



# Dunelm Medical Practice

## Patient Survey Results

2013/14

## 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.

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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	5	23	94	123	77	5
Q2 Telephone access	14	45	90	96	74	8
Q3 Appointment satisfaction	7	25	91	111	83	10
Q4 See practitioner within 48hrs	24	52	90	83	70	8
Q5 See practitioner of choice	40	89	83	70	25	20
Q6 Speak to practitioner on phone	8	43	106	86	51	33
Q7 Comfort of waiting room	6	30	120	113	51	7
Q8 Waiting time	18	65	109	81	40	14
Q9 Satisfaction with visit	2	11	76	113	122	3
Q10 Warmth of greeting	2	8	69	99	143	6
Q11 Ability to listen	2	7	69	98	140	11
Q12 Explanations	1	9	75	104	133	5
Q13 Reassurance	2	12	74	97	133	9
Q14 Confidence in ability	1	10	69	102	142	3
Q15 Express concerns/fears	2	7	77	103	127	11
Q16 Respect shown	1	7	65	96	151	7
Q17 Time for visit	4	12	77	102	122	10
Q18 Consideration	1	14	84	90	123	15
Q19 Concern for patient	2	12	83	87	129	14
Q20 Self care	2	11	82	89	123	20
Q21 Recommendation	1	10	74	99	128	15
Q22 Reception staff	2	16	54	111	136	8
Q23 Respect for privacy/confidentiality	5	16	61	110	125	10
Q24 Information of services	4	21	77	93	115	17
Q25 Complaints/compliments	4	28	105	85	65	40
Q26 Illness prevention	3	20	113	94	75	22
Q27 Reminder systems	5	29	108	84	80	21
Q28 Second opinion / comp medicine	4	20	93	75	65	70

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

## Your patient feedback

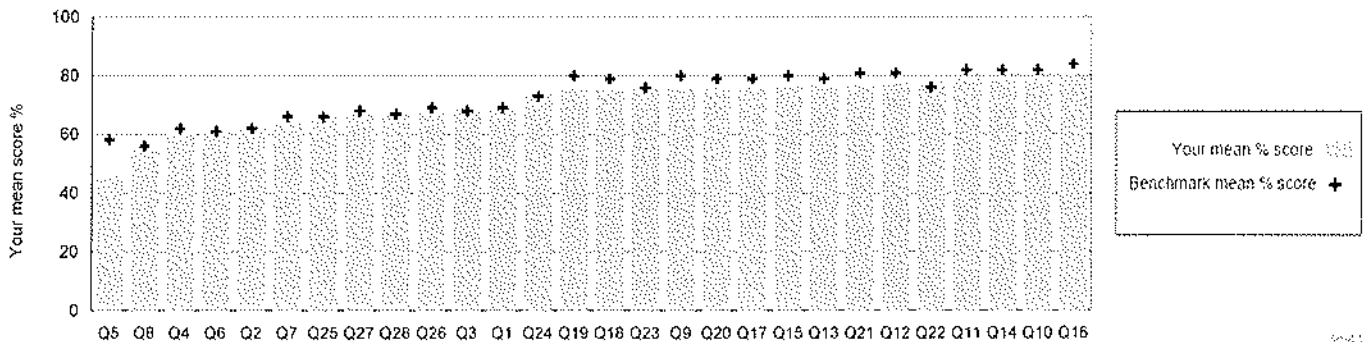
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	69	69	23	64	68	73	92
Q2 Telephone access	63	62	13	53	63	71	92
Q3 Appointment satisfaction	69	68	23	63	68	74	92
Q4 See practitioner within 48hrs	60	62	18	54	62	70	96
Q5 See practitioner of choice	46	58	22	48	57	65	95
Q6 Speak to practitioner on phone	61	61	25	54	61	67	92
Q7 Comfort of waiting room	64	66	27	60	66	71	90
Q8 Waiting time	55	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	76	80	41	76	81	85	97
Q10 Warmth of greeting	79	82	45	78	82	86	96
Q11 Ability to listen	79	82	46	78	83	87	97
Q12 Explanations	78	81	42	77	81	85	97
Q13 Reassurance	77	79	41	75	80	84	98
Q14 Confidence in ability	79	82	43	79	83	87	99
Q15 Express concerns/fears	77	80	45	76	81	85	96
Q16 Respect shown	80	84	49	80	85	88	98
Q17 Time for visit	76	79	38	75	80	84	96
Q18 Consideration	76	79	41	75	79	83	98
Q19 Concern for patient	76	80	43	76	80	84	97
Q20 Self care	76	79	38	75	79	83	97
Q21 Recommendation	77	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	78	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	76	76	43	72	76	80	96
Q24 Information of services	74	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	67	68	27	63	68	72	96
Q28 Second opinion / comp medicine	67	67	30	62	67	71	96
Overall score	71	73	35	69	73	77	95

