

Private and Confidential

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Improving Practice Questionnaire Report

Barton Family Practice

January 2012



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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	0	8	52	69	43	4
Q2 Telephone access	11	33	56	46	23	7
Q3 Appointment satisfaction	2	10	53	58	51	2
Q4 See practitioner within 48hrs	14	21	56	41	38	6
Q5 See practitioner of choice	4	30	63	52	24	3
Q6 Speak to practitioner on phone	1	8	57	46	44	20
Q7 Comfort of waiting room	0	10	39	72	54	1
Q8 Waiting time	3	25	62	65	12	9
Q9 Satisfaction with visit	2	2	16	66	85	5
Q10 Warmth of greeting	1	2	17	63	87	6
Q11 Ability to listen	1	1	19	56	95	4
Q12 Explanations	1	1	26	64	80	4
Q13 Reassurance	1	2	25	67	74	7
Q14 Confidence in ability	1	0	22	58	90	5
Q15 Express concerns/fears	2	2	26	56	86	4
Q16 Respect shown	1	1	17	53	99	5
Q17 Time for visit	0	6	29	62	72	7
Q18 Consideration	2	0	34	62	69	9
Q19 Concern for patient	1	3	26	61	76	9
Q20 Self care	2	2	28	60	73	11
Q21 Recommendation	1	2	23	52	91	7
Q22 Reception staff	1	4	43	69	56	3
Q23 Respect for privacy/confidentiality	4	4	47	68	48	5
Q24 Information of services	0	7	56	59	42	12
Q25 Complaints/compliments	1	11	51	55	28	30
Q26 Illness prevention	2	8	55	64	34	13
Q27 Reminder systems	3	10	44	66	41	12
Q28 Second opinion / comp medicine	1	6	46	50	23	50

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

Your patient feedback

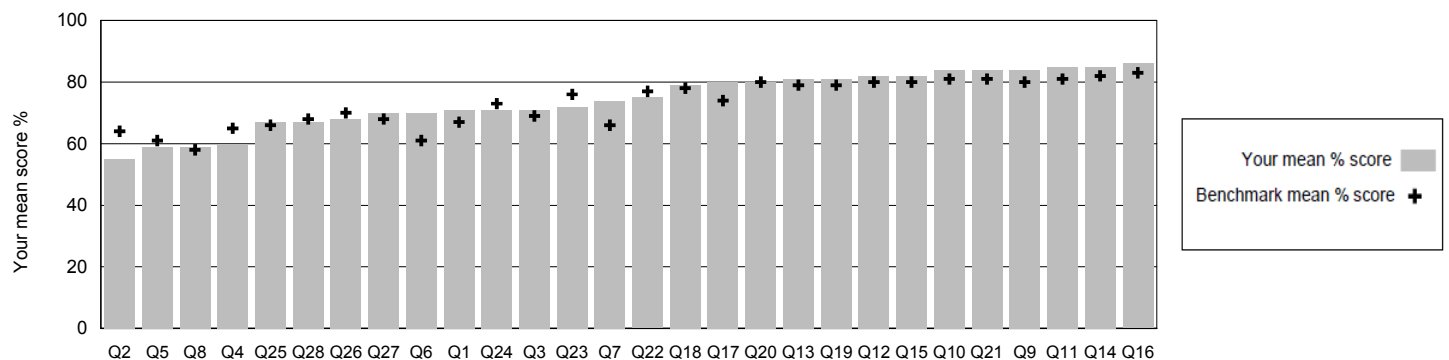
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	67	44	62	66	71	99
Q2 Telephone access	55	64	24	56	64	72	99
Q3 Appointment satisfaction	71	69	37	64	69	74	99
Q4 See practitioner within 48hrs	60	65	25	57	65	72	99
Q5 See practitioner of choice	59	61	24	53	60	69	99
Q6 Speak to practitioner on phone	70	61	31	54	61	67	99
Q7 Comfort of waiting room	74	66	31	61	66	72	100
Q8 Waiting time	59	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	84	80	49	76	80	84	99
Q10 Warmth of greeting	84	81	50	78	82	86	99
Q11 Ability to listen	85	81	50	78	82	86	100
Q12 Explanations	82	80	49	77	81	84	100
Q13 Reassurance	81	79	49	75	79	83	100
Q14 Confidence in ability	85	82	50	79	83	86	100
Q15 Express concerns/fears	82	80	50	76	80	84	100
Q16 Respect shown	86	83	50	80	84	88	100
Q17 Time for visit	80	74	46	70	74	79	100
Q18 Consideration	79	78	48	74	78	82	100
Q19 Concern for patient	81	79	48	75	79	83	100
Q20 Self care	80	80	51	78	81	85	99
Q21 Recommendation	84	81	46	77	81	85	100
About the staff							
Q22 Reception staff	75	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	72	76	45	72	76	80	100
Q24 Information of services	71	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	67	66	42	62	66	71	100
Q26 Illness prevention	68	70	46	66	69	73	100
Q27 Reminder systems	70	68	43	63	67	72	99
Q28 Second opinion / comp medicine	67	68	44	63	67	72	99
Overall score	75	73	46	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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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

