

**Private and Confidential**

Ms Helen Bell  
Dunelm Medical Practice  
1-2 Victor Terrace  
Bearpark  
County Durham  
DH7 7DG

# Improving Practice Questionnaire Report

Dunelm Medical Practice

February 2013



1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

Ms Helen Bell  
Dunelm Medical Practice  
1-2 Victor Terrace  
Bearpark  
County Durham  
DH7 7DG

t 0845 5197493  
f 01392 824767

e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

27 February 2013

Dear Ms Bell

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=145416>

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

### Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your patient comments	P5

### Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

## Introduction

### About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies (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	2	20	114	150	94	4
Q2 Telephone access	16	58	104	106	95	5
Q3 Appointment satisfaction	6	25	95	122	132	4
Q4 See practitioner within 48hrs	25	55	89	116	90	9
Q5 See practitioner of choice	38	76	111	85	50	24
Q6 Speak to practitioner on phone	7	41	119	99	79	39
Q7 Comfort of waiting room	3	38	139	131	69	4
Q8 Waiting time	9	71	123	117	62	2
Q9 Satisfaction with visit	4	13	67	110	185	5
Q10 Warmth of greeting	1	7	63	107	197	9
Q11 Ability to listen	2	12	55	112	196	7
Q12 Explanations	3	13	62	113	183	10
Q13 Reassurance	5	15	65	124	171	4
Q14 Confidence in ability	5	11	55	109	195	9
Q15 Express concerns/fears	2	12	64	120	177	9
Q16 Respect shown	1	7	53	108	207	8
Q17 Time for visit	1	13	69	113	179	9
Q18 Consideration	2	12	73	121	160	16
Q19 Concern for patient	2	13	71	101	181	16
Q20 Self care	3	14	68	119	158	22
Q21 Recommendation	7	15	63	96	180	23
Q22 Reception staff	2	11	64	108	189	10
Q23 Respect for privacy/confidentiality	1	19	65	104	179	16
Q24 Information of services	3	13	80	122	147	19
Q25 Complaints/compliments	5	19	113	109	101	37
Q26 Illness prevention	1	22	103	124	111	23
Q27 Reminder systems	6	14	105	123	107	29
Q28 Second opinion / comp medicine	5	19	111	103	85	61

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

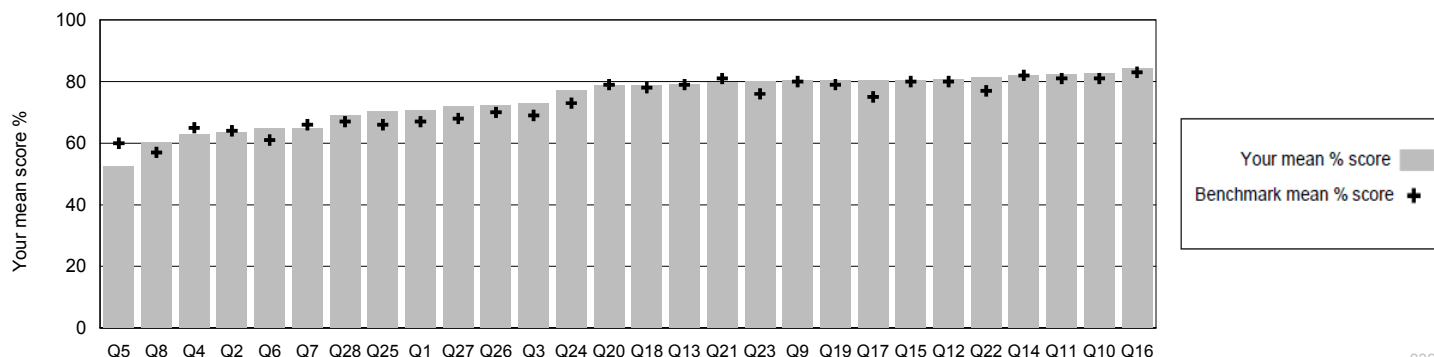
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	71	67	40	63	67	71	99
Q2 Telephone access	64	64	22	55	64	72	99
Q3 Appointment satisfaction	73	69	35	64	69	74	99
Q4 See practitioner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