Your mean score for this question falls in the highest 25% of all means  
 Your mean score for this question falls in the middle 50% of all means  
 Your mean score for this question falls in the lowest 25% of all means

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



## Your patient feedback

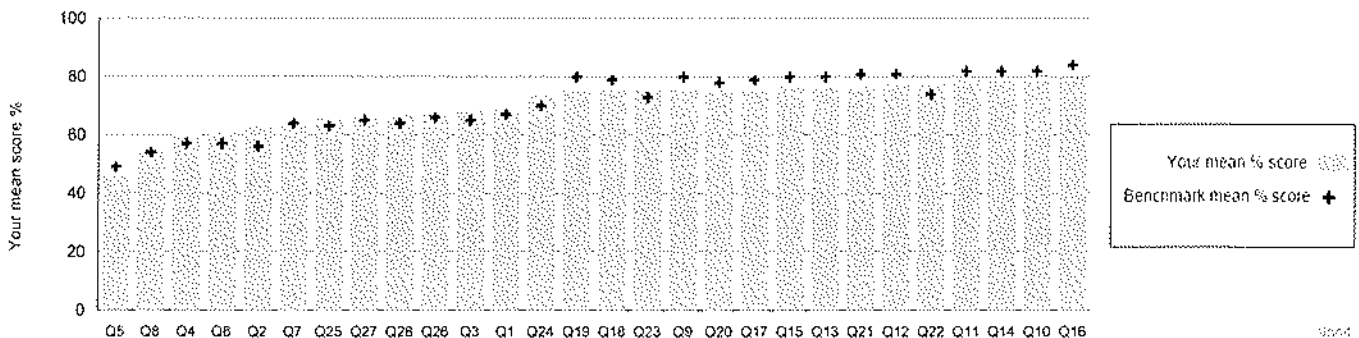
Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	69	67	23	64	68	71	88
Q2 Telephone access	63	56	13	47	58	65	78
Q3 Appointment satisfaction	69	65	23	62	65	69	85
Q4 See practitioner within 48hrs	60	57	18	52	58	64	83
Q5 See practitioner of choice	46	49	22	44	48	55	84
Q6 Speak to practitioner on phone	61	57	25	52	57	63	85
Q7 Comfort of waiting room	64	64	27	60	65	69	86
Q8 Waiting time	55	54	26	49	54	59	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	76	80	41	76	81	84	91
Q10 Warmth of greeting	79	82	45	78	83	85	93
Q11 Ability to listen	79	82	46	79	83	87	94
Q12 Explanations	78	81	42	77	81	85	92
Q13 Reassurance	77	80	41	76	80	84	91
Q14 Confidence in ability	79	82	43	79	83	86	92
Q15 Express concerns/fears	77	80	45	77	81	84	91
Q16 Respect shown	80	84	56	81	85	88	93
Q17 Time for visit	76	79	38	75	80	83	91
Q18 Consideration	76	79	46	75	79	83	89
Q19 Concern for patient	76	80	46	76	80	84	90
Q20 Self care	76	78	38	75	79	83	89
Q21 Recommendation	77	81	41	78	82	86	91
<b>About the staff</b>							
Q22 Reception staff	78	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	76	73	43	70	73	76	90
Q24 Information of services	74	70	31	67	70	73	88
<b>Finally</b>							
Q25 Complaints/compliments	66	63	31	60	64	66	86
Q26 Illness prevention	68	66	34	63	66	69	86
Q27 Reminder systems	67	65	27	62	65	68	86
Q28 Second opinion / comp medicine	67	64	30	61	64	68	87
Overall score	71	71	35	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 103 practices carrying out 153 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 (10001-12000 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 (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	24	72	70	42	66	70	75	91
25 - 59	191	70	70	35	67	70	74	87
60 +	92	73	73	24	70	73	76	87
Blank	20	73	69	50	63	69	74	86
<b>Gender</b>								
Female	192	67	71	32	67	71	74	87
Male	108	77	73	45	69	73	77	88
Blank	27	78	69	49	65	69	74	89
<b>Visit usual practitioner</b>								
Yes	136	73	74	35	71	74	77	89
No	134	68	68	35	64	68	72	84
Blank	57	74	70	53	65	70	73	83
<b>Years attending</b>								
< 5 years	71	69	72	28	68	72	76	88
5 - 10 years	38	78	71	40	67	71	75	91
> 10 years	193	70	72	48	69	72	75	86
Blank	25	80	69	49	65	69	73	85

