

**Private and Confidential**  
Mrs Kate Pickering  
Tanfield View Medical Group  
Scott Street  
Stanley  
DH9 8AD

# **Improving Practice Questionnaire Report**

Tanfield View Medical Group

March 2015



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

Mrs Kate Pickering  
Tanfield View Medical Group  
Scott Street  
Stanley  
DH9 8AD

t 0845 5197493  
f 01392 824767

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

27 March 2015

Dear Mrs Pickering

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.

A guidance template for discussion of these local survey findings and an action plan have also 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=183565>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

# Report Contents

## Introduction

### Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

### Supporting documents

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

## Introduction

### About the IPQ

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

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

Extensive published validation studies 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' to help you reflect on the survey results.

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	24	84	92	46	1
Q2 Telephone access	30	49	62	66	40	2
Q3 Appointment satisfaction	8	38	66	90	45	2
Q4 See practitioner within 48hrs	37	45	65	58	36	8
Q5 See practitioner of choice	42	55	70	49	24	9
Q6 Speak to practitioner on phone	11	35	85	67	38	13
Q7 Comfort of waiting room	5	37	82	80	40	5
Q8 Waiting time	16	69	64	62	23	15
Q9 Satisfaction with visit	2	12	65	85	79	6
Q10 Warmth of greeting	1	8	56	86	92	6
Q11 Ability to listen	1	7	53	86	94	8
Q12 Explanations	1	11	58	90	83	6
Q13 Reassurance	1	14	64	76	86	8
Q14 Confidence in ability	1	8	56	88	89	7
Q15 Express concerns/fears	2	9	54	96	80	8
Q16 Respect shown	1	4	52	86	98	8
Q17 Time for visit	1	9	62	90	77	10
Q18 Consideration	1	10	73	86	67	12
Q19 Concern for patient	1	13	61	90	72	12
Q20 Self care	1	13	66	85	72	12
Q21 Recommendation	1	10	57	77	90	14
Q22 Reception staff	3	16	68	87	66	9
Q23 Respect for privacy/confidentiality	7	31	62	80	60	9
Q24 Information of services	4	20	72	71	60	22
Q25 Complaints/compliments	8	29	79	59	37	37
Q26 Illness prevention	6	25	77	70	44	27
Q27 Reminder systems	6	17	75	69	58	24
Q28 Second opinion / comp medicine	6	22	77	52	41	51

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

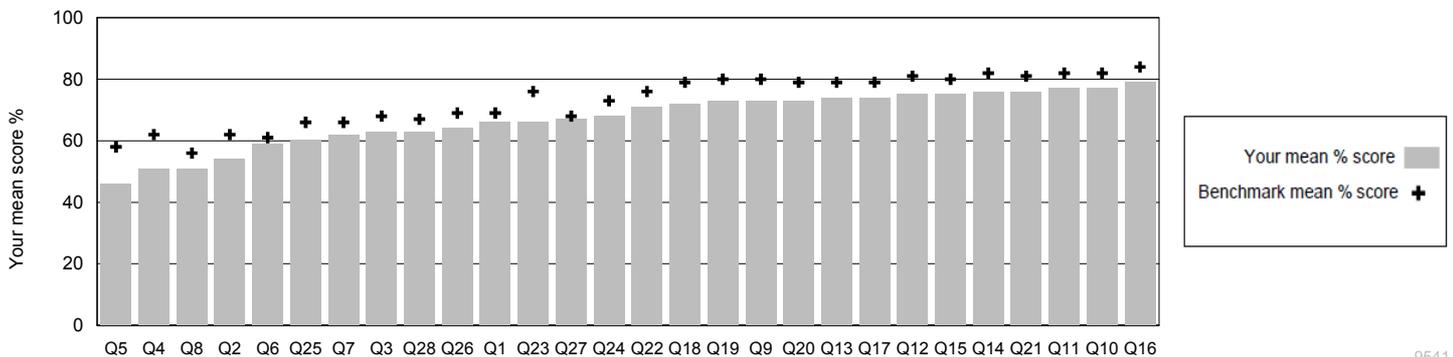
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	66	69	23	64	68	73	92
Q2 Telephone access	54	62	13	53	63	71	92
Q3 Appointment satisfaction	63	68	23	63	68	74	92
Q4 See practitioner within 48hrs	51	62	18	54	62	70	96
Q5 See practitioner of choice	46	58	22	48	57	65	95
Q6 Speak to practitioner on phone	59	61	25	54	61	67	92
Q7 Comfort of waiting room	62	66	27	60	66	71	90
Q8 Waiting time	51	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	73	80	41	76	81	85	97
Q10 Warmth of greeting	77	82	45	78	82	86	96
Q11 Ability to listen	77	82	46	78	83	87	97
Q12 Explanations	75	81	42	77	81	85	97
Q13 Reassurance	74	79	41	75	80	84	98
Q14 Confidence in ability	76	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	79	84	49	80	85	88	98
Q17 Time for visit	74	79	38	75	80	84	96
Q18 Consideration	72	79	41	75	79	83	98
Q19 Concern for patient	73	80	43	76	80	84	97
Q20 Self care	73	79	38	75	79	83	97
Q21 Recommendation	76	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	71	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	66	76	43	72	76	80	96
Q24 Information of services	68	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	60	66	31	62	66	70	96
Q26 Illness prevention	64	69	34	64	68	72	96
Q27 Reminder systems	67	68	27	63	68	72	96
Q28 Second opinion / comp medicine	63	67	30	62	67	71	96
Overall score	67	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

