

**Private and Confidential**

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# Improving Practice Questionnaire Report

Crofton & Sharlston Medical Practice

February 2013



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27 February 2013

Dear Mrs Batty

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).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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=148330>

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

# Report Contents

## Introduction

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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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) 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



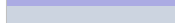
Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	6	25	105	89	36	3
Q2 Telephone access	37	74	82	50	19	2
Q3 Appointment satisfaction	8	21	93	87	52	3
Q4 See practitioner within 48hrs	17	44	84	56	58	5
Q5 See practitioner of choice	27	63	83	60	21	10
Q6 Speak to practitioner on phone	26	59	66	34	20	59
Q7 Comfort of waiting room	3	25	90	85	51	10
Q8 Waiting time	17	56	92	55	26	18
Q9 Satisfaction with visit	2	10	59	98	85	10
Q10 Warmth of greeting	2	10	51	97	93	11
Q11 Ability to listen	0	11	48	92	102	11
Q12 Explanations	1	11	56	89	97	10
Q13 Reassurance	1	12	53	100	90	8
Q14 Confidence in ability	1	10	47	90	109	7
Q15 Express concerns/fears	2	11	55	93	92	11
Q16 Respect shown	0	7	45	93	106	13
Q17 Time for visit	3	12	53	90	93	13
Q18 Consideration	1	11	58	85	86	23
Q19 Concern for patient	2	12	60	82	84	24
Q20 Self care	2	14	59	83	83	23
Q21 Recommendation	1	11	55	82	92	23
Q22 Reception staff	1	18	56	96	78	15
Q23 Respect for privacy/confidentiality	6	24	59	89	66	20
Q24 Information of services	5	20	86	76	51	26
Q25 Complaints/compliments	6	26	94	62	31	45
Q26 Illness prevention	4	30	86	81	37	26
Q27 Reminder systems	10	26	84	66	41	37
Q28 Second opinion / comp medicine	6	20	75	46	36	81

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

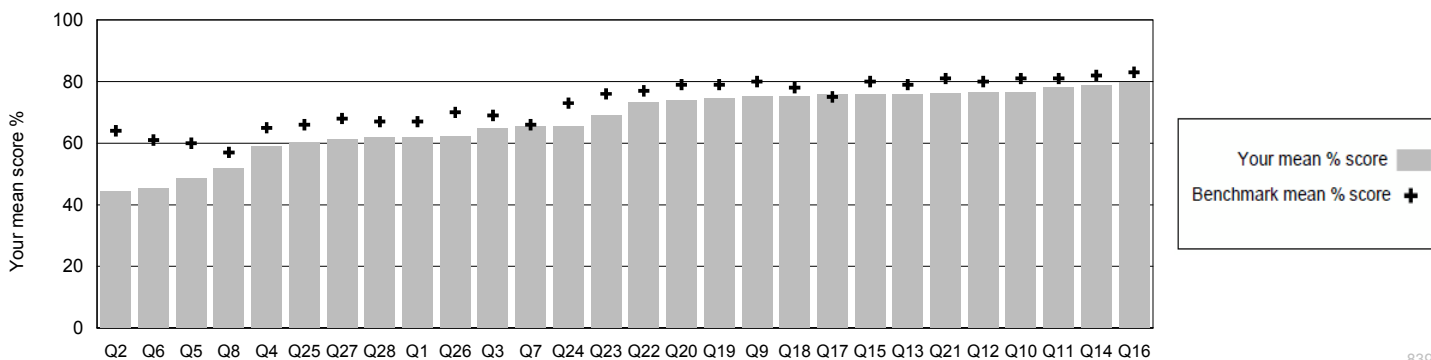
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	62	67	40	63	67	71	99
Q2 Telephone access	44	64	22	55	64	72	99
Q3 Appointment satisfaction	65	69	35	64	69	74	99
Q4 See practitioner within 48hrs	59	65	22	57	64	72	99
Q5 See practitioner of choice	49	60	23	52	60	68	99
Q6 Speak to practitioner on phone	45	61	31	54	61	67	99
Q7 Comfort of waiting room	65	66	21	61	66	72	100
Q8 Waiting time	52	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	75	80	48	76	80	84	99
Q10 Warmth of greeting	77	81	47	78	82	86	99
Q11 Ability to listen	78	81	49	78	82	86	100
Q12 Explanations	77	80	47	76	81	85	100
Q13 Reassurance	76	79	48	75	79	83	100
Q14 Confidence in ability	79	82	47	78	83	86	100
Q15 Express concerns/fears	76	80	48	76	80	84	100
Q16 Respect shown	80	83	45	80	84	88	100
Q17 Time for visit	76	75	45	70	75	79	100
Q18 Consideration	75	78	47	74	78	82	100
Q19 Concern for patient	74	79	43	75	79	83	100
Q20 Self care	74	79	51	75	80	83	99
Q21 Recommendation	76	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	73	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	69	76	42	72	76	80	100
Q24 Information of services	66	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	60	66	38	62	66	70	100
Q26 Illness prevention	62	70	19	66	69	73	100
Q27 Reminder systems	61	68	42	63	67	72	99
Q28 Second opinion / comp medicine	62	67	37	63	67	71	99
Overall score	68	73	44	69	73	77	100

