Complaints/compliments	57	65	66	66
Q26 Illness prevention	61	69	71	71
Q27 Reminder systems	62	70	68	70
Q28 Second opinion / comp medicine	58	69	66	68
Overall score	65	78	77	75

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

## 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 can't fill in everything because I'm only here for flu and shingles vaccination so the questions aren't relevant. I've only got as far as the waiting room!
- Had to wait too long for a follow up appointment.
- Train some of the reception staff more frequently.
- Quicker response on telephone.
- Tea in the waiting room would be splendid.
- Very efficient and helpful. Sometimes very long wait on the phone to book an appointment.
- Excellent, new patient.
- The practice could consider part time opening to be available at the weekends.
- The surgery offers a first class service.
- Reception remain open at lunch times.
- It would be good if I could see the doctor of my choice sooner. The phone consultation is very good but sometimes seems a very long wait.
- I find it unacceptable that the surgery will not tolerate bad behaviour, but the patient can expect dismissive, defensive, intimidating, rude, sharp behaviour from the reception staff/nurses - the attitude and being 'spoken down to' by one nurse - I couldn't believe.
- At the practice I was with previously, it was possible to book certain appointments for routine, non-urgent matters online. This saved receptionists time and freed the phones, and made it possible to more easily select a practitioner and time that was convenient.
- A separate telephone line if needing to cancel appointment for same day - so difficult getting through if early morning. Wasted appointment.
- My wife and I can only say thank you to all at the Riverside Surgery.
- Some reception staff could be more approachable.
- Better opening hours would mean the ability to get an appointment quicker without using the emergency appointments.
- Disappointing I have to wait two weeks for a blood test. I'd already waited a week for a doctor's appointment.
- I realise money is tight but it is very difficult to get through on phone, and the queuing in reception is quite bad.
- Confidentiality difficult at reception. Cold when waiting three hours (glucose test) in surgery (in winter).
- Long telephone waiting time.
- Ever since we retired to Bovey Tracey, we have received very good service for the past number of years.
- Have to wait far too long for appointments. Phone answered quicker. Never able to see your own doctor without a lengthy wait for appointments.
- Consider different method of time/queuing for flu jabs to save waiting outside.
- Shorter wait time in waiting room, if possible of course!
- Speed things up a bit i.e. length of time to see a doctor and length of time to get blood test results. Being a realist I won't hold my breath!
- Contact by telephone takes far too long before you can speak to a receptionist.
- You reminding me about when to book diabetic checks. Being able to book such checks in advance - even the nurse was unable to book it in advance.

## 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?

- Able to make an appointment immediately. I have had to wait over a week for my appointment today. Difficult to get through to surgery to make appointment. Extend opening hours.
- Some receptionists attitudes towards patients both on the telephone and at the desk, is not good. They should remember that the majority of patients are either genuinely ill or worried when they speak to them and unfortunately the receptionists in question do not show or speak to patients with respect or patience.
- The arrangements for flu jabs were very poor and need to be thought out, a shambles.
- Evening opening.
- I would like to be able to see my regular GP without having to wait three plus weeks. I would like to be offered an evening appointment to speed up the wait. The TV screen at the end of the waiting room is a really good idea but too small to read all the text from the end of the room.
- Very good.
- Sort out the system regarding flu jabs. Long queues - a good job it was not raining. People who could hardly stand waiting a long time.
- Satisfied with all aspects of this surgery.
- Found booking onward appointment by the doctor whilst in consultation very good idea no need to wait for reception to do it and made reception area easier to negotiate through.
- Better choice of timing of appointments to see whoever. When feeling ill and of limited mobility early in the day appointments may compound ones problems.
- More appointments available.
- Late evening appointment i.e. after 5:30 on occasions.
- The length of time to wait for appointment speak to this doctor although he had told me to and I booked the appointment at least ten days ahead.
- Appointment procedure is generally awful and the wait often over a week. Today was though a rare exception.
- I have found it difficult to adjust to the more business approach of this practice having come from a very caring practice where the patient/client was monitored and appointments made much more easily.
- Reduce considerably the time to see my own doctor. Also reduce time waiting for a call to be answered.
- Better continuity of seeing just one or two GPs. I've probably seen 6/7 different GPs over last 12 months.
- No - it's great.
- The waiting room is very quiet and dark and feels in need of brightening up it's depressing!
- Monitor student doctors - came in with recurring thrush - diagnosed type 2 diabetes over 6 months later.
- Phone system is not sufficient - very difficult to get through some days and have to keep ringing loads in one day.
- As this was a flu clinic a lot of the above was not relevant.
- This is a very busy practice - I have been to early morning appointments and think reception possibly could do with more help.
- I had to wait for a week to see a female doctor.
- Need more women doctors.
- More doctors - I might have said more working hours for doctor but they look to me to be at full stretch during the time they are available and stress is beginning to show.
- Waiting too long i.e. one week for a phone call or appointment.

