

# Improving Practice Questionnaire Report

Bewbush Medical Centre

February 2014





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## Introduction

### About the IPQ

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

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

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	5	7	46	63	40	3
Q2 Telephone access	7	14	55	57	31	0
Q3 Appointment satisfaction	4	9	28	64	58	1
Q4 See practitioner within 48hrs	5	10	35	42	68	4
Q5 See practitioner of choice	7	16	34	58	45	4
Q6 Speak to practitioner on phone	9	19	42	52	36	6
Q7 Comfort of waiting room	3	23	51	51	34	2
Q8 Waiting time	6	15	49	37	55	2
Q9 Satisfaction with visit	1	4	27	41	87	4
Q10 Warmth of greeting	0	4	20	50	87	3
Q11 Ability to listen	0	4	13	43	100	4
Q12 Explanations	1	4	16	42	99	2
Q13 Reassurance	1	5	17	44	92	5
Q14 Confidence in ability	1	4	15	41	102	1
Q15 Express concerns/fears	1	6	19	47	88	3
Q16 Respect shown	0	5	15	37	104	3
Q17 Time for visit	1	8	17	51	85	2
Q18 Consideration	0	5	25	48	83	3
Q19 Concern for patient	0	4	25	48	84	3
Q20 Self care	0	6	27	46	76	9
Q21 Recommendation	1	4	20	39	93	7
Q22 Reception staff	3	14	45	51	49	2
Q23 Respect for privacy/confidentiality	6	11	34	49	54	10
Q24 Information of services	5	10	40	53	47	9
Q25 Complaints/compliments	4	15	46	50	38	11
Q26 Illness prevention	1	10	44	54	41	14
Q27 Reminder systems	4	12	40	54	41	13
Q28 Second opinion / comp medicine	3	14	41	46	39	21

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

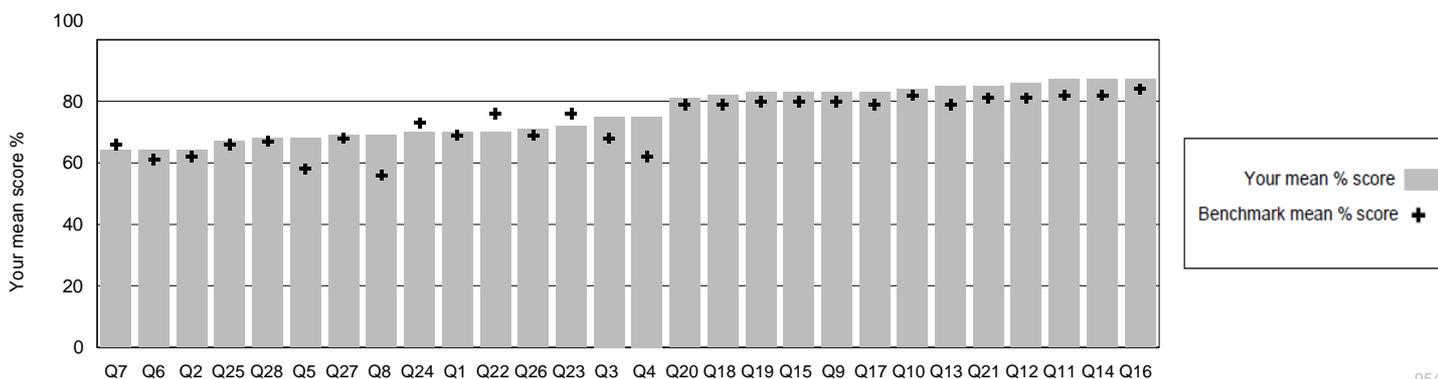
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	70	69	23	64	68	73	92
Q2 Telephone access	64	62	13	53	63	71	92
Q3 Appointment satisfaction	75	68	23	63	68	74	92
Q4 See practitioner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