	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

8390

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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 (10001-12000 patients)

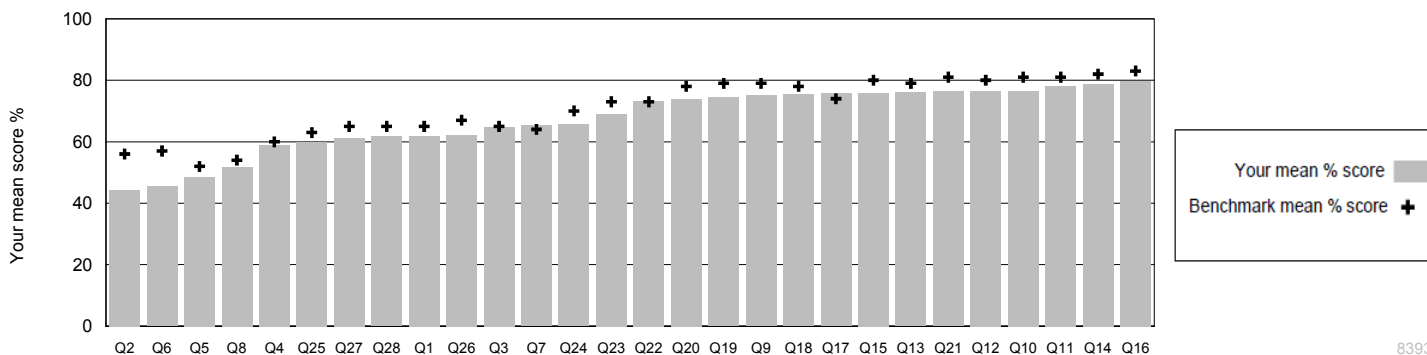
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	62	65	43	62	65	69	83
Q2 Telephone access	44	56	25	49	58	65	79
Q3 Appointment satisfaction	65	65	43	61	65	70	81
Q4 See practitioner within 48hrs	59	60	34	54	60	66	82
Q5 See practitioner of choice	49	52	27	46	52	58	79
Q6 Speak to practitioner on phone	45	57	37	52	57	63	85
Q7 Comfort of waiting room	65	64	41	60	64	69	86
Q8 Waiting time	52	54	29	49	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	75	79	55	76	80	83	90
Q10 Warmth of greeting	77	81	57	78	81	84	92
Q11 Ability to listen	78	81	58	78	82	85	94
Q12 Explanations	77	80	58	77	80	83	92
Q13 Reassurance	76	79	57	75	79	82	91
Q14 Confidence in ability	79	82	60	79	82	85	93
Q15 Express concerns/fears	76	80	60	76	80	83	90
Q16 Respect shown	80	83	62	80	84	87	93
Q17 Time for visit	76	74	55	71	74	78	90
Q18 Consideration	75	78	53	74	78	81	91
Q19 Concern for patient	74	79	55	75	79	82	91
Q20 Self care	74	78	55	75	78	82	88
Q21 Recommendation	76	81	55	77	81	84	93
<b>About the staff</b>							
Q22 Reception staff	73	73	52	70	74	77	93
Q23 Respect for privacy/confidentiality	69	73	51	70	73	76	88
Q24 Information of services	66	70	50	66	70	73	87
<b>Finally</b>							
Q25 Complaints/compliments	60	63	42	60	63	66	81
Q26 Illness prevention	62	67	46	64	67	70	85
Q27 Reminder systems	61	65	44	62	65	68	84
Q28 Second opinion / comp medicine	62	65	42	62	64	67	83
Overall score	68	71	50	67	71	74	84