9541

\*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



9541

## 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	66	67	23	64	68	71	88
Q2 Telephone access	54	56	13	47	58	65	78
Q3 Appointment satisfaction	63	65	23	62	65	69	85
Q4 See practitioner within 48hrs	51	57	18	52	58	64	83
Q5 See practitioner of choice	46	49	22	44	48	55	84
Q6 Speak to practitioner on phone	59	57	25	52	57	63	85
Q7 Comfort of waiting room	62	64	27	60	65	69	86
Q8 Waiting time	51	54	26	49	54	59	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	73	80	41	76	81	84	91
Q10 Warmth of greeting	77	82	45	78	83	85	93
Q11 Ability to listen	77	82	46	79	83	87	94
Q12 Explanations	75	81	42	77	81	85	92
Q13 Reassurance	74	80	41	76	80	84	91
Q14 Confidence in ability	76	82	43	79	83	86	92
Q15 Express concerns/fears	75	80	45	77	81	84	91
Q16 Respect shown	79	84	56	81	85	88	93
Q17 Time for visit	74	79	38	75	80	83	91
Q18 Consideration	72	79	46	75	79	83	89
Q19 Concern for patient	73	80	46	76	80	84	90
Q20 Self care	73	78	38	75	79	83	89
Q21 Recommendation	76	81	41	78	82	86	91
<b>About the staff</b>							
Q22 Reception staff	71	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	66	73	43	70	73	76	90
Q24 Information of services	68	70	31	67	70	73	88
<b>Finally</b>							
Q25 Complaints/compliments	60	63	31	60	64	66	86
Q26 Illness prevention	64	66	34	63	66	69	86
Q27 Reminder systems	67	65	27	62	65	68	86
Q28 Second opinion / comp medicine	63	64	30	61	64	68	87
Overall score	67	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

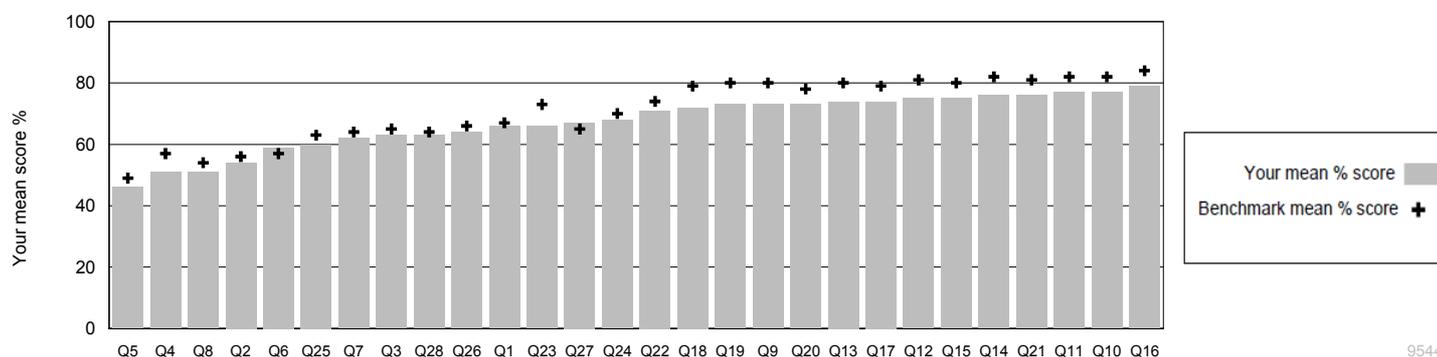
9544

\*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)