\*Based on data from 103 practices carrying out 153 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

Table 5: Your current and previous mean percentage scores\*

	Current scores	06/02/2013
Q1 Opening hours satisfaction	69	71
Q2 Telephone access	63	64
Q3 Appointment satisfaction	69	73
Q4 See practitioner within 48hrs	60	63
Q5 See practitioner of choice	46	52
Q6 Speak to practitioner on phone	61	65
Q7 Comfort of waiting room	64	65
Q8 Waiting time	55	60
Q9 Satisfaction with visit	76	80
Q10 Warmth of greeting	79	83
Q11 Ability to listen	79	82
Q12 Explanations	78	81
Q13 Reassurance	77	79
Q14 Confidence in ability	79	82
Q15 Express concerns/fears	77	81
Q16 Respect shown	80	84
Q17 Time for visit	76	80
Q18 Consideration	76	79
Q19 Concern for patient	76	80
Q20 Self care	76	79
Q21 Recommendation	77	80
Q22 Reception staff	78	81
Q23 Respect for privacy/confidentiality	76	80
Q24 Information of services	74	77
Q25 Complaints/compliments	66	70
Q26 Illness prevention	68	72
Q27 Reminder systems	67	72
Q28 Second opinion / comp medicine	67	69
Overall score	71	74

## 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?

- Could do with coffee machine in waiting room.
- None.
- Keep weekend opening not just over winter.
- Very good surgery. The receptionists and doctors are very understanding.
- Extremely difficult to make an appointment when working full time. Appointments are normally running very late.
- Have better ways to make easy with phone appointments.
- I have never made a complaint or sought to seek a second opinion so could not comment.
- Shorter waiting time.
- Generally excellent - only one point - not always easy to get a following appointment with doctor you have seen originally and would prefer to see.
- Longer opening hours and early opening for workers appointments (which may or may not happen with the results of the Experiment). Booking appointments online and repeat prescriptions is a great addition but I think there is room for improvement. Reception area - everyone can hear, everyone can see and listen to everything. Time for a revamp.
- I have been a patient at this practice for many years and I and my family have always been highly satisfied with everything.
- Miss being able to telephone for repeat prescriptions.
- Perhaps the ability to see the doctor of your choice could be looked at.
- It would be nice in bad weather to have access to the front part of the surgery while waiting for door to be opened, especially as people are not well. This is on days that one has to queue for appointment.
- Continue weekend surgeries - vital for workers.
- Very satisfied with practice.
- Continuation of Saturday morning surgeries throughout the year.
- All the staff are excellent. I have no problems whatsoever regarding my own health and visits, also my elderly parents. Staff always do their best.
- In a waiting room should be toys for kids.
- Better appointment system, ridiculous trying to get one on a morning! Takes a long time to get through on phone and also can never see same doctor for weeks apart.
- Never had a reason to complain.
- Fabulous staff/doctors.
- Better appointment system.
- The reception desk could be lower and more private.
- I think that telephone prescription ordering should be re-introduced as a lot of old people don't have internet or the ability to call into the surgery. Also walk in appointment.
- It's good.
- Once you have an appointment - the staff, nurses and doctors are excellent. Problems arise from the fact that you cannot get an appointment at the time and doctor that you want.
- No, always been very good. Doctor is amazing and very helpful.