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

8393

\*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 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 (10001-12000 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 (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

### Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	29	68	69	51	65	69	73	89
25 - 59	138	66	70	47	66	70	73	82
60 +	78	72	73	52	70	73	76	87
Blank	19	61	69	37	64	69	74	88

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	141	67	70	49	67	70	74	83
Male	97	68	72	50	69	72	75	86
Blank	26	65	69	45	65	69	74	89

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	105	68	73	51	70	73	76	87
No	115	66	67	47	64	67	71	85
Blank	44	69	69	51	65	69	73	83

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	41	72	71	51	68	71	75	85
5 - 10 years	27	64	70	50	67	70	74	86
> 10 years	171	68	71	48	68	71	75	84
Blank	25	60	69	48	65	69	73	96

\*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 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	25/11/2008	25/09/2007	05/09/2006
Q1 Opening hours satisfaction	62	57	52	60
Q2 Telephone access	44	37	42	45
Q3 Appointment satisfaction	65	58	58	60
Q4 See practitioner within 48hrs	59	58	56	59
Q5 See practitioner of choice	49	46	45	49
Q6 Speak to practitioner on phone	45	41	40	46
Q7 Comfort of waiting room	65	54	55	57
Q8 Waiting time	52	46	48	50
Q9 Satisfaction with visit	75	74	72	75
Q10 Warmth of greeting	77	75	74	77
Q11 Ability to listen	78	76	76	77
Q12 Explanations	77	76	74	75
Q13 Reassurance	76	74	72	73
Q14 Confidence in ability	79	78	75	77
Q15 Express concerns/fears	76	75	74	75
Q16 Respect shown	80	79	77	80
Q17 Time for visit	76	68	68	71
Q18 Consideration	75	73	72	73
Q19 Concern for patient	74	73	72	74
Q20 Self care	74	--	--	--
Q21 Recommendation	76	75	74	76
Q22 Reception staff	73	70	70	74
Q23 Respect for privacy/confidentiality	69	67	66	69
Q24 Information of services	66	63	64	68
Q25 Complaints/compliments	60	56	54	61
Q26 Illness prevention	62	61	60	65
Q27 Reminder systems	61	58	57	62
Q28 Second opinion / comp medicine	62	60	58	61
Overall score	68	64	63	66

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

\*Dates in the table relate to date of application to carry out the survey.