9544

## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

### Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	27	65	70	42	66	70	75	91
25 - 59	129	66	70	35	67	70	74	87
60 +	67	68	73	24	70	73	76	87
Blank	26	76	69	50	63	69	74	86

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	124	66	71	32	67	71	74	87
Male	100	68	73	45	69	73	77	88
Blank	25	73	69	49	65	69	74	89

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	82	68	74	35	71	74	77	89
No	125	66	68	35	64	68	72	84
Blank	42	72	70	53	65	70	73	83

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	34	72	72	28	68	72	76	88
5 - 10 years	37	70	71	40	67	71	75	91
> 10 years	153	64	72	48	69	72	75	86
Blank	25	76	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.

9544

## Your patient feedback

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

	Current scores	18/03/2014	22/03/2013	16/02/2012
Q1 Opening hours satisfaction	66	64	58	61
Q2 Telephone access	54	33	27	36
Q3 Appointment satisfaction	63	53	51	55
Q4 See practitioner within 48hrs	51	37	34	40
Q5 See practitioner of choice	46	36	28	36
Q6 Speak to practitioner on phone	59	54	47	47
Q7 Comfort of waiting room	62	56	52	60
Q8 Waiting time	51	37	37	42
Q9 Satisfaction with visit	73	71	73	73
Q10 Warmth of greeting	77	74	76	76
Q11 Ability to listen	77	76	78	75
Q12 Explanations	75	75	75	73
Q13 Reassurance	74	73	74	73
Q14 Confidence in ability	76	77	77	76
Q15 Express concerns/fears	75	74	76	74
Q16 Respect shown	79	77	79	78
Q17 Time for visit	74	71	73	73
Q18 Consideration	72	71	74	71
Q19 Concern for patient	73	72	74	72
Q20 Self care	73	72	73	72
Q21 Recommendation	76	75	77	74
Q22 Reception staff	71	67	67	69
Q23 Respect for privacy/confidentiality	66	62	61	64
Q24 Information of services	68	59	60	63
Q25 Complaints/compliments	60	55	51	58
Q26 Illness prevention	64	60	58	63
Q27 Reminder systems	67	60	59	63
Q28 Second opinion / comp medicine	63	59	57	61
Overall score	67	63	62	63

## 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?

- Lush practice! Lovely folk.
- Lovely.
- More chairs.
- More phone lines for emergency appointments between 8:30-9:00am.
- Better appointment system for working people.
- Let the working people in first.
- The position of the reception desk makes it possible for people in queue at desk or sitting near it to hear what is said by patient and staff.
- Front staff at desk listening to what you have to say and helping.
- Just if you want to see a named doctor I had to wait nearly two weeks.
- Improve waiting period for appointment with doctor of my choice. I waited 2 weeks for my visit today.
- More available appointments, less waiting.
- Make more time for patients.
- Magazines and toys in waiting area. More privacy when handing samples over.
- Maybe a bit more privacy at reception.
- Better appointments system.
- Getting an appointment is sometimes difficult or getting through on the phone but has improved with new phone system. If I request GP to call me back and get a chance to explain my problem, I usually get an appointment which is nice or just reassurance or script over phone.
- There is not much room between waiting line and desk, therefore privacy is not given when talking with the receptionist. People in waiting line cannot help but hear the conversations.
- I called NHS direct for my child and spoke to a doctor and they asked I take my child to see doctor. I called surgery and the receptionist was so rude demanding why I had called NHS direct. I felt it was my right to call them and feel the receptionist was out of order and rude! The appointment system is not great for people who work shifts or work away as there is never any pre-bookable appointments.
- Arrange an appointment within the week would be good. Even at the surgery's request (letter) this seems impossible (when working arranging your week vital).
- Nothing needs to improve.
- Excellent service.
- Rang on a Tuesday and asked for an appointment at 8:30am, couldn't get one for 13 days, a long time. Saturday appointments were all booked. Why not keep some of these until later in the week so people who work could get a better chance of getting an appointment on a Saturday if there are no appointments for first thing in the morning.
- Never see the same doctor therefore you have to explain your problem on every visit.
- More appointments when you phone up or call in.
- More privacy at the reception desk.
- The practice could improve by being able to get through on a phone at 8:30 on a morning as I've tried on many occasions and couldn't get through until 10:00am or later.
- Not very child friendly in reception.

