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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	0	1	19	38	29	1
Q2 Telephone access	0	1	15	32	39	1
Q3 Appointment satisfaction	0	1	16	32	39	0
Q4 See practitioner within 48hrs	0	3	16	35	32	2
Q5 See practitioner of choice	0	9	20	30	28	1
Q6 Speak to practitioner on phone	0	4	21	30	24	9
Q7 Comfort of waiting room	0	3	24	28	33	0
Q8 Waiting time	1	13	22	33	16	3
Q9 Satisfaction with visit	0	0	7	25	55	1
Q10 Warmth of greeting	0	0	8	15	65	0
Q11 Ability to listen	0	0	5	20	63	0
Q12 Explanations	0	1	5	29	52	1
Q13 Reassurance	0	1	10	22	54	1
Q14 Confidence in ability	0	1	9	20	57	1
Q15 Express concerns/fears	0	0	10	17	59	2
Q16 Respect shown	0	0	7	20	60	1
Q17 Time for visit	0	0	14	19	55	0
Q18 Consideration	0	0	14	18	52	4
Q19 Concern for patient	0	0	8	20	58	2
Q20 Self care	0	0	14	20	50	4
Q21 Recommendation	0	0	8	15	61	4
Q22 Reception staff	0	2	8	30	48	0
Q23 Respect for privacy/confidentiality	0	1	13	26	46	2
Q24 Information of services	0	4	17	26	41	0
Q25 Complaints/compliments	1	5	23	26	25	8
Q26 Illness prevention	0	6	21	31	24	6
Q27 Reminder systems	0	6	21	28	26	7
Q28 Second opinion / comp medicine	0	6	14	24	19	25

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

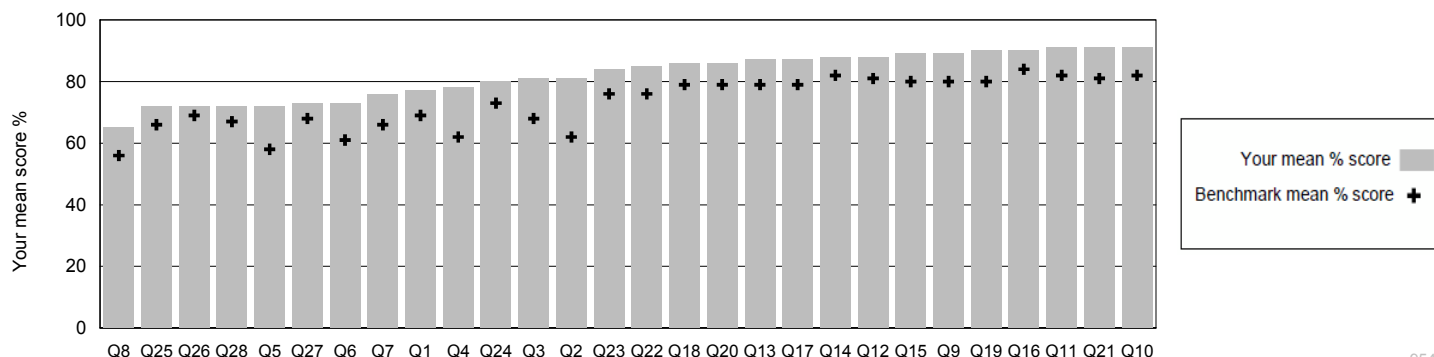
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	77	69	23	64	68	73	92
Q2 Telephone access	81	62	13	53	63	71	92
Q3 Appointment satisfaction	81	68	23	63	68	74	92
Q4 See practitioner within 48hrs	78	62	18	54	62	70	96
Q5 See practitioner of choice	72	58	22	48	57	65	95
Q6 Speak to practitioner on phone	73	61	25	54	61	67	92
Q7 Comfort of waiting room	76	66	27	60	66	71	90
Q8 Waiting time	65	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	89	80	41	76	81	85	97
Q10 Warmth of greeting	91	82	45	78	82	86	96
Q11 Ability to listen	91	82	46	78	83	87	97
Q12 Explanations	88	81	42	77	81	85	97
Q13 Reassurance	87	79	41	75	80	84	98
Q14 Confidence in ability	88	82	43	79	83	87	99
Q15 Express concerns/fears	89	80	45	76	81	85	96
Q16 Respect shown	90	84	49	80	85	88	98
Q17 Time for visit	87	79	38	75	80	84	96
Q18 Consideration	86	79	41	75	79	83	98
Q19 Concern for patient	90	80	43	76	80	84	97
Q20 Self care	86	79	38	75	79	83	97
Q21 Recommendation	91	81	41	78	82	86	99
About the staff							
Q22 Reception staff	85	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	84	76	43	72	76	80	96
Q24 Information of services	80	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	72	66	31	62	66	70	96
Q26 Illness prevention	72	69	34	64	68	72	96
Q27 Reminder systems	73	68	27	63	68	72	96
Q28 Second opinion / comp medicine	72	67	30	62	67	71	96
Overall score	82	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 (2001-4000 patients)

