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Improving Practice Questionnaire Report

Kings Practice

March 2013



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19 March 2013

Dear Mrs MacGregor

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).

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=151072>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

Extensive published validation studies (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	1	9	74	101	45	2
Q2 Telephone access	8	34	78	81	28	3
Q3 Appointment satisfaction	0	23	61	98	48	2
Q4 See practitioner within 48hrs	13	48	64	65	39	3
Q5 See practitioner of choice	12	39	78	66	34	3
Q6 Speak to practitioner on phone	3	19	76	73	53	8
Q7 Comfort of waiting room	0	13	69	107	41	2
Q8 Waiting time	11	40	86	66	21	8
Q9 Satisfaction with visit	1	3	48	85	93	2
Q10 Warmth of greeting	2	1	40	76	110	3
Q11 Ability to listen	1	5	33	76	115	2
Q12 Explanations	1	5	37	76	109	4
Q13 Reassurance	2	5	44	74	104	3
Q14 Confidence in ability	2	3	36	77	111	3
Q15 Express concerns/fears	1	4	35	86	102	4
Q16 Respect shown	0	2	31	75	122	2
Q17 Time for visit	2	10	46	75	97	2
Q18 Consideration	1	4	38	80	100	9
Q19 Concern for patient	1	4	37	79	99	12
Q20 Self care	1	3	41	76	99	12
Q21 Recommendation	1	4	32	75	110	10
Q22 Reception staff	0	7	44	92	82	7
Q23 Respect for privacy/confidentiality	2	4	41	90	84	11
Q24 Information of services	2	6	57	87	66	14
Q25 Complaints/compliments	3	10	80	72	36	31
Q26 Illness prevention	2	8	82	79	40	21
Q27 Reminder systems	4	14	78	67	41	28
Q28 Second opinion / comp medicine	1	10	65	51	36	69

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

Your patient feedback

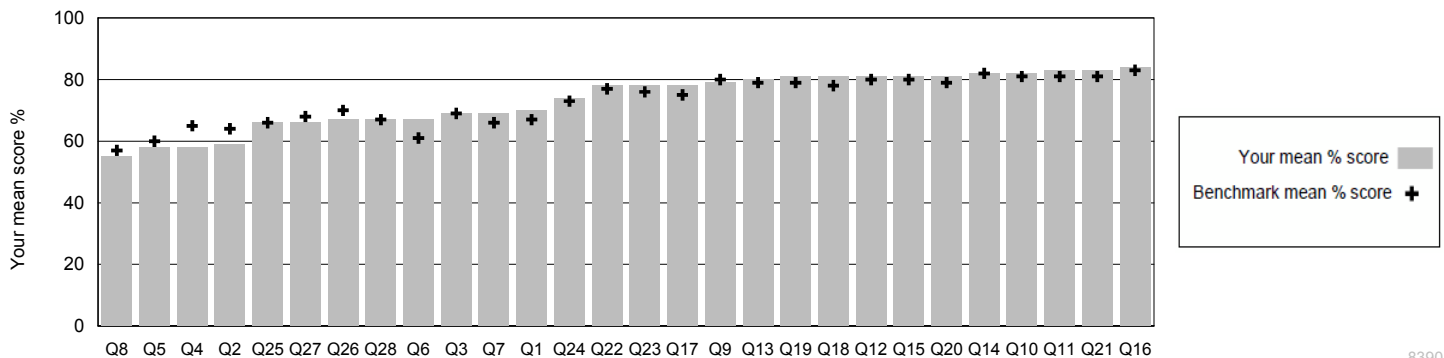
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	70	67	40	63	67	71	99
Q2 Telephone access	59	64	22	55	64	72	99
Q3 Appointment satisfaction	69	69	35	64	69	74	99
Q4 See practitioner within 48hrs	58	65	22	57	64	72	99
Q5 See practitioner of choice	58	60	23	52	60	68	99
Q6 Speak to practitioner on phone	67	61	31	54	61	67	99
Q7 Comfort of waiting room	69	66	21	61	66	72	100
Q8 Waiting time	55	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	79	80	48	76	80	84	99
Q10 Warmth of greeting	82	81	47	78	82	86	99
Q11 Ability to listen	83	81	49	78	82	86	100
Q12 Explanations	81	80	47	76	81	85	100
Q13 Reassurance	80	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	78	75	45	70	75	79	100
Q18 Consideration	81	78	47	74	78	82	100
Q19 Concern for patient	81	79	43	75	79	83	100
Q20 Self care	81	79	51	75	80	83	99
Q21 Recommendation	83	81	46	77	81	85	100
About the staff							
Q22 Reception staff	78	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	78	76	42	72	76	80	100
Q24 Information of services	74	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	66	66	38	62	66	70	100
Q26 Illness prevention	67	70	19	66	69	73	100
Q27 Reminder systems	66	68	42	63	67	72	99
Q28 Second opinion / comp medicine	67	67	37	63	67	71	99
Overall score	73	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

