

Private and Confidential

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Improving Practice Questionnaire Report

The Charing Surgery

January 2015



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30 January 2015

Dear Mrs Acott

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=180592>

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

Yours sincerely

CFEP UK Reports Team

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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	4	32	119	72	39	5
Q2 Telephone access	30	62	75	61	34	9
Q3 Appointment satisfaction	11	51	82	69	55	3
Q4 See practitioner within 48hrs	32	47	79	57	46	10
Q5 See practitioner of choice	51	82	58	40	20	20
Q6 Speak to practitioner on phone	8	31	87	85	50	10
Q7 Comfort of waiting room	4	29	118	85	31	4
Q8 Waiting time	28	78	85	34	18	28
Q9 Satisfaction with visit	1	7	31	80	148	4
Q10 Warmth of greeting	1	6	23	71	165	5
Q11 Ability to listen	1	7	17	77	162	7
Q12 Explanations	2	4	24	85	150	6
Q13 Reassurance	1	6	29	81	147	7
Q14 Confidence in ability	1	7	23	71	164	5
Q15 Express concerns/fears	1	5	25	77	155	8
Q16 Respect shown	0	5	15	75	172	4
Q17 Time for visit	1	8	25	75	159	3
Q18 Consideration	1	4	28	74	135	29
Q19 Concern for patient	0	5	31	69	141	25
Q20 Self care	0	7	34	68	135	27
Q21 Recommendation	1	7	26	63	148	26
Q22 Reception staff	1	8	62	98	94	8
Q23 Respect for privacy/confidentiality	2	16	65	85	88	15
Q24 Information of services	1	15	76	88	70	21
Q25 Complaints/compliments	3	29	76	64	42	57
Q26 Illness prevention	1	19	76	92	51	32
Q27 Reminder systems	10	23	82	71	51	34
Q28 Second opinion / comp medicine	7	23	68	56	42	75

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

Your patient feedback

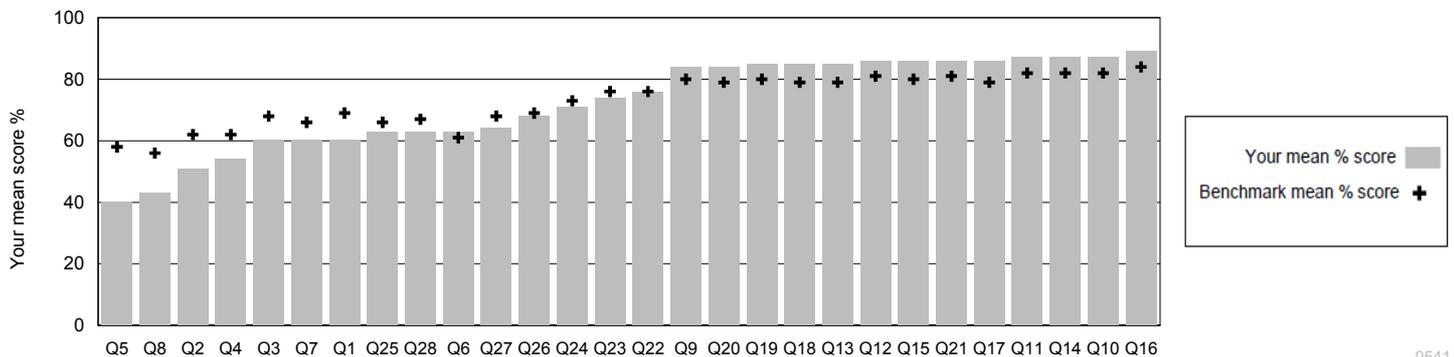
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	60	69	23	64	68	73	92
Q2 Telephone access	51	62	13	53	63	71	92
Q3 Appointment satisfaction	60	68	23	63	68	74	92
Q4 See practitioner within 48hrs	54	62	18	54	62	70	96
Q5 See practitioner of choice	40	58	22	48	57	65	95
Q6 Speak to practitioner on phone	63	61	25	54	61	67	92
Q7 Comfort of waiting room	60	66	27	60	66	71	90
Q8 Waiting time	43	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	84	80	41	76	81	85	97
Q10 Warmth of greeting	87	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	86	80	45	76	81	85	96
Q16 Respect shown	89	84	49	80	85	88	98
Q17 Time for visit	86	79	38	75	80	84	96
Q18 Consideration	85	79	41	75	79	83	98
Q19 Concern for patient	85	80	43	76	80	84	97
Q20 Self care	84	79	38	75	79	83	97
Q21 Recommendation	86	81	41	78	82	86	99
About the staff							
Q22 Reception staff	76	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	74	76	43	72	76	80	96
Q24 Information of services	71	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	63	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	64	68	27	63	68	72	96
Q28 Second opinion / comp medicine	63	67	30	62	67	71	96
Overall score	73	73	35	69	73	77	95