## 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 been able to put a mark of excellent for the main waiting room but feel it is a shame that more consideration has not been given to provision of other waiting areas e.g. when seeing a nurse.
- The desk staff answer the phone.
- Water machine in waiting room.
- The reception staff can be curt, dismissive and hurried on occasion, making patients feel like a nuisance. More care should be taken by reception staff to inform us when an appointment is in Chudleigh when our usual surgery is Bovey Tracey.
- Quite often I have been unable to get an appointment for myself or member of my family until at least a week away, being able to see a doctor within 48 hours would be better.
- The opportunity to see the doctor of my choice much quicker than 3 weeks (which was the last time I was offered this choice).
- Provide information about the results of tests.
- The practice itself seems to run very well particularly now at reception.
- Receptionists and nurses seem to be very variable - either excellent or fair. Tuesday mornings receptionist was exemplary. Perhaps extending this to short questionnaire about nurses and receptionists would enable the practice to decide who would benefit most from extra training in how to deal with/treat patients.
- Ability to overrun the 10 minutes, should the occasion arise.
- More doctors to assist with more appointments so alleviating the problem of not being able to see a doctor for up to two weeks when booking an appointment. A two week wait is unacceptable. Also, I don't think reception staff should ask 'why do you want an appointment today?'. If I phone, it's because I need an appointment.
- Telephoning for an appointment very poor usually have to go down to the surgery to book an appointment.
- The automated response to a phone call needs serious review.
- Longer opening hours might help people at work. Not really important to me as I'm retired.
- The telephone service.
- My husband and I am very satisfied with the way we have been treated since we came to your practice two years ago.
- Would require a personal conversation with practice manager and would be willing to do so.
- Being able to get my call answered before 11.30.
- More days with later surgery times (after 18:00 hours).
- A little more friendliness by some reception staff.
- Answering the phone when you're ringing to make an appointment.
- Longer opening hours.
- Poor front office staff - defensive. Doctor staff could be more accessible.
- Not close at lunch time.
- Open at weekends and late evenings for working people.
- Reception too open. Long queue. Conversation at reception audible in waiting room.
- It's fine.
- It's okay.

## 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?

- Courtesy from all receptionists should be a must. There are one or two who are not.
- Longer opening hours.
- Greater availability needed.
- Ability to phone surgery needs to be addressed.
- On paper I have on doctor to care but he is not often available.
- All okay.
- Receptionists need to be more user friendly.
- Happy as it is.
- Have appointments available for the doctor of your choice. So you don't have to wait weeks.
- Employ this doctor full time.
- Able to contact by telephone more easily. Also some questions of reception staff.
- More compassion and respect for chronic conditions. More potential to be seen sooner.
- Would like to see my own doctor more often always seems to busy, so don't get to see my own doctor.
- The podiatrist should be on the ground floor or a lift should be installed.
- No! Well pleased with arrangements.
- Extension of times of visits to surgery e.g. evenings.
- I feel the doctors are under far too much pressure wise and this can be felt by the patient.
- Special for deaf.
- I am very happy with all the help from both doctors, nurses and receptionists.
- Receptionist quick on the defensive even when not being abused in any way (not all).
- They all work very hard and very much better than it was.
- Evening appointments.
- More people to answer phones.
- Easier access to our named GP.
- More telephones manned at reception or more lines.
- Less time waiting on the telephone. Easier to see doctor of choice.
- Easier to make appointments of choice - shorter waiting times for appointments.
- Better car parking. Suspect people park to go shopping.
- Improvement required over attitude of one or two of the reception staff who lack compassion and understanding.
- Some of the staff in reception could improve their attitude toward patients.
- A better telephone service for appointments.
- Very proactive, problems dealt with very efficiently.

## 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?

- Opening hours extended - afternoon and evenings. More people on phone especially first thing. Can't even book an urgent blood test for first thing at a week's notice. Not enough staff for size of foot fall.
- Couldn't be better.
- None to improve.
- I think we are all very lucky to have such a wonderful service here in Bovey Tracey.
- Being able to see doctor of your choice within 48 hours.
- The practice is always improving and very good, but could improve contact by telephone and perhaps ability to make appointments online.
- Longer hours as I work full-time. I like evenings/Saturdays good for opportunity to visit if required - support governments objective for 12 hours and weekends - sorry!
- Sometimes difficult to see your own doctor within 48 hours if necessary.
- Very happy with the attention I receive from my GP. All staff are supportive and pleasant to deal with.
- On occasions, more privacy at reception. It should be easier to see a doctor rather than accept a phone call.
- Quick response time from telephone calls. Same day telephone calls from doctors. Maybe e-mails - about health checks etc.
- Haven't seen doctor/nurse much in last years. This questionnaire completed after quick flu jab.
- I have been very satisfied with the service given.
- Cover lunchtimes on reception.
- I only visit the doctor if I am really ill and want to be able to see someone at that time, not a week later. As I work from 9-6 Monday to Friday, early morning/evening appointments would be welcome.
- Can't think of any.
- No complaints up till now.
- Always very good.
- Not so difficult to make appointments via telephone in the mornings.
- Quicker access to a doctor when telephoning for a non-urgent appointment.
- Quicker access to a doctor for a non-urgent appointment.
- I have not seen a doctor for a couple of years but I phoned to make an appointment during half-term was told I would have to wait over a week.
- Never had a problem in the all the years I've been here.
- Review reception staff - most are lovely but there is one in particular who I wouldn't employ - total lack of confidentiality, inefficient etc.
- Opening hours are very limited.
- Better service on the telephone!
- Early or late opening times.
- Send a general e-mail (if they had patient's e-mail addresses) letting people know when the surgery is closed for training. I turned up yesterday for a drop-in clinic with health visitor and the place was shut.
- Never needed to request second opinion.