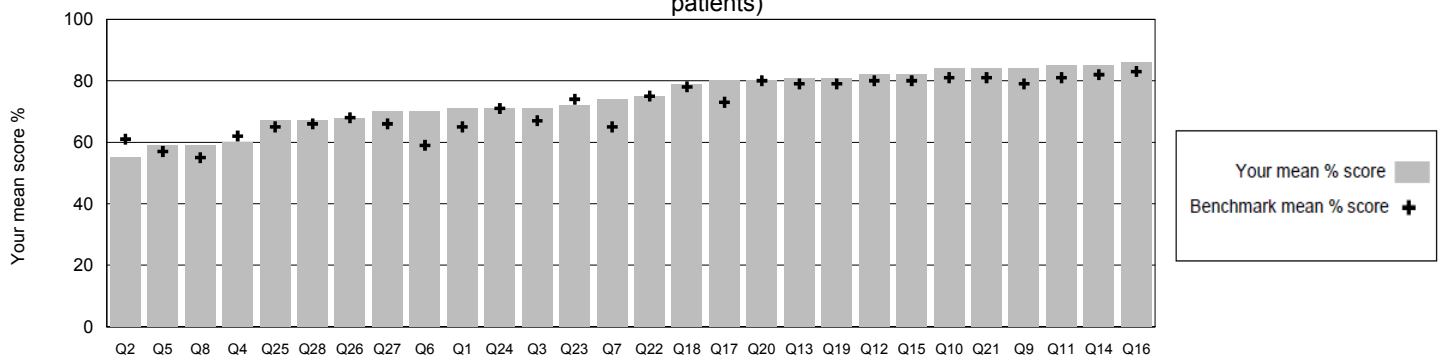
Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	65	46	62	66	69	84
Q2 Telephone access	55	61	25	54	62	68	85
Q3 Appointment satisfaction	71	67	41	63	68	72	87
Q4 See practitioner within 48hrs	60	62	33	56	63	69	90
Q5 See practitioner of choice	59	57	32	51	58	63	85
Q6 Speak to practitioner on phone	70	59	36	54	59	64	80
Q7 Comfort of waiting room	74	65	39	60	66	71	90
Q8 Waiting time	59	55	32	51	55	60	79
About the practitioner							
Q9 Satisfaction with visit	84	79	49	76	80	84	93
Q10 Warmth of greeting	84	81	54	78	81	85	94
Q11 Ability to listen	85	81	56	78	82	86	95
Q12 Explanations	82	80	55	77	81	84	94
Q13 Reassurance	81	79	51	76	79	83	92
Q14 Confidence in ability	85	82	55	79	82	86	95
Q15 Express concerns/fears	82	80	51	77	80	83	92
Q16 Respect shown	86	83	61	81	84	87	95
Q17 Time for visit	80	73	47	70	74	78	94
Q18 Consideration	79	78	49	74	78	82	91
Q19 Concern for patient	81	79	50	75	79	83	93
Q20 Self care	80	80	62	77	80	84	91
Q21 Recommendation	84	81	46	78	81	85	95
About the staff							
Q22 Reception staff	75	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	72	74	47	71	75	78	90
Q24 Information of services	71	71	44	68	72	75	88
Finally							
Q25 Complaints/compliments	67	65	43	62	65	68	83
Q26 Illness prevention	68	68	46	66	69	71	84
Q27 Reminder systems	70	66	46	63	67	70	84
Q28 Second opinion / comp medicine	67	66	48	63	67	70	85
Overall score	75	72	46	68	72	75	87

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 517 practices surveyed between April 2008 and February 2011 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 (6001-8000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 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	3	-	-	-	-	-	-	-
25 - 59	60	71	71	48	67	71	75	86
60 +	106	77	75	46	71	75	78	93
Blank	7	68	70	39	65	70	76	95

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	112	74	71	45	68	72	75	87
Male	56	76	73	50	70	73	76	88
Blank	8	71	70	40	65	70	76	94

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	115	77	74	49	71	74	77	88
No	46	70	68	46	64	68	72	83
Blank	15	70	70	45	66	70	75	93

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	42	75	72	48	68	72	76	90
5 - 10 years	23	81	71	52	67	72	76	87
> 10 years	104	73	72	50	69	73	76	88
Blank	7	71	70	42	65	71	75	91