8390

## 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	71	65	43	62	65	69	83
Q2 Telephone access	64	56	25	49	58	65	79
Q3 Appointment satisfaction	73	65	43	61	65	70	81
Q4 See practitioner within 48hrs	63	60	34	54	60	66	82
Q5 See practitioner of choice	52	52	27	46	52	58	79
Q6 Speak to practitioner on phone	65	57	37	52	57	63	85
Q7 Comfort of waiting room	65	64	41	60	64	69	86
Q8 Waiting time	60	54	29	49	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	80	79	55	76	80	83	90
Q10 Warmth of greeting	83	81	57	78	81	84	92
Q11 Ability to listen	82	81	58	78	82	85	94
Q12 Explanations	81	80	58	77	80	83	92
Q13 Reassurance	79	79	57	75	79	82	91
Q14 Confidence in ability	82	82	60	79	82	85	93
Q15 Express concerns/fears	81	80	60	76	80	83	90
Q16 Respect shown	84	83	62	80	84	87	93
Q17 Time for visit	80	74	55	71	74	78	90
Q18 Consideration	79	78	53	74	78	81	91
Q19 Concern for patient	80	79	55	75	79	82	91
Q20 Self care	79	78	55	75	78	82	88
Q21 Recommendation	80	81	55	77	81	84	93
<b>About the staff</b>							
Q22 Reception staff	81	73	52	70	74	77	93
Q23 Respect for privacy/confidentiality	80	73	51	70	73	76	88
Q24 Information of services	77	70	50	66	70	73	87
<b>Finally</b>							
Q25 Complaints/compliments	70	63	42	60	63	66	81
Q26 Illness prevention	72	67	46	64	67	70	85
Q27 Reminder systems	72	65	44	62	65	68	84
Q28 Second opinion / comp medicine	69	65	42	62	64	67	83
Overall score	74	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

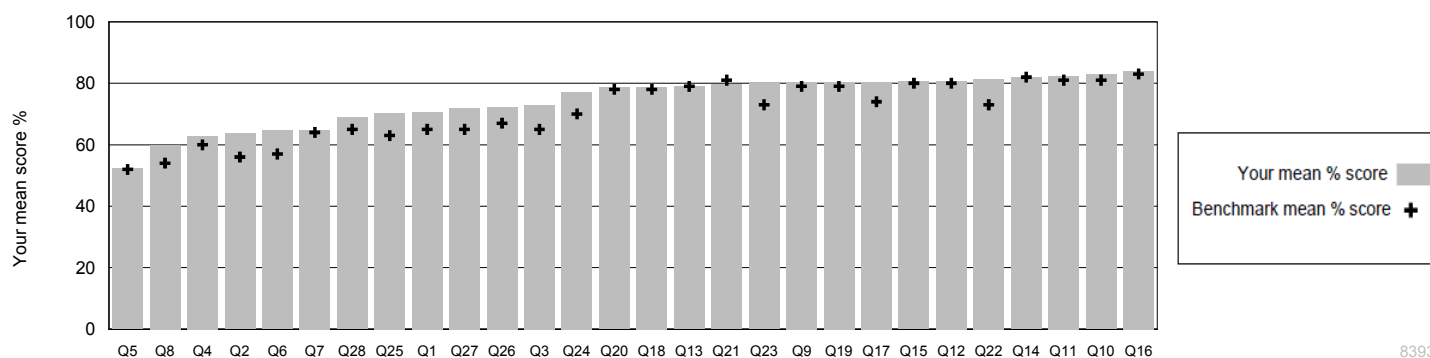
8393

\*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)



8393



## 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	30	67	69	51	65	69	73	89
25 - 59	217	75	70	47	66	70	73	82
60 +	110	77	73	52	70	73	76	87
Blank	27	68	69	37	64	69	74	88

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	213	73	70	49	67	70	74	83
Male	137	77	72	50	69	72	75	86
Blank	34	74	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	166	79	73	51	70	73	76	87
No	157	70	67	47	64	67	71	85
Blank	61	73	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	64	77	71	51	68	71	75	85
5 - 10 years	53	74	70	50	67	70	74	86
> 10 years	230	74	71	48	68	71	75	84
Blank	37	74	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.