*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



Your patient feedback

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

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	70	66	46	62	66	70	84
Q2 Telephone access	59	61	22	54	62	68	85
Q3 Appointment satisfaction	69	67	41	63	68	72	87
Q4 See practitioner within 48hrs	58	62	33	55	63	69	90
Q5 See practitioner of choice	58	57	28	50	57	63	85
Q6 Speak to practitioner on phone	67	59	36	53	59	64	80
Q7 Comfort of waiting room	69	65	36	60	66	71	90
Q8 Waiting time	55	55	25	50	55	60	79
About the practitioner							
Q9 Satisfaction with visit	79	80	49	76	80	84	93
Q10 Warmth of greeting	82	81	47	78	81	85	94
Q11 Ability to listen	83	82	49	78	82	86	95
Q12 Explanations	81	80	47	77	81	84	94
Q13 Reassurance	80	79	49	76	79	83	92
Q14 Confidence in ability	82	82	47	79	82	86	95
Q15 Express concerns/fears	81	80	50	77	80	84	95
Q16 Respect shown	84	83	45	81	84	87	96
Q17 Time for visit	78	74	47	70	75	79	94
Q18 Consideration	81	78	47	74	78	82	91
Q19 Concern for patient	81	79	50	75	79	83	93
Q20 Self care	81	78	51	76	79	82	92
Q21 Recommendation	83	81	46	78	82	85	95
About the staff							
Q22 Reception staff	78	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	78	74	47	71	75	78	90
Q24 Information of services	74	71	44	68	72	75	88
Finally							
Q25 Complaints/compliments	66	65	43	62	65	68	83
Q26 Illness prevention	67	68	19	65	69	71	84
Q27 Reminder systems	66	66	46	63	66	70	84
Q28 Second opinion / comp medicine	67	66	48	63	66	69	85
Overall score	73	72	46	69	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

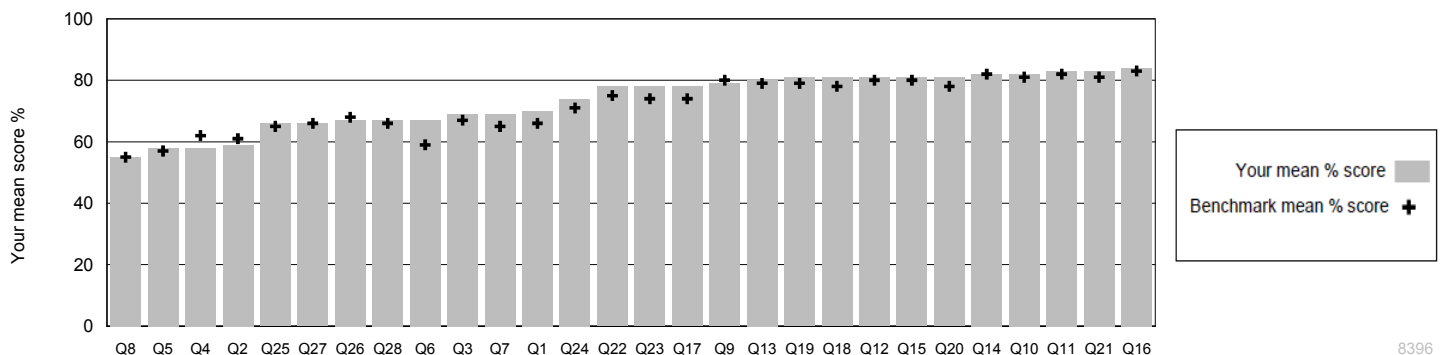
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*Based on data from 532 practices carrying out 665 surveys between April 2008 and March 2012 with 25 or more responses.