## 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.

## Comments about how the practice could improve

- Car parking unavailable due to parents picking high school kids up.
- The appointment service on a morning is very poor. To get appointment on the phone is quite expensive and queuing is ridiculous.
- Music in waiting room.
- By providing a better system of appointments for people who work full time.
- Better advertising of out of office hours appointments for people who work. Online booking for some appointments?
- I previously sent in a complaint and did not receive any feedback. Each month I have to request gluten free items on prescription for 3 family members. They are always incorrect and the prescription clerk is not very helpful.
- Make doctor appointments easier to make.
- I work and find it hard to phone for certain things. You have to ring at practice required times. I can't always do this.
- Practice is not very good at recalling you for BP checks, bloods etc.
- Sharlston waiting area is very cold and uninviting compared to Crofton! Think should have a facelift too!
- Better arrangement about the phones. Trying to ring in the morning for an appointment can take 30 minutes. Sometimes after a 10 minute call you are still unable to get an appointment.
- By improving the telephone appointment system.
- I have cancer and I find it much easier to see the same GP when I have to visit the surgery. Most of the time this does happen. I just need to be aware of when the GP is available.
- Hard to contact with telephone number as many people only have mobiles and can't afford to ring on 0844 numbers.
- I had to wait 15 minutes on the phone in a queue this morning from 8:00am-8:15am. Needs a better system.
- Make the telephone number a normal number and try to make call queues smaller.
- Have more surgeries with GPs at Sharlston.
- Quicker telephone answering when requesting appointments a.m.
- Not enough time for me to answer this question due to having to hand it back in as soon as possible same day.
- The only problem I have is the newish telephone system, we wait and wait and it costs a fortune or we give up.
- Good practice.
- When doctors running 50 minutes late why not let other doctors share the workload.
- For questions 2 and 5 I only scored good. It is not the practice's fault it is because they are so busy. In view of that I score this practice overall excellent. The staff are the nicest and most professional you can expect.
- Have a number you can ring that isn't going to take all your credit if you're on a pay as you go mobile because you've been kept on hold for ages, make more appointments available.
- Just booking an appointment can be frustrating, only being able to book in the morning, if you don't get on phone at 8am there's no way of getting an appointment.
- Less time in the waiting room.
- Easier to get through on phone on a morning.
- It's a long time from Friday to Monday with no doctors on a Saturday morning surgery would be good.
- A local telephone number would be easier to use and remember.
- Extend the time slot that people can ring for test results.

## 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.

### Comments about how the practice could improve

- When telephoning for appointments it would help if I wasn't kept waiting so long. It would help to let people know when you need to ring for certain things - when changes are made.
- They can't really improve I guess there are too many patients need help.
- Telephone appointments need more availability.
- Times for ordering prescriptions too prescriptive.
- Very difficult getting an appointment on the day, very limited if phoning after 8am. Told to phone the following day if no appointments and so back to square one the next day!
- More appointments available to book. A more user friendly online booking system. It would have been better to see the nurses in traditional colours. They look rather like care assistants! The touch screen booking in: works badly; provides no privacy.
- When phoning in the morning for appointments the waiting time is usually very long, even if you phone at 8am when the surgery opens. It would be good if this waiting time could be cut a little.
- Compliments I try to give personally - complaints - I have not had any. No experience of seeking second opinion or discussing complementary medicine but I would not anticipate it a difficulty.
- It takes a long time to get through on the telephone to make an appointment. I asked a question about my daughter regarding - letter regarding flu jab - I was told I would be telephoned with a response; this never happened.
- Would like to be able to pre-book my appointments.
- As a new patient I had an appointment at 7:20pm one evening. I turned up but the surgery was locked, what I wasn't aware of was there was an out of hours door at the side so I missed my appointment, maybe it should be highlighted when the appointment is made. I felt guilty that I missed an appointment.
- Later appointments everyday and Saturday morning appointments for people who work full time. It's often difficult to get an appointment after 5:30pm.
- Very busy practice which can't accommodate people who work full time - blood clinics/flu etc all in working hours and middle of the day! Choice of GP - can wait 1-2 weeks!
- Be open on weekend! (or at least on a Saturday).
- Have more pre-bookable appointments. The touch screen booking is very difficult to use you have to press really hard which hurts your fingers, online booking and cancelling appointments would be useful. Being able to speak to nurse for advice.
- I have had a long experience with dealing with this practice. The care and service I and my family received from doctors, nurses and the staff has been excellent. I consider myself lucky to be in this area so that I can use this practice.
- If you need an appointment with a specific GP it is extremely difficult to get one.
- Need to be able to get appointment when needed, and not just to ring on a morning and receptionists should not ask what's wrong!
- Telephone access sometimes problematic. Technical systems sometimes fail i.e. booking in screen.
- Recall for health checks and repeat prescriptions.
- To be able to make an appointment for up to a week in advance.
- Revert back to a local call telephone number.
- When arranging an appointment, other patients can hear what is being discussed (should be private).
- An option to speak directly to Sharlston would be preferable.
- The length of time to contact/make an appointment is poor. It seems you have to go through the Crofton Surgery first. This is particularly expensive when using a mobile.