8395

## 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

- New toys for children that aren't broken.
- We have no problems here.
- In my own situation, my care has been second to none.
- I have been able to contact the practice on a Saturday morning via phone, it just went to the out of hours message all morning.
- Never had a problem - very efficient and helpful. Could do with a clock in reception.
- Increase the surgery opening hours. Have a "walk in" slot for appointments that patients consider urgent. Provide greater privacy when speaking with receptionist - to improve confidentiality.
- I have always been satisfied with level of care.
- More pre-bookable appointments rather than on day ringing up.
- Pleasant GP.
- Totally satisfied as doctor was very informative.
- The visit was the first time I felt well cared for. In the past I have always felt rushed and not really listened to.
- Waiting area could do with a re-vamp. Reception could do with being a lot more private!
- Overall very good, waiting times can sometimes be an issue but can't be helped. Seeing doctor of choice not always easy without a wait.
- Some receptionists not as friendly as others, sometimes a little abrupt.
- The practice is good to me if I need an appointment because I am always at work at 8:30am every morning Monday to Friday but they always try their best to fit me in.
- Generally wait a while after appointment time to see nurse/doctor.
- Difficult to get through on the phone for an appointment, not sure how to improve.
- Trying to get through on telephone - possibly more lines needed - very helpful when you can get through.
- No comment at this stage.
- It's very hot in the building.
- I am very pleased with time with my doctor and couldn't ask for more. Thanks to all concerned.
- I find it a pleasure to visit the practice. I have always found reception staff to be pleasant and very helpful, and doctors always pleasant and helpful.
- Maybe being able to make an appointment easier.
- Everything is just fabulous - wouldn't change it. Staff are brilliant - receptionists superb.
- Automatic right to review appointment following blood test results.
- An excellent service. Gives patients a lot of confidence. Very considerate in all aspects.
- Always feel a lot better after seeing the doctor.
- Waiting time can take a while, this is difficult when you have young children.
- Have no complaints - happy with the service.
- Whenever I visit Kelvin House you can almost guarantee there will be a long wait.

## 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

- Give them more money!
- Excellent practice. Staff, nurses and doctors. Very good.
- Some doctors are brilliant but others not so good.
- Telephone service could be switched to the queue service at 8:30 prompt as it appears this does not work until 8:40 by which time all appointments have been taken.
- Unable to get through by phone. Put on hold and line went dead. Twice. Made appointment in person which worked out fine.
- Would be nice to know which doctor was on duty.
- I feel there is no continuity of care with the doctors - I usually have to tell them things that I feel they should know about me. Today I came because the doctor said they needed to see me but I felt the doctor had no idea why they wanted to see me.
- Make more appointments available around working hours.
- Staff can make you feel intimidated at times. Rude on the telephone. One member says there's no appointments when you call back minutes later there are loads.
- Saturday morning practice would be a good idea in Bearpark.
- Better telephone appointment system.
- The surgery's quality of care is of a high standard so I can only think that any further improvements could be suggested by the staff themselves.
- Difficult to phone through for appointment mornings for day. Constantly engaged - more people manning, more appointments available.
- Having been patients at this practice for many years I don't feel much could be done to improve the service. You have moved into the internet world for those capable and the telephone service is quite adequate.
- At moment, none.
- If it's possible to organise the appointments more so we don't have to wait so long.
- Better follow up information for sample results etc.
- Very impressed with service at the practice. Ability to book appointments when convenient. Weekends/evenings - Thank you.
- All round excellent.
- Some flexibility to match clients working hours (appointments out of normal work hours).
- Could not improve.
- More appointments to be available.
- The practice staff are very helpful and nice.
- Waiting time 25 minutes. Getting appointment 3 days.
- None. Very good.
- Text message reminders closer to the time of appointment.
- Appointments (same day) are a lottery, if you don't get on the phone at exactly 08:45 you've had it.
- Had very good clinical care since became ill early this year.
- Easier to make telephone contact.