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 (6001-8000 patients)



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Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	20	72	69	45	65	70	74	90
25 - 59	125	73	71	48	67	71	75	85
60 +	69	76	75	38	71	75	78	93
Blank	18	73	70	39	65	70	75	95
Gender								
Female	145	74	71	44	68	72	75	87
Male	70	73	73	50	70	73	77	88
Blank	17	73	70	39	65	71	76	94
Visit usual practitioner								
Yes	137	75	74	39	71	74	77	88
No	58	71	68	37	64	69	72	84
Blank	37	71	70	45	66	70	75	93
Years attending								
< 5 years	26	74	72	43	68	72	76	90
5 - 10 years	30	72	71	52	67	72	75	87
> 10 years	152	74	72	50	69	73	76	88
Blank	24	70	70	30	65	71	75	92

*Based on data from 532 practices carrying out 665 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	21/12/2010	25/11/2008	08/11/2007
Q1 Opening hours satisfaction	70	69	67	66
Q2 Telephone access	59	65	62	65
Q3 Appointment satisfaction	69	76	72	71
Q4 See practitioner within 48hrs	58	66	64	64
Q5 See practitioner of choice	58	65	60	61
Q6 Speak to practitioner on phone	67	72	70	72
Q7 Comfort of waiting room	69	72	72	74
Q8 Waiting time	55	55	57	58
Q9 Satisfaction with visit	79	85	85	83
Q10 Warmth of greeting	82	88	85	84
Q11 Ability to listen	83	87	87	85
Q12 Explanations	81	85	85	81
Q13 Reassurance	80	83	83	80
Q14 Confidence in ability	82	87	87	84
Q15 Express concerns/fears	81	85	84	83
Q16 Respect shown	84	89	88	85
Q17 Time for visit	78	84	76	76
Q18 Consideration	81	83	82	81
Q19 Concern for patient	81	85	84	82
Q20 Self care	81	83	--	--
Q21 Recommendation	83	88	87	84
Q22 Reception staff	78	82	81	81
Q23 Respect for privacy/confidentiality	78	82	80	80
Q24 Information of services	74	77	74	75
Q25 Complaints/compliments	66	69	68	69
Q26 Illness prevention	67	71	71	71
Q27 Reminder systems	66	69	70	68
Q28 Second opinion / comp medicine	67	69	69	70
Overall score	73	78	76	75

-- no data available, question introduced in October 2009.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- Water machine in the waiting room? I've often had to wait 15-20 minutes to be seen. Also up to date magazines and toys.
- Very friendly staff.
- There is very little could improve the service. All my appointments run like clockwork. My family have been in this surgery for many years and all the doctors and staff are great with all of us. Perhaps a water machine would be an idea.
- One particular member of your reception staff is far too abrupt and at times not sympathetic. She also seems to rate whether you should see a doctor or not even though you know your own body. Not a nice attitude for a doctors surgery.
- More toys to keep kids amused while waiting.
- The stand with information leaflets is stuck behind the door, therefore if you are looking for information on illness and staying healthy it is not visible to patients in the waiting area.
- Brighten up waiting area.
- I am very happy with the service I receive.
- Reduce waiting times.
- None.
- The leaflets in the waiting room are behind the door. Easier ways of making appointments, especially when you have to wait for a while to see the doctor of your choice. It's not always easy to get an appointment when you need one then have to wait.
- As always my doctor's practice is excellent and so are the doctors and all the staff. You constantly hear people moaning about their doctors and getting appointments etc., but I never have any problems at this practice.
- Water machine in waiting area.
- As I have several chronic health conditions I feel 10 minutes is not enough time with a doctor but I do realise how busy they all are.
- I am fortunate not to visit the practice very often. Anytime that I have visited I cannot fault the care and attitude of receptionists, nurses and doctors.
- Water machine or drinks machine. More ladies toilets.
- Phone service (waiting time) is very long. Always difficult to see a female doctor the same week I call.
- Better promotion of practice website.
- If the doctors are running late it would be nice to be informed.
- Keep to appointment times!
- Though it is helpful to see the doctor who calls you in from the waiting room, for hearing impaired clients it is difficult always to hear at first if noisy background at all! Perhaps this may be looked into from both points of view, i.e. patients and doctors.
- Am very pleased with all staff in practice and how efficient everything is run.
- My only suggestion would be to have more up to date reading material in waiting area, maybe something other than Good Housekeeping, aiming at magazines for a younger generation but I'm just being fickle.
- Reclining armchairs!
- The service I get is very good, however the waiting time on occasion has been lengthy.
- Cup of tea while you wait would be great.