## 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?

- Some reception staff have no social skills and very poor manners.
- Maybe a late night at Bearpark.
- No comments - good service.
- Difficulty in being able to get an appointment quickly unless you call at 8.30 is frustrating. Very difficult to get through at 8.30 and sometimes when you do get through, appointments are already gone.
- More open surgeries/sit and wait options for seeing doctor on the day even without appointment.
- None at all.
- Extending opening times (difficult for work), including Saturday. However, this is due to funding/staffing.
- Find a solution to get seen on time. In the 2 years at this practice I have never been seen at the time I booked. More online booking to least 48 hours in to the future, not 10 days or more!
- Opening hours as my partner has to take time off work to get an appointment as he isn't until after 5.30pm.
- Normal practice. Waiting area could be improved and consulting rooms - old, cold, shabby looking. If waiting in waiting room would be helpful if staff informed you there may be a delay/wait when you arrive - appreciate clinics can run late so would be good to inform patients on arrival.
- Personally I think the consultation should be overall for the past year's as well as today. Anybody can be nice for the day. Doctor was running 60 minutes late. Doctor was excellent.
- Easier appointments, very difficult to ring at 8.45 when you are at work. Not much choice for booking online appointments.
- I received 3 text messages every time about surgery opening times (not good).
- More privacy at reception.
- My husband and I have both reached the '50' milestone and have never been offered a 'wellness' check up as some of our friends have. We'd like to check our cholesterol/BP - husbands prostate etc. We know we could just make a general appointment but it would be good to have it offered (my husband might more readily come!).
- Receptionists always very helpful.
- None - they are all very good.
- Good doctors practice - usually happy with service and all staff.
- Telephone - morning service to get an appointment is very hard but reception staff are very lovely and do try their best.
- Try to contact surgery on a morning for an appointment is very poor. I had to wait until the end of the next day for a telephone consultation.
- A box for comment and complaints. I do not have internet as I cannot afford it with two kids. It is hard for me to order my repeat prescriptions as I cannot walk far.
- Children's toys and magazines.
- Ability to have same GP to follow treatments. When you are given appointment with 4 different GPs time is wasted explaining the symptoms time after time.
- None.
- Helpful at all times.
- In cases of repeat visits for an illness being able to see the same doctor would be an advantage.
- It's a great place. Nothing to improve. Maybe Sky Sports news for the waiting room.

## 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?

- Improve patient waiting times and inform patient if there is any delay.
- Things would be better if it was possible to see the same GP each visit.
- Excellent service. Ladies were very accommodating.
- Practice currently satisfies my requirements.
- Weekend opening all year. Make rotas longer than 2 weeks. More info about chronic conditions e.g. MS, diabetes, coeliac etc.
- None at all (all A1).
- None, have never had any problems.
- Employ more doctors and nurses like two doctors and one of the nurses who are great.
- Satisfactory.
- With patients like yours truly who has suffered a stroke it would help if the doctor who started to treat you from 2008 continued to do so particularly when the doctor appears to have a good understanding.
- None.
- No issues with current system.
- After speak to other people about their doctors, I consider myself very lucky to have the practice I have, first class service from both doctors and reception staff.
- I am perfectly happy with the service provided.
- Everything fine.
- Keep up the excellent work! It is appreciated.
- No repeat prescriptions via telephone.
- None, very good.
- Very little to improve.
- To allot more time or schedule for the patient.
- Information about regular health checks.
- Different radio now and then. I personally fall asleep waiting listening to Smooth FM. Some posters are out of date - Shingles nest to staff only room says September 2013.
- Book appointments a day in advance.
- To get an appointment lately has improved a lot but still a lot more needs to be done. Too many appointments are given to doleys and sick people.
- Maybe opening times on a night be a little later.
- Excellent one in Durham. I have previously registered elsewhere but this is the best!
- Brilliant.
- None.
- Weekend opening. Reminders about regular health checks (prostate for example). Dealing with an emergency accident.
- Very happy with service.