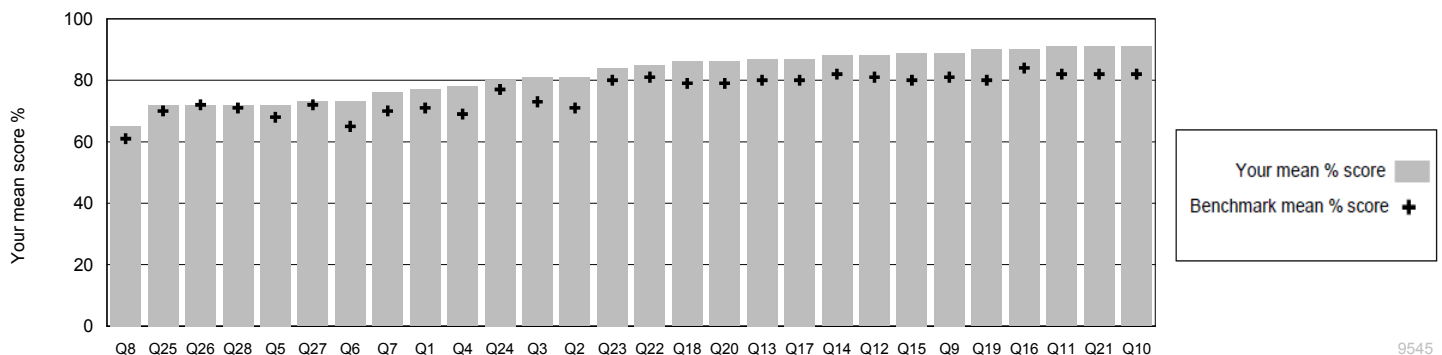
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	77	71	42	66	72	77	91
Q2 Telephone access	81	71	35	64	73	80	91
Q3 Appointment satisfaction	81	73	38	67	74	80	92
Q4 See practitioner within 48hrs	78	69	31	61	69	77	93
Q5 See practitioner of choice	72	68	33	60	69	76	92
Q6 Speak to practitioner on phone	73	65	38	58	66	72	92
Q7 Comfort of waiting room	76	70	44	64	71	76	90
Q8 Waiting time	65	61	35	53	61	69	90
About the practitioner							
Q9 Satisfaction with visit	89	81	54	76	82	87	97
Q10 Warmth of greeting	91	82	57	77	83	88	96
Q11 Ability to listen	91	82	55	77	83	88	97
Q12 Explanations	88	81	57	76	82	87	97
Q13 Reassurance	87	80	56	75	80	85	96
Q14 Confidence in ability	88	82	58	78	83	88	96
Q15 Express concerns/fears	89	80	55	75	80	86	96
Q16 Respect shown	90	84	58	79	85	89	97
Q17 Time for visit	87	80	56	75	81	86	96
Q18 Consideration	86	79	54	74	80	85	98
Q19 Concern for patient	90	80	54	76	81	86	97
Q20 Self care	86	79	52	74	80	85	97
Q21 Recommendation	91	82	54	77	83	88	97
About the staff							
Q22 Reception staff	85	81	52	77	82	87	96
Q23 Respect for privacy/confidentiality	84	80	55	76	81	85	96
Q24 Information of services	80	77	50	72	78	83	96
Finally							
Q25 Complaints/compliments	72	70	42	65	71	76	96
Q26 Illness prevention	72	72	48	68	73	78	96
Q27 Reminder systems	73	72	50	66	72	77	96
Q28 Second opinion / comp medicine	72	71	45	66	71	76	96
Overall score	82	76	50	71	77	82	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