## 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 don't know who my doctor is?
- Service and communication excellent.
- This doctor is an amazing doctor. Thank you.
- Good.
- Generally very happy with an consultation and attention at the practice.
- I always find this doctor very kind and helpful.
- No - doctor was very good.
- None. My doctor is excellent, in every way.
- No - she is lovely and I feel really interested in me - she was the only one who diagnosed what was wrong with me and immediately was able to help and support and has continued to do so.
- None whatsoever!
- The doctor has a very good manner.
- The doctor was excellent.
- No. I have the highest confidence in my doctor.
- No, she was great.
- No, she's fine as she is.
- The doctor I saw today was excellent. Some doctors need to be more friendly - make you feel relaxed.
- Excellent consultation thank you.
- Very happy.
- Nationwide, all doctors/nurses (not just at this practice) could benefit from a robust understanding of the intricacies of eating disorders, but the support here is good, given that it is not specialist.
- Only in the context of better planning of such as today's mass vaccination where queues reminiscent of third world scenes of exodus from war zones with suitably many disabled individuals (not me) having to struggle with various support aids for quite a long time.
- Very satisfied.
- Perfect today.
- The doctor's approach was a welcome visit with professionalism encompassed in this.
- The doctor is a very caring and I feel very competent doctor, I don't think she could improve.
- Maybe introduce themselves.
- The doctors are excellent.
- Very good.
- None - she's great.
- As arranged by the receptionist I was supposed to receive a telephone call from the doctor. Didn't happen. I came back to ask why and I was told that I didn't attend an appointment. Total mix up when I eventually saw doctor could see he was cross that I did not attend. Wasn't my fault.
- I wouldn't hesitate at all in asking for this particular doctor, felt very comfortable and reassured.



## Your patient feedback

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

## Any comments about how the doctor/nurse could improve?

- None. Very helpful.
- Doctors need more time to listen to patients. Being elderly it take a little longer to remember exactly how you feel when not well over a period of time.
- Not really - they are all very good at listening to one - just do not hurry the visit.
- There is one particular doctor at the practice (not this one) who I won't see anymore. Their manner is not pleasant, they clock watch during the appointment, makes it obvious they want you in and out asap, and has even huffed at me for asking about a secondary thing during an appointment. On one occasion, they even got up to open the door whilst I was still talking to them. They made me feel like I was wasting their time.
- I like this doctor's style very much. Helpful, friendly, supportive. A really collaborative style. Thank you!
- Perhaps a more or greater focus on the problem initially.
- All found excellent.
- She is excellent and I feel very secure with her.
- Manners.
- They are great!
- All okay.
- Answer phone more promptly - sometimes it has taken hours to get a reply. Doctor's attention superb - nurses service could be improved somewhat.
- Just a few more minutes per appointment.
- There is a certain doctor who I won't see anymore as they make you feel uncomfortable and that you are wasting their time.
- More time given to patients on a visit. I don't think there should be a limited time on a visit also think the nurses are not that good and lack knowledge.
- I chose to only refer to doctors in this surgery, as I feel there is a different level of service by each. I generally prefer treatment by nurses than some of the GPs.
- I have been most grateful for the friends of the surgery for transport.
- It would be good to see same doctor and get to know him/her again.
- Never had a problem with either.
- Excellent.
- Very difficult to see the doctor of our choice.
- Great difficulty in seeing the doctor of my choice.
- Longer time for consultations when necessary.
- They are all very good.
- For my needs none at all.
- The doctor excellent but access near impossible! Two weeks and for telephone advice!
- Strange time to be given a questionnaire, following a one minute flu jab.
- Tendency for doctors/nurses to be looking all the time at computer screens, and not actually looking at the patient.
- Everyone was extremely friendly, efficient and caring.

## 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?

- Only saw nurse today for flu jab so can't really comment on other services.
- Always treated very patiently.
- Always excellent doctor.
- Excellent - but over-worked - difficult to get appointment when needed.
- When waiting for a call from the nurse and if that call is missed - what is the point when recently this happened to me. There was no number left or a voice mail on my phone. I was totally unaware of having received a call.
- The staff are great. However they have to be more accessible - you need to go back to the booking system you had 10 years ago!
- For the government to give more money, so we can have more doctors and nurses.

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 = 467

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	10	80	184	152	38	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(10 \times 0) + (80 \times 25) + (184 \times 50) + (152 \times 75) + (38 \times 100)}{(467 - 3)} = 26,400/464$$

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: 14402**

**Surveys Completed: 467**

has completed the

## Improving Practice Questionnaire

Completed on 17 December 2013



**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.