## 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?

- Weekend and evening opening. Too much reliance on registrars i.e. non senior doctors.
- Not all people have internet I found before I had it that getting an appointment was not easy as you had to phone at a set time and the phone was usually engaged. Could this be extended?
- Would like to have regular medical health checks and reminders from practice. Very difficult to get through on telephone at 8.45 onward.
- Prescriptions. It would be helpful to order repeat over the phone for old people.

## 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?

- Dunelm Medical Practice is excellent.
- Today I had a locum doctor. They knew what I was going through.... my feelings, state of mind. They never rushed me. I've been here 2 years as a patient, I have received good advice and care. The doctor has certainly exceeded my faith that I can feel supported by my surgery. Thank you.
- Never had a problem with any of the doctors or nurses. Always professional, always polite and sympathetic.
- Sometimes not enough time, but very good services with doctors and nurses.
- Two of the doctors are great.
- No, it's good.
- Longer opening hours for when working so as not to take time off. It is sometimes a long time to wait to see the doctor you would like to see. Would be better to drive to where the doctor was.
- Improving the chances of seeing a doctor/nurse of my choice.
- None at all.
- Really understanding.
- None, always excellent. Will spend extra time to ensure my needs/concerns are met and fully explain situation.
- Lovely clinic. Always feel well taken care of.
- Better communication and filling in notes so that patients don't have to remember what info you gave and to what doctor.
- Appointments with nurse, midwife and doctors have always been positive and helpful.
- Trying to get appointments is a nightmare. I was lucky today.
- None, all the staff I have encountered have been helpful and friendly.
- None - just stay the way you are. We love what you do.
- They always different new doctors/nurses never the same.
- Telephone consultations should be given when appropriate with patient not at the end of the next day.
- The registrars make me feel uncomfortable especially one of them, but one is great.
- None, all good.
- Nothing to improve. The nurse was brilliant.
- None at all (all A1).
- Unless you find outstanding included.
- No issues.
- Everything good. Very pleasant and helpful.
- None, excellent.
- None, they are an excellent doctor.
- Staying at one surgery instead of moving from one surgery to the next.
- Brilliant.
- My experiences have been very good.

## 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 = 327

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	23	94	123	77	5
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (23 \times 25) + (94 \times 50) + (123 \times 75) + (77 \times 100)}{(327 - 5)} = 22,200/322$$

Your mean percentage score for Q1 = 69%

### 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	69	23	64	68	73	92

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.



**Supporting documents**

Page by page guide to the interpretation of your report

**Page 1**

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

**Page 2**

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

**Page 3**

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

**Page 4**

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided. The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

**Page 5**

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

**Page 6**

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

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

# Improving Practice Questionnaire



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

**About the staff**

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

**Finally**

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

Any comments about how this practice could improve its service?

Any comments about how the doctor/nurse could improve?

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

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

# *Certificate of Completion*

This is to certify that

**Dunelm Medical Practice**

1-2 Victor Terrace  
Bearpark  
County Durham  
DH7 7DG

**Practice List Size: 11903**

**Surveys Completed: 327**

has completed the

**Improving Practice Questionnaire**

Completed on 21 February 2014



**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.