## 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

- No - happy with service, have excellent GP in one doctor. Have also seen two other doctors. Both very good - reception staff very helpful and nice.
- Improve continuity by making it easier for patients to see the doctor of their choice within a reasonable time period. In particular, appointments with registrars often need to be followed up by additional appointments with practice doctors, as registrars are often not experienced enough to make firm diagnosis.
- More phone lines available during busy times.
- Making telephone appointments difficult in the mornings.
- Better consistency with reception waiting times. Go from 48 hours to 24 hour repeat prescriptions. Tidier and more pleasant waiting area - too many haphazard messages and posters - untidy.
- A very good practice. Approachable, professional team.
- A more confidential reception area.
- The reception staff when asked for a telephone consultation with a doctor should strive to make it happen and not make the decision themselves they are not qualified.
- Priority to people who have to go to work.
- More late opening for working people.
- Fully satisfactory.
- I have been impressed by the way the practice is run.
- All ok.
- Don't use doctor very much, so not in a position to comment. Only comment would be waiting room, looks tired and dated.
- I think the service at this practice is excellent.

## 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

- Midwife does not appear interested in what you tell them. My appointment felt rushed and unfriendly.
- Everyone is kind, pleasant and helpful.
- None. The nurses, especially one nurse, are good. All doctors especially one doctor, fantastic.
- One of the doctors is excellent.
- Helpful and no issues.
- Make instructions regarding - arranging next appointment clearer. Doctors could avoid thinking aloud, so they appear more confident about their actions rather than seeking reassurance from nurse.
- Always been shown respect and care by everyone.
- The nurses are excellent and the doctors I have seen do the best job they can.
- Particular doctor seen is doctor of my choice. They are excellent, listens, explains and seems to care, which in turn gives me confidence in them, which is very important to me as the patient.
- All the doctors/nurses are good and take time to listen to me when I do need to see a doctor or nurse.
- Not this time but previous visits to doctor have meant returning 2/3 times to be taken seriously and listened to properly.
- The practice nurse could listen to people.
- Spend slightly more time on patients examinations.
- If we could see the same doctor on a regular basis instead of different one every time you come.
- One doctor is good.
- Continuity i.e. able to see the same doctor for ongoing problems would be good. They're here, there and everywhere it seems.
- Great the way they are.
- Nurses are excellent.
- I have found all staff to be friendly and helpful.
- Make regular appointments to see doctor of choice, three weeks for a repeat appointment is sometimes too long.
- Good service given every time.
- One doctor was very good.
- The staff stay as they are!
- One doctor should be free more for appointments. Always have to see different doctors/consistency isn't possible.
- I have always been treated with the utmost respect by all the doctors/nurses at this practice and I cannot see what improvements could be made.
- At moment, none.
- In my experience with this practice, I've been to just one doctor who was really inexperienced even though I've been with them for few times with not really sufficient results.
- None - very impressed.
- The nurse didn't know why I was there - even though it was the surgery that called me in. They didn't know what medication I was taking or why, they didn't know I was a diabetic until after taking blood, they rushed me and, although I sat in front of them with tears rolling down my face - they didn't even notice.

## 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

- Could not improve.
- None. My treatment here has been very good.
- The doctor I saw today was very good, but I have on other occasions seen other staff whose manner and experience were sometimes questionable.
- They have always been tip top.
- No - am happy with service.
- I think the practice offer an excellent service. No obvious room for reproach.
- Having hearing problems - I have difficulty understanding foreign accents.
- As a recent addition to the practice, I have been very impressed by the level and efficiency of all the staff and service received.
- One staff member, 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 = 384

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	20	114	150	94	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (20 \times 25) + (114 \times 50) + (150 \times 75) + (94 \times 100)}{(384 - 4)} = 26,850/380 = 71\%$$

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 (%)
Q1 Opening hours satisfaction	71

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

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



**About the doctor/nurse (continued....)**

Poor Fair Good Very good Excellent

18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**About the staff**

Poor Fair Good Very good Excellent

22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Finally**

Poor Fair Good Very good Excellent

25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

*The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.*

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

**Thank you for your time and assistance**



# *Certificate of Completion*

This is to certify that

**Dunelm Medical Practice**

1-2 Victor Terrace  
Bearpark  
County Durham  
DH7 7DG

**Practice List Size: 11750**

**Surveys Completed: 384**

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.