## 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.

## Comments about how the practice could improve

- Phone line never opens at 8am so when ringing you have to ring a number of times. Phone number not mobile friendly, costs a fortune!
- Clock in waiting area. Say when doctor is running late! Time slot for appointments is too restrictive! Hard to book future appointments, have to ring next day! New seating, but child height not comfortable for adults! Nurse practices now limited for minor ailments!
- Please could there be an 01924 number instead of a number that is chargeable from mobiles i.e. 0844.
- More advertising regarding opening hours - late nights etc.
- Telephone appointments - waiting time.
- The ability to pre-book appointments is not required immediately. Having to call at 8:30am and hope for an appointment and plan your day or cancel things can be frustrating.
- I am a Charlston patient and after coming to Crofton I think the waiting area at Charlston needs re-modernising and also more heating as it was colder inside than out!
- Don't send prescriptions to chemist if I don't request it.
- Waiting room should be separate from reception area. Reception not confidential. Leaflets should be visible in the waiting room.
- No, happy with everything about my visit.
- Parking, appointments.
- Better car parking.
- TV and newspapers.
- I have been using the practice for 5 years (Charlston) and have never had any problems. It was a disappointment to lose the pharmacy facility and the fact that prescriptions have to be picked up from Crofton is most inconvenient.
- Ain't broke don't fix it.
- Make it easier, and cheaper to make an appointment, by phone, on the day.
- Good practice. Satisfied all round. Many thanks.
- Getting appointment by phone is impossible.
- Could give more opportunity to book next day appointments. If I want to see the doctor of my choice I have to phone at 08:00 and lines are often busy - this could be improved.
- I've not been able to see a doctor for 4 days which isn't acceptable, mainly due to opening hours.

## 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.

## Comments about how the doctor/nurse could improve

- Open on a rota 24 hours a day. We prefer to be seen by a doctor who knows us rather than someone who doesn't know us at all because the surgery offers and fulfil our needs.
- Not at all - my nurse is always chatty and friendly and helpful and remembers what we discussed last visit - personal as well as health wise.
- None, she is just a brilliant nurse.
- I would like them to explain exactly what the diagnosis could be at all times. I feel like I have to delegate to the doctors more than anything.
- I would give the doctors, nurses, etc 100%. Crofton surgery must be the best in Yorkshire.
- No. They do their best.
- No problems!
- Do like a doctor of my choice.
- Explain the repeat prescription process for the Pill a little more clearly.
- Early mornings and between 5-7pm for working people. Service gratefully received though. Thank you.
- I would like to thank you all at this practice for always giving me an appointment on the day that I ring up, particularly when my children have been ill - you have never turned us away. Thank you!
- Keeping up to times in surgery.
- No problems very satisfied.
- Information is not always clear on appointments for late surgery and was told I couldn't pre-book then when I rang I was told I should have pre-booked. Very annoying.
- Sometimes a problem not being able to book an appointment in advance.
- Let me voice my concerns more.
- Could do to have a warmer manner with the patient.
- More time.
- No, they have always proved to be totally professional and courteous.

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 = 264

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	6	25	105	89	36	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(6 \times 0) + (25 \times 25) + (105 \times 50) + (89 \times 75) + (36 \times 100)}{(264 - 3)} = 16,150/261$$

Your mean percentage score for Q1 = 62%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### 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	62

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

8390

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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**Thank you for your time and assistance**



# *Certificate of Completion*

This is to certify that

**Crofton & Sharlston Medical Practice**

Slack Lane  
Crofton  
WAKEFIELD  
WF4 1HJ

**Practice List Size: 10116**

**Surveys Completed: 264**

has completed the

## Improving Practice Questionnaire

Completed on 27 February 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.