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

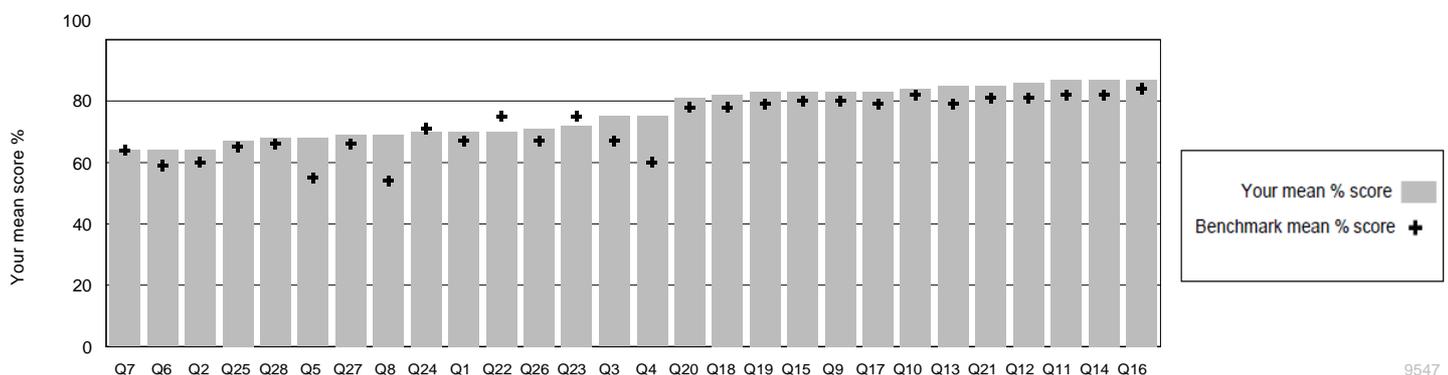
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	70	67	48	64	67	71	86
Q2 Telephone access	64	60	28	54	61	67	85
Q3 Appointment satisfaction	75	67	46	62	67	72	87
Q4 See practitioner within 48hrs	75	60	30	53	60	67	86
Q5 See practitioner of choice	68	55	28	47	55	61	84
Q6 Speak to practitioner on phone	64	59	29	53	58	66	84
Q7 Comfort of waiting room	64	64	39	60	65	69	82
Q8 Waiting time	69	54	25	49	55	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	83	80	44	76	80	84	93
Q10 Warmth of greeting	84	82	46	78	82	85	94
Q11 Ability to listen	87	82	46	79	82	86	95
Q12 Explanations	86	81	45	77	81	85	94
Q13 Reassurance	85	79	44	76	80	84	94
Q14 Confidence in ability	87	82	47	79	82	87	95
Q15 Express concerns/fears	83	80	46	77	80	84	93
Q16 Respect shown	87	84	49	80	84	88	95
Q17 Time for visit	83	79	51	76	79	83	94
Q18 Consideration	82	78	41	74	79	83	91
Q19 Concern for patient	83	79	43	76	80	84	93
Q20 Self care	81	78	46	75	79	82	91
Q21 Recommendation	85	81	47	78	82	86	95
<b>About the staff</b>							
Q22 Reception staff	70	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	72	75	45	72	75	78	88
Q24 Information of services	70	71	29	68	72	75	87
<b>Finally</b>							
Q25 Complaints/compliments	67	65	50	62	66	69	85
Q26 Illness prevention	71	67	36	64	67	71	85
Q27 Reminder systems	69	66	29	63	66	70	85
Q28 Second opinion / comp medicine	68	66	53	62	66	69	86
Overall score	76	72	45	69	72	76	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

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\*Based on data from 171 practices carrying out 247 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 (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	27	70	70	44	65	70	75	92
25 - 59	101	78	71	44	68	72	75	93
60 +	24	82	74	43	71	75	78	87
Blank	12	64	70	46	64	70	77	91

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	92	74	72	42	68	72	76	86
Male	59	80	73	46	69	74	77	91
Blank	13	73	71	45	65	71	75	93

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	114	77	74	46	71	75	78	90
No	28	73	69	38	65	69	73	92
Blank	22	73	71	46	66	71	75	87

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	32	73	72	53	68	72	76	92
5 - 10 years	34	81	71	38	67	72	76	91
> 10 years	83	75	73	45	69	73	77	85
Blank	15	77	71	45	66	70	77	92

\*Based on data from 171 practices carrying out 247 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.