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

- If appointments are running late it would be helpful if reception could notify.
- None, always happy with service and helpfulness of all staff.
- Shorter waiting times.
- Maybe a light-up sign for next patient due, save doctors coming to waiting room.
- Friendlier and less defensive recorded phone message would make waiting to get through to reception less stressful (change in tone rather than wording).
- Longer opening hours/Saturday appointments.
- The only negative comment I can make about this practice is the rudeness and sharp manner of one of the receptionists. Every time I have encountered this lady I have felt like I am bothering her by asking questions or booking appointments and get spoken to like a small child! I would like to add the other staff are lovely!
- Can't praise everyone high enough.
- Time waiting in the waiting room to see the doctor is far too long.
- On occasion have found it difficult to get appointment for a child on telephone or deal with reception, although recently this has improved.
- Very satisfied.
- More toys in the waiting area to keep young people amused whilst waiting.
- Perhaps have a quarterly newsletter with practice information e.g. days/times when each doctor/nurse has surgeries would be helpful.
- No improvements needed.
- No, good service.
- Doctor was called out on emergency - I had to wait 30 minutes past my appointment time. It would have been nice to have been told about this earlier and an explanation if time to wait.
- Sometimes takes a while to get through on the phone.
- Doctors don't take an interest.
- Less waiting time when telephoning for an appointment. Online bookings.
- It is a very good practice in all.
- Being able to order repeat prescriptions online. Being able to book appointments online.
- Opening hours in evening/late weekend?
- The practice as far as I am concerned is fine the way it is.
- Provide water in waiting room. Atmosphere is dry.
- I regret the passing of a weekend service. The alternative is poor as those involved have no knowledge of the patient or history. Case notes are not sufficient experience or personal knowledge of the patient. In much the same way as some doctors find different patients.
- An email or text to remind you of an upcoming appointment.
- Less difficult in getting reply to phone call.

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

- All doctors I have met in practice are lovely and very friendly. If my children need to be seen reception staff are great at getting an appointment.
- This doctor could not improve as she is caring, considerate, kind and always spends the amount of time I need with her. The fact that she tends to run a bit late means that all her patients are getting the same care.
- Excellent doctor.
- No, doctor was excellent.
- No, everyone is fantastic at their jobs.
- She can't, she gives 100% as it is.
- My doctor is very helpful on all my visits.
- None.
- The doctor could be a bit more warm and welcoming and a bit more reassuring.
- We are very fortunate with all our doctors in this practice. They are all very friendly, welcoming and knowledgeable. It is hard to find any way to improve them.
- Staff dealing with phone calls to me more understanding and less nosey about appointments.
- Timing issues to be addressed.
- No, this doctor is superb, she listens and empathises then goes through all avenues. Very happy with my doctor.
- Patient able to request a double appointment - especially when patient realises the allocated time will not be sufficient.
- My doctor is always excellent, no improvement required.
- Doctor was great.
- Everything fine was.
- Already too much pressure on doctor's time or I would spend time with doctor to fully explain my problems.
- Being a health professional, I am very pleased with the care and attention I receive from this doctor. I can wholeheartedly say there is no room for improvement.
- Appointments often run late.
- None, very caring and respectful.
- I am very happy with my doctor.
- No improvement needed.
- No, very nice and polite.
- Show concern, listen more, have more time.
- I don't think so, the doctor I saw was very good.
- She is an outstanding doctor with an attitude and approach to care of her patients which is exceptional and first class!
- No, I thought he was excellent, willing to listen and patient. Very nice gentleman too.
- This doctor is an excellent doctor.

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 = 232

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	9	74	101	45	2

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

$$\frac{\begin{aligned} &(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) \\ &+ (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100) \end{aligned}}{\begin{aligned} &(\text{Total number of patient responses} - \text{number of blank/spoilt}) \end{aligned}} = \frac{(1 \times 0) + (9 \times 25) + (74 \times 50) + (101 \times 75) + (45 \times 100)}{(232 - 2)} = 16,000/230$$

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
40	63	67	71	99

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*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

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- 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> <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	<p>Are you:</p> <input type="checkbox"/> Female <input type="checkbox"/> Male	<p>Was this visit with your usual clinician?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>How many years have you been attending this practice?</p> <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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Thank you for your time and assistance



Certificate of Completion

This is to certify that

Kings Practice
Glover Street Medical Centre
133 Glover Street
PERTH
PH2 0JB

Practice List Size: 6158
Surveys Completed: 232
has completed the

Improving Practice Questionnaire

Completed on 19 March 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.