* Based on data from 517 practices surveyed between April 2008 and February 2011 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

Table 5: Your current and previous mean percentage scores*

	17/10/2011	01/08/2008	18/06/2007	18/07/2006
Q1 Opening hours satisfaction	71	68	63	67
Q2 Telephone access	55	60	52	59
Q3 Appointment satisfaction	71	71	65	69
Q4 See practitioner within 48hrs	60	67	62	64
Q5 See practitioner of choice	59	61	59	58
Q6 Speak to practitioner on phone	70	60	55	59
Q7 Comfort of waiting room	74	77	61	66
Q8 Waiting time	59	63	57	62
Q9 Satisfaction with visit	84	83	76	84
Q10 Warmth of greeting	84	85	78	85
Q11 Ability to listen	85	85	79	86
Q12 Explanations	82	84	77	84
Q13 Reassurance	81	82	75	83
Q14 Confidence in ability	85	83	81	85
Q15 Express concerns/fears	82	83	76	84
Q16 Respect shown	86	87	81	86
Q17 Time for visit	80	76	70	75
Q18 Consideration	79	82	75	81
Q19 Concern for patient	81	83	78	82
Q20 Self care	80	--	--	--
Q21 Recommendation	84	83	79	84
Q22 Reception staff	75	74	69	75
Q23 Respect for privacy/confidentiality	72	72	67	69
Q24 Information of services	71	70	67	71
Q25 Complaints/compliments	67	67	60	67
Q26 Illness prevention	68	69	66	70
Q27 Reminder systems	70	67	63	69
Q28 Second opinion / comp medicine	67	67	62	67
Overall score	75	75	69	74

-- 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

- Get rid of its 0844 phone number.
- Giving them more money.
- Phone being answered by a person not being kept holding. Sometimes you are on for over 15 minutes and being charged for the waiting time.
- I feel that more people are needed to answer the phones as it constantly rings and when ringing it is not answered very quickly.
- Receptionists are often so busy they do not have time to listen! Often get very sarcastic responses.
- No. Excellent thank you.
- By opening a dispensary in the surgery, independent from the pharmacy in the village, which is an absolute shambles and a nightmare.
- My only concern is with the repeat prescriptions - they often take longer than stated and the local pharmacy takes even longer. Thanks.
- I have no problems with this practice. All of the doctors, nurses and the physios I have seen here have all been lovely. I don't mind who I see - I think they are very professional.
- When ringing the practice I would prefer to hear 'engaged tone' and have to keep ringing rather than hold on for so long. It would be cheaper for me.
- This practice is second to none. Please keep up the good work.
- I think we are very lucky to have such a health centre as this. It would be nice to have a Saturday surgery.
- Allow midwives to make direct referrals to physiotherapists. This is the best practice I've been to and I hope everyone appreciates it!
- Get rid of 0844 number - not everyone has a landline.
- Very satisfied.
- If there is a wait of more than 10 minutes with a practitioner the patient should be informed and given the opportunity either to wait or re-book.
- Saturday surgery mornings.
- Very pleased re: treatment of my baby. She needed a urine sample urgently and was referred to hospital and received treatment straight away.
- In some seats pillars obstruct view of the door when the doctor/nurse call you. Hard of hearing sometimes do not catch the doctor/nurse call. Horrified at admin cost of travel injections per course (without a cap). I fear people are going to take terrible risks and not have them and come home with diseases requiring costly treatment or death.
- Telephone system keeps you holding. I would prefer to have to keep trying to get through and get engaged tone.
- Better magazines? Being able to phone the surgery to place a repeat prescription would be brilliant as I find it very difficult to get to the surgery every time I need a repeat prescription.
- None required.
- None. Very good service.
- Always struggle to get an appointment in advance or when needed.
- Very difficult to make an appointment by phone. To be greeted by a friendly receptionist.
- I do not feel that any improvements would be needed at this time as no concerns were identified during this visit. The receptionist was obviously busy, however, managed to put my needs first.
- Provide test results at any time.