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## Your patient feedback

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

	Current scores	31/01/2013	15/02/2012
Q1 Opening hours satisfaction	70	68	66
Q2 Telephone access	64	58	53
Q3 Appointment satisfaction	75	69	68
Q4 See practitioner within 48hrs	75	70	69
Q5 See practitioner of choice	68	64	62
Q6 Speak to practitioner on phone	64	60	55
Q7 Comfort of waiting room	64	63	59
Q8 Waiting time	69	64	60
Q9 Satisfaction with visit	83	80	77
Q10 Warmth of greeting	84	81	78
Q11 Ability to listen	87	82	79
Q12 Explanations	86	81	76
Q13 Reassurance	85	80	76
Q14 Confidence in ability	87	82	78
Q15 Express concerns/fears	83	79	76
Q16 Respect shown	87	83	79
Q17 Time for visit	83	80	75
Q18 Consideration	82	77	74
Q19 Concern for patient	83	79	74
Q20 Self care	81	77	73
Q21 Recommendation	85	79	76
Q22 Reception staff	70	67	66
Q23 Respect for privacy/confidentiality	72	67	65
Q24 Information of services	70	68	66
Q25 Complaints/compliments	67	64	60
Q26 Illness prevention	71	67	63
Q27 Reminder systems	69	69	64
Q28 Second opinion / comp medicine	68	65	61
Overall score	76	72	69

## 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?

- Shame doctors run 25 minutes late.
- To have a reception staff member on the front desk at all times i.e. full time, to prevent waiting after ringing the bell. Would give better service and create a more friendly surgery. Also some different magazines would be nice!
- I don't think there are enough pre-bookable appointments available which means you need to be on the phone at 8.30 to get an appointment on your chosen day.
- The doctor I saw was good and helpful as usual.
- I find nearly all the receptionists are nice. The lady that put me through to doctor today is always rude I am afraid. Maybe customer care is applicable and possibly a refresher is applicable.
- Telephone triage. Longer surgery hours.
- Maybe some more magazines in the waiting room, maybe some background music.
- A second phone, nightmare to get through in the mornings.
- Opening hours to be extended to Saturday as well; having an option of getting print outs of medical history.
- Very happy.
- More flexibility about non smoking clinics. Maybe evenings. Access to some practice hours on Saturday mornings.
- Making a telephone call for appointment is very difficult as you are waiting ages if you don't ring at 8.30. Not nice when they ask you the reason, sometimes some things are personal and it's not always appreciated!
- Wheelchair access to all consulting rooms. Improve access by inner door - after automatic one.
- Being able to make appointments in advance with doctor would be helpful.
- A good service.
- It would be beneficial if practice could stay open late most nights for people who have to go to work during the day.
- Could not be any better!
- To be able to walk in and make an appointment.
- What's to improve.
- Opening hours on Saturday; possibility of getting print outs of my medical history appointments and treatments.
- I find it condescending that I have to justify my need of an appointment to a receptionist on the phone. It is difficult enough dealing with long term illness without having to try and persuade a receptionist to give me an appointment, also find it annoying having to argue about needing a later appointment when they are readily available as 'someone else may need it' because I could not travel early in the morning.
- Receptionists need a polite telephone manner.
- The reception staff are very rude not helpful at all have been shouted at twice over the phone.
- Staff could show more respect to patients and not exercise doctor/nurse advice as patients want to see the doctor/nurses for a reason. Staff should also make sure that blood test appointments are made properly, thus patients don't have to go home because of double bookings.
- My only concern would be the seating area. More chairs... and possibly a private area.
- My only concern would be the waiting room, lack of chairs etc ... One of the receptionists was rude, unhelpful and treated me like I was stupid. I am not, and will not tolerate it. I They are aware of the problem as I had the very same questionnaire for them a few months ago. In future I will have no dealings with them.
- More confidentiality at reception. I also took my baby to get a GP appointment when he was very unwell and I was just turned away instead of someone trying to help. You do not expect this from your GP practice.