9545

*Based on data from 185 practices carrying out 248 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 (2001-4000 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 (2001-4000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	3	-	-	-	-	-	-	
25 - 59	34	85	75	50	71	76	81	94
60 +	46	81	78	47	74	79	83	96
Blank	5	84	73	47	65	73	80	100
Gender								
Female	59	83	76	48	70	77	82	93
Male	25	80	77	51	73	77	82	95
Blank	4	-	-	-	-	-	-	-
Visit usual practitioner								
Yes	64	84	77	50	73	78	82	95
No	14	74	72	38	66	72	79	93
Blank	10	84	74	49	68	73	80	99
Years attending								
< 5 years	21	83	76	51	71	77	81	93
5 - 10 years	12	81	75	49	70	76	81	95
> 10 years	53	82	76	48	72	77	82	96
Blank	2	-	-	-	-	-	-	-

*Based on data from 185 practices carrying out 248 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.

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?

- Not needed.
- Very good indeed.
- To me it's very good anyway.
- More information on notice boards re health issues. Privacy should be improved over the delivery of results of tests. I feel uncomfortable hearing the receptionist giving results over the phone to others and I feel uncomfortable calling for my results. It's also embarrassing handing in a faeces or urine sample to the receptionist especially when the reception area is busy.
- Booking in systems shows no waiting time - actual was about 15-20 mins not a problem, but would like to be aware when booking in. A gentleman in reception was saying he would like a bicycle rack.
- Always very good all round. Believe change to prescription ordering (repeat). Would like to keep by phoning you up and not by e-mail. I do not have access to e-mails very often. To phone is much better.
- Perhaps reception not discussing personal things over telephone in front of waiting patients.
- Maybe a couple of nights a week to be open 'til 7:30pm for people who work late.
- None - it's excellent, should be used as an example to other GP practices, only been here for a couple of years.
- Really been impressed by the level of care, support and understanding and knowledge, speed of service referral.
- The doctors and dispensers and the medicinal work exceptionally hard and provide an excellent service at all times nothing is too much trouble as do the nurses. The receptions are helpful, cheerful and willing to help all they can to get an appointment to suit the situation.
- The dispensary does not always provide an accurate service i.e. makes mistakes sometimes. Certain tablets are not available. On one occasion, I was asked to call back three times and promised they would be, but they were not and I gave up! One member of staff is sometimes sharp/rude!
- I am very lucky to have such a good surgery in my area.
- Have an out of hours emergency doctor.
- With living outside the practice area I don't receive a newsletter (i.e. flu injection dates) otherwise a great practice far better than those in Nantwich and I'm very happy with you all.
- I do not like being addressed by my Christian name. The appointment machine said no minutes delay. In fact I waited 25. I have only ever needed two appointments since I've been here, so do not have a lot of experience of the practice.
- In my opinion the practice cannot be improved. We are very lucky to have such a good medical practice.
- Difficult to find fault, as they are good.
- I cannot fault this wonderful practice. It must be amongst the best in the world for professionalism, efficiency and friendliness.
- Not being able to book repeat prescriptions by phone is a problem. I have to come to the surgery to order a repeat. I have not tried to use the internet method. Otherwise - a very good service.
- Not a enough privacy at reception. Everyone can hear what is said to you and on telephone.
- Able to order repeat subscriptions over phone.
- Just excellent.
- Provide a cycle rack.

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?

- My doctor is perfect in every way, but a few more minutes allotted to each person maybe better for all. I cannot thank her enough for her help and kindness about everything. She's a good doctor, always pleasant, polite and caring.
- All excellent. They listen and I never feel rushed.
- No excellent service every time no complaints at all. Very impressed.
- None - excellent.
- This doctor is an excellent, kind and caring doctor. I cannot think of any way in which the care she provides could be improved.
- I am very lucky to have such lovely doctors and staff at the surgery I attend.
- She is a great person. I have every confidence in her.
- Very happy with consultation and doctor was very caring.
- I had excellent attention.
- Most of the staff that were there have gone. I found those had profound experience and care. Good luck to all them I'm sure those that have taken their place are just as good.
- Your doctors are unsurpassable. The Queen could do no better.
- None. Excellent.
- No she was excellent in all respects.
- The doctors are very, very good and listen to the patient very well.
- No - she is as good as it gets.

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 = 88

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	1	19	38	29	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (1 \times 25) + (19 \times 50) + (38 \times 75) + (29 \times 100)}{(88 - 1)} = 6,725/87$$

Your mean percentage score for Q1 = 77%

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	77

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

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*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

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.