## 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?

- Offer more late night appointments.
- As someone working in retail 7 days a week and planning four weeks ahead, I'd love to see appointments 7 days a week and appointments bookable 4-6 weeks ahead. Would like to say all receptionists are fabulous on the phone and deserve a thank you for their excellent service.
- The practice has really improved since I was here last and it feels a lot better to relax in the waiting room while you are waiting to see the doctor. The only thing I would like to see is maybe if it can be done is something for the little children to do as sometimes they can get bored.
- More appointments for when you work. It is really bad trying to get through on a morning - on telephone when you do get through there are no appointments left they will say ring back it is difficult when you are at work.
- Calling in the morning for an appointment is a nightmare. I know there seems to be a queue system now but I can't even get through to that some days!
- Waiting room seats are very uncomfortable.
- Recently received a pamphlet updating me on the practice and the current list of doctors - this was very informative. The reception desk is very open and I've found it embarrassing in the past speaking about something private in such an open space.
- Sorry most of the boxes were 'fair' as I rarely visit the doctors surgery.
- Waited 30 minutes after my appointment time this could be improved.
- The service is very good, considering how busy it can be.
- I've never had to get a second opinion.
- Possibly improve privacy at reception.
- Yes, print and record people who make appointment and don't attend it's easy to cancel.
- Not a lot.
- Dyslexic leaflets not on plain white paper.
- Bring in an out of hours.
- Practice doctors should spend more time at their practice which would give better continuity instead of patients having to see a locum who doesn't know the patient's long term history.
- Same day seeing doctor. Phone lines always busy on a morning.
- Come down harder on the 109 people who failed to attend their appointments, maybe some sort of fining system. This figure averages between 80-100 every time I have been to these doctors.
- I have always found this practice to provide an excellent service. However, trying to telephone for an appointment first thing on a morning can prove difficult but I can usually always get an appointment. Contacting the practice at other times is excellent.
- Trying to make appointments with a doctor is impossible, reception always say phone on the morning, so you do... then there is no appointments. It's a joke!
- Telephone system - not able to get through on a morning or when you do, all appointments have gone. Prescription system needs improvements.
- No, keep up the good work.
- Give information leaflet when samples are required - I did not know to keep it in fridge until I brought it back.

## 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?

- Very polite. No improvement.
- The doctor who I saw was spot on.
- Easier access to appointments.
- Some to listen more when the person is speaking.
- No improvement could be made. This doctor has always been excellent with me and shown compassion at all times.
- Doctor is not always running on time, but not a big issue as I know doctor is just giving patients the time they need to assess and explain their circumstance which is comforting.
- Seen this doctor a few times - seems fair, listens and acts accordingly.
- Brilliant doctor!
- She was really lovely, first time I have seen her and would definitely recommend her to my family. Very reassuring friendly and knowledgeable.
- This doctor was excellent, lovely manner, genuinely concerned and listened without any judgement. No improvement needed.
- The doctor I have seen today was really good and he explained everything that I needed to know so I don't think there is any reason he would have to improve.
- This doctor was informative, helpful and accommodating. I hesitate to give excellent as I don't think any service can be excellent as it should continue to strive to attain this.
- Nothing, this doctor was great, friendly, warm, was interested deeply in how my medication has been working and I trust him.
- Some questions on the survey have not been checked off as I do not consider they were relevant to my appointment. In respect of Q25, I would have to re-read the pamphlet I was sent before I could answer. Q28, I've no experience of this.
- I have always found both medical and desk staff helpful and considerate.
- None - excellent performance.
- Practice doctors should spend more time at their practice which would give better continuity instead of patients having to see a locum who doesn't know the patient's long term history.
- None, excellent.
- Saw this doctor today, very impressed.
- No issues with doctors.
- They all do a very good job.
- Time keeping - waited 11 minutes before being called in.

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 = 249

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	24	84	92	46	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (24 \times 25) + (84 \times 50) + (92 \times 75) + (46 \times 100)}{(249 - 1)} = 16,300/248$$

Your mean percentage score for Q1 = 66%

### 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	66

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

9541

\*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



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"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

### 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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<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
--	--	--	---

**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**Tanfield View Medical Group**

Scott Street  
Stanley  
DH9 8AD

**Practice List Size: 11579**

**Surveys Completed: 249**

has completed the

## **Improving Practice Questionnaire**

Completed on 27 March 2015



**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.