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

- Very happy with everything thank you.
- More staff manning phones.
- The on-line appointment site only has appointments available 2 - 3 weeks away. Phoning for an appointment after 8am is difficult.
- In all my years this is the best practice I have known. My husband also agrees with my answers.
- We moved here recently and have to say we have been treated by this practice with first class care and attention. Thank you all.
- Be able to make appointments on the day and not have to wait until the following morning.
- Cut waiting times. More availability of appointments.
- Employ another doctor to help to ease the workload of our existing doctors.
- The service is excellent.
- More readily provide a 'comments/complaints' box.
- Everything fine.
- I consider your practice extremely well run and your people very polite and knowledgeable.
- We would prefer to order our repeat prescriptions by email but with the actual repeat prescriptions being posted to a chosen variable address along the UK inland waterways system. Also a geographical phone number!
- Everything is ok.
- Answering the phone could be improved. I waited 7 minutes 13 seconds before speaking to reception on one occasion.
- Since I moved here a few years ago I have unfortunately had to use the local family practice quite a lot. I have nothing but praise for the care I have received and have always been able to get an appointment whenever I have called. Thanks very much.
- I have been associated with many practices over the years and have yet to experience a surgery with such a caring attitude. A minor point perhaps, but I have never felt comfortable whilst waiting with the radio on at the volume it is, the type of music and the proximity to the main receptionist.
- Three days for a prescription repeat is definitely too long.
- Silence the ringer on the reception phone. Although I didn't hear it this time, it usually rings when the receptionist is there but unable to answer. Stressful and annoying for the receptionist and patients alike.
- Phone system is poor on the past two attempts to make an appointment just after 8 am.
- Very satisfied with the practice. In hindsight 'good' responses a bit negative and should have rated higher.
- Generally the practice is excellent, but becoming overworked - longer time waiting. Sometimes one week or more these days to see your usual doctor.
- Improve telephone queries by speeding up connections to reception.
- Coffee machine at reception. £1 a coffee.
- None. The practice provides a friendly, efficient service.
- I have been a patient at this practice for only a few months. The service overall has been very good. I have no complaints at all.
- No. I am more than satisfied.
- Keep up the good work!

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 I last phoned, in response to a request for me to phone about a prescription issue, I pressed '2' for prescriptions, only to get the call ended! I reported this and trust the message has been changed. I'll see!
- My opinion is that I have never had a problem with this practice. Everyone is polite and welcoming.
- The main difficulty is trying to get through on the phone to make an appointment. There have been times when I have tried to make an appointment when the wait has been over a week.
- Some of us are hard of hearing. When staff call you it is difficult to hear your name called.
- I have always been very pleased with the practice, both in my treatment, the help provided and the staff's approach and attitude. It is normally possible to get an appointment quickly and I like the fact that I can call in to make an appointment or request that my doctor rings me, rather than deal with a telephone system.
- No. I think it is very good.

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

- Very happy with care provided by doctors/nurses/receptionist. All very helpful. (Our only complaint is with the local pharmacy!!)
- Please just keep what you are doing, it is brilliant and understanding; have empathy and are responsive. Well done.
- The doctor was very good. The doctor was professional, pleasant and dealt with it appropriately. Also the doctor saw my child at my request.
- Very satisfied.
- My experiences of doctors/nurses have always been excellent. Thank you.
- Very good. Thank you.
- Doctors and nurses are great.
- Cannot improve on perfection.
- Doctors and reception staff are very well trained and always ready to listen and you are not pushed away out of the door.
- None whatsoever. Very pleased with the treatment all round. Thank you.
- The doctor that I visited could not improve on the service that was provided to me during a very difficult time. I have been offered reassurance and ongoing support. I was made to feel like a person. In the dynamics of 'today's' world this is often forgotten. I fully appreciate all the support given to me.
- I can't see how you can improve. The staff are always very helpful.
- I've never had any reason to complain until I came to see the doctor recently, when I left very confused and upset. It didn't end there - I then spoke to the doctor about having an appointment for an x-ray before my visit to the Clinic. The answer was 'no, just go to the x-ray'. Needless to say when I arrived there was no x-ray available without an appointment!!
- All staff are excellent.
- I find them quite satisfactory.
- No problem.
- Your new nurse is absolutely brilliant.
- Only to carry on doing exactly what you are doing.
- No. All ok.
- I don't think there needs to be any improvement.
- I can't think of a word of possible improvement.
- Not really. They are all excellent, polite and helpful.
- Cannot fault! Superb!
- None. I have always had an excellent service from the staff.
- Again, the courtesy and advice from all the doctors and nurses has been consistently very good.
- Very happy with treatment and assistance.
- I am absolutely delighted with the way I have been treated by all staff. Thank you.
- Certainly not.
- No, I think both my doctor and sister, when I see her, are excellent.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 176

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	8	52	69	43	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (8 \times 25) + (52 \times 50) + (69 \times 75) + (43 \times 100)}{(176 - 4)} = 12,275/172$$

Your mean percentage score for Q1 = 71%

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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	71	44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a 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"/>

**SAMPLE ONLY
PLEASE DO NOT COPY**

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

Barton Family Practice

Short Lane
Barton Under Needwood
Burton on Trent
Staffordshire
DE13 8LT

Practice List Size: 6800

Surveys Completed: 176

has completed the

Improving Practice Questionnaire

Completed on 27 January 2012



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.