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

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

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



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	60	67	49	64	68	71	76
Q2 Telephone access	51	57	22	51	59	64	78
Q3 Appointment satisfaction	60	66	39	62	67	71	79
Q4 See practitioner within 48hrs	54	59	29	53	59	67	80
Q5 See practitioner of choice	40	53	26	47	54	59	78
Q6 Speak to practitioner on phone	63	59	36	54	60	65	78
Q7 Comfort of waiting room	60	64	42	59	64	68	82
Q8 Waiting time	43	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	84	80	51	76	81	84	92
Q10 Warmth of greeting	87	81	52	78	82	86	95
Q11 Ability to listen	87	82	52	79	83	87	95
Q12 Explanations	86	81	52	77	81	85	94
Q13 Reassurance	85	79	52	76	80	84	94
Q14 Confidence in ability	87	82	53	79	83	86	95
Q15 Express concerns/fears	86	80	52	76	81	85	95
Q16 Respect shown	89	84	53	80	85	88	95
Q17 Time for visit	86	79	48	75	80	83	91
Q18 Consideration	85	78	51	75	79	83	96
Q19 Concern for patient	85	79	51	76	80	84	95
Q20 Self care	84	78	52	75	79	83	94
Q21 Recommendation	86	81	51	78	82	86	95
About the staff							
Q22 Reception staff	76	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	74	74	50	71	74	77	85
Q24 Information of services	71	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	63	64	43	61	64	68	75
Q26 Illness prevention	68	67	47	65	67	71	79
Q27 Reminder systems	64	66	47	63	66	70	77
Q28 Second opinion / comp medicine	63	65	44	63	65	68	81
Overall score	73	72	49	69	73	76	83