## 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?

- When receptionists are speaking to you about appointments - shouldn't speak too loud as family friends have recently overheard and asked questions about my reason for appointment.
- Reception staff on the telephone can be quite abrupt or rude.
- Should have a receptionist always at the front desk.
- Lessen waiting time. Be nice to be seen on time.
- Q23 Actually I should rate it as poor in general as I could hear what other patients said to the receptionist - so there was no privacy and certainly no data protection!
- Excellent, no improvements necessary!
- More pre bookable appointments.
- Remove touch screens. Infections passed from patient to patient when signing in.
- Phone line need to be open at the earliest opportunity in the morning. At the main desk confidentiality is not happening.
- About reception some time treated like doctor. They do not understand what wrong the patient.
- The use of some people on reception sometimes has problems with language.
- Sometimes find it very difficult to get through via phone to make appointments.
- Needs someone on front desk all the time to create a good impression to patients and to save a queue forming while waiting for the bell to be answered.
- Need bigger premises.
- Very difficult to improve on an excellent service.
- How do you improve on perfection.
- When doctor calls you having your name come up on written board as well.
- It would be useful if messages could be left on the online website in free text format (currently anything after a carriage return is lost) and at any time other than when ordering repeat prescriptions.
- Need bigger surgery.
- Good services.

## 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?

- None, the doctor is brilliant!
- Nurses could review diabetic patients with concerns regularly.
- No, I always feel listened to and we always manage to have a laugh.
- Doctor listened and understood and done all they could to reassure me.
- None, the doctor has been excellent in the 23 years I have known them. So pleased the surgery is back to 01293 local number.
- Two nurses are absolutely fabulous.
- Doctor is an excellent GP. I always like to see them for any issues and I trust them with their experience and knowledge. Thank you.
- Always found the doctor knowledgeable, caring and a great listener - care for patients is second to none.
- Good.
- I loved my GP/doctor, they were good with my son. Please keep them. Perfect in every way. Thank you.
- I prefer to see two of the doctors as I find the others very rude. I also find a nurse very blunt and rude. Again, you do not expect this from the other doctors. Your practice however really like.
- It was not clear visually where to find forms for complaints.
- Nurse was brilliant.
- I cannot fault any of the medical staff.
- Doctor is very good.
- Very good doctor.
- Highly professional
- Very pleased with doctor/nurses.
- Only way the doctor can improve their service to myself and other patients is.... never retire!
- More male magazines.
- Doctor is the best doctor in Crawley.
- Every time with the exception of this time I feel I have been rushed and have had zero confidence in diagnosis. Besides my first visit to one doctor in particular I would rate this practice 2 out of 10.
- 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 = 164

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	7	46	63	40	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (7 \times 25) + (46 \times 50) + (63 \times 75) + (40 \times 100)}{(164 - 3)} = 11,200/161$$

Your mean percentage score for Q1 = 70%

### 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	70

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

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

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

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

### Page 2

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

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

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

### Page 3

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

### Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

### Page 5

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.

# *Certificate of Completion*

This is to certify that

**Bewbush Medical Centre**

Bewbush Place  
Bewbush  
Crawley  
West Sussex  
RH11 8XT

**Practice List Size: 7113**

**Surveys Completed: 164**

has completed the

**Improving Practice Questionnaire**

Completed on 15 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.