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

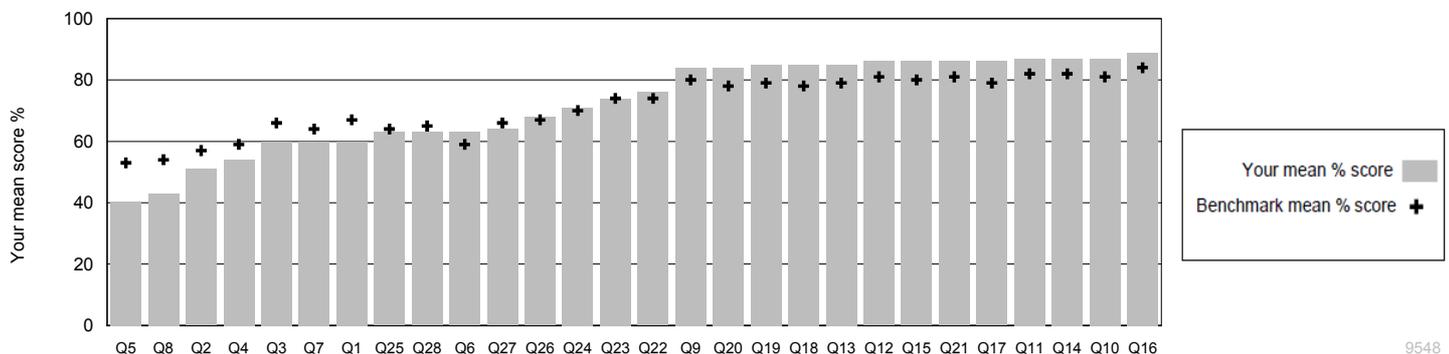
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*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	24	77	70	41	66	71	75	90
25 - 59	129	72	71	50	68	72	75	81
60 +	104	71	73	49	70	74	77	88
Blank	14	75	70	48	66	71	75	92
Gender								
Female	156	73	71	49	68	72	75	83
Male	95	72	73	48	70	74	76	83
Blank	20	74	70	50	65	71	75	92
Visit usual practitioner								
Yes	112	74	74	51	71	75	77	85
No	120	71	69	43	65	69	73	80
Blank	39	74	71	49	67	71	75	86
Years attending								
< 5 years	51	78	72	45	68	73	76	82
5 - 10 years	58	74	71	48	67	71	75	83
> 10 years	144	70	72	51	69	73	76	85
Blank	18	77	70	51	65	71	74	89

*Based on data from 135 practices carrying out 202 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	25/11/2011	23/11/2009	08/10/2008
Q1 Opening hours satisfaction	60	65	65	61
Q2 Telephone access	51	56	54	55
Q3 Appointment satisfaction	60	61	68	62
Q4 See practitioner within 48hrs	54	54	65	61
Q5 See practitioner of choice	40	45	56	50
Q6 Speak to practitioner on phone	63	57	62	59
Q7 Comfort of waiting room	60	62	65	66
Q8 Waiting time	43	45	52	49
Q9 Satisfaction with visit	84	81	84	81
Q10 Warmth of greeting	87	83	87	84
Q11 Ability to listen	87	84	88	85
Q12 Explanations	86	83	87	83
Q13 Reassurance	85	82	85	83
Q14 Confidence in ability	87	84	88	85
Q15 Express concerns/fears	86	82	86	84
Q16 Respect shown	89	85	88	88
Q17 Time for visit	86	80	85	77
Q18 Consideration	85	82	85	81
Q19 Concern for patient	85	82	86	83
Q20 Self care	84	81	85	--
Q21 Recommendation	86	83	87	84
Q22 Reception staff	76	77	75	78
Q23 Respect for privacy/confidentiality	74	73	73	75
Q24 Information of services	71	69	69	74
Q25 Complaints/compliments	63	62	63	65
Q26 Illness prevention	68	66	66	67
Q27 Reminder systems	64	64	66	65
Q28 Second opinion / comp medicine	63	65	67	66
Overall score	73	71	75	72

-- 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.

Any comments about how this practice could improve its service?

- Be able to ring on day and get appointment with doctor straight away, not waiting so long for appointment.
- Booking appointments is a pain! Not easy! Call back!
- Improve waiting time for doctor to ring back under triage system.
- More emphasis on alternative, natural medication.
- Sometimes when I try to make an appointment for myself (adult), it is hard to get an appointment to fit around work.
- My child has ASD and I feel more training could be provided to the doctors regarding communicating with children with ASD.
- Less waiting time. Doctors do seem to run late quite a lot.
- Seems to be premium charge to call surgery for any reason. Call direct would be preferable to me. Don't know who my allocated doctor is/get seen by who is available within time. (I like that you can usually get appointment (phone/visit) on same day).
- Never any hand gel! Music a bit loud - what makes you think I've got the 'ump! (I'm not well).
- Reduce the waiting time to have an appointment made.
- The waiting times to see the GP of one's choice is too long. This is unfortunate when one has been with the GP for years and knows the family. The waiting time to speak to the doctor on whose list one is on (i.e. via telephone) is also too long, two weeks at least. A new system regarding the above would be excellent.
- Improve continuity. Bring back audio tone for the waiting on screen.
- The car parks were all full when I got here, but only a few people in waiting room. The amount of staff and patients wouldn't fill up all those spaces so it's obviously people who shouldn't be here.
- The practice should operate flexible working hours so that GPs can be seen on Saturday/Sundays. Reception/telephonists can sometimes be 'difficult' and brisk! My appointment was not logged in so doctor didn't know I was waiting!
- Everything I always find with my doctor and the practice is perfect and no improvement needed.
- No. Content with treatment.
- I have not answered questions 27 and 28 as I have not had experience of these. With the exception of one or two, I find the reception staff very obstructive when trying to book an appointment with the doctor of my choice.
- In the current climate of NHS, the service is very good and they find new ways with dealing with this situation.
- The practice's service was good.
- Be open at weekends. Limit number of patients?
- Find one member of staff quite rude and abrupt.
- Very satisfied with treatment given.
- Although phone consultations might sound a good idea, it depends too much on the person giving them, therefore they are only 50% effective. Some evening appointments and Saturday mornings would be a good idea (for people working, not myself).
- I have always been very happy with the surgery's staff and doctors at Charing Surgery.
- Have a different phone service for appointments.
- Very satisfactory.

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?

- I consider that the telephone system is time wasting. If there is a need to see your doctor, it should be facilitated without the automatic system. Patients should be able to see their preferred doctor who has a knowledge of their problems.
- To go back to making appointments with reception staff. Takes weeks to see certain GPs who I feel confident in and knows personal history.
- Weekend surgery opening.
- I find most receptionists to be rude. I also find it frustrating that I am unable to book future appointments with my doctor. The systems/process keeps changing, however I do not think it works well. Still 10 minutes is not enough time to see the doctor.
- I find the telephone appointment system frustrating. Need to allocate a time when the GP will call. I have often missed a call from a GP, which means they call a second or third time, which is a waste of time and money. For routine appointments, I don't want to necessarily to speak to a GP that day. If I call from work, it is not always possible to take calls publically so an option of times for the GP/reception to call would be good. The online system is often offline so I have to call, putting extra pressure on reception staff. You could try 'customer journey mapping' to help!
- Reduce delay in opportunity to see named doctor for routine appointment.
- Fab.
- I think it's great! Sometimes I have found it difficult to speak to someone to book an appointment on the phone - but I am sure if it was urgent it would be fine.
- This is not intended as a criticism, but when booking an appointment, the patient is asked 'is this an ongoing thing with Dr X?'. I don't have a problem with this personally, but think that some patients might wonder why they are being asked the question/might find it a little disconcerting.
- I am not always happy to discuss my problems over the phone as I work and it is not always something I wish to discuss in front of my colleagues. I would prefer the choice of a telephone consultation or not.
- No - very pleased with the practice.
- Easier booking once a month appointments. Online repeats.
- Make it easier to see a doctor of your choice without a long wait. It is getting more difficult to actually see a doctor in an emergency. I don't like prescription by phone.
- Pharmacy is very slow. Trying to get an appointment the nurse practitioner is very difficult.
- Overall very good.
- Longer appointments for complex patients if needed.
- Nothing, very happy.
- Automated phone voice very annoying. Can't book appointments more than 2-3 weeks in advance when requested to do so by doctor.
- I do not have any comments about how the practice can improve as this practice does all it can to make my visit as easy and comfortable as it can.
- Feel the practice should review medications etc, as after being prescribed folic acid, have never been advised how long these should be taken for or whether a repeat blood test should be performed after a period of taking certain medications.
- Online appointments.
- I don't like the fact that the receptionist asks what's wrong when phoning. I sometimes don't want to say.

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?

- Have a choice when making an appointment with the automated service, to choose a week when you can have an appointment so - I need to make one for four weeks but it gives me every time before now and the four weeks, so would you like a time at WE 7.1.15/14.1.15, etc.
- Think it's excellent.
- Most annoyed about the phone system and consultation. I came in to surgery to make an urgent appointment and had to wait for a phone call.
- Many of the reception staff are very sympathetic and listen and do their best to help where possible, however some are quite abrasive and make you feel like you are wasting their time. It can also be very difficult to see the doctor you want who you feel comfortable with.
- New phone service for appointments is frustrating. Much better speaking straight to a helpful human being.
- Some way of informing you that a doctor is running late.
- You are not able to make any appointments yourself.
- None, I am very impressed with this surgery all round.
- I think it is very bad that every time I have had an appointment in the last six months, have not been seen by a doctor for up to an hour after my appointment time.
- Waiting 45 minutes to be seen by the doctor is poor, as I had a young baby with me.
- Later appointments. More Saturday appointments. No privacy on reception - people queue right up beside you. A long time ago I made a complaint about a doctor - it was completely disregarded and aggressively responded it, not very happy with that.
- By being able to see a doctor in person when requested.
- It is sometimes difficult to talk about personal matters during phone conversations. I would like to see a doctor and this has become more difficult lately. For myself, I have been unhappy with recent events with my health care but remain happy with the care of the rest of my family.
- Would be useful to have appointments before and after normal working day.
- When people do not turn up for appointments, have a reserve list.
- Every effort is made to give as much information and helpfulness as possible. As we have only been with you a very short time, the only thing seems to be making an initial doctors appointment.
- The practice second to none and I see no way in which it could improve.
- Could do with more staff.
- Do not like the method of having to have a doctor telephone you before you can get an appointment. If you have to work and wait for a call on your mobile, the reception is not always good and can be difficult having a conversation. Is this good use of a doctor's time? Preferred the previous system of getting an appointment when you needed one.
- The telephone answering system has become very cumbersome, and then having to wait for up to two hours before a decision about an appointment is made is at least frustrating and can be extremely inconvenient.
- Booking to see a regular visit to a doctor (when asked to see again) is difficult as advance booking limited time period. I sometimes have given up and put up with the situation!
- Change appointment system.
- Appointment screen requires some kind of 'noise' alert when patients are called.

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?

- I've been coming here for over 40 years, but it's not what it was. I feel you have become too big and don't have time for people. It makes me worried about phoning to the surgery because they make you feel like you should have not or it's not important enough, especially if you have more than one thing wrong. I don't like the triage systems! I feel the doctors are very good once you get to see one. It's getting by the receptionists to get an appointment. Would seem everyone has their favourites.
- Go back to the old way.
- If the practice went back to its old ways, I am sure the practice would be better for personal treatment.
- Happy.
- None excellent.
- I feel more thought to be given at the reception area. It needs more privacy, everybody behind you feel is listening to conversation. A 'cold' water dispenser is 100% required in waiting areas.
- Previous visit in afternoon had to wait 50 minutes past appointment time. There seems a pressure of time on doctors which is not as good as few years ago.
- Just moved to this practice after some very bad experiences at my previous surgery. Absolutely amazed at how good and efficient this practice has been.
- Fantastic service shown by doctor and staff on today's visit.
- Doctor availability. Ability to see the doctor of choice.
- The doctor who I first spoke to, two days ago, was rude and did not want to listen to what I had to say, told me antibiotics were not right for me, now I have seen nurse, got antibiotics and recommends have tonsils out.
- The pharmacy hold some repeat prescriptions yet often won't administer them unless you order a week (or so) beforehand. A more organised system could allow patients to receive drugs on prescription upon almost immediate demand (one to two days) as opposed to a week.
- Comfier chairs.
- Excellent practice and doctors. Thank you.
- The telephone system requires improving massively. Maybe it could be a bit more discreet when talking to the receptionists. Too long waiting time.
- During a recent health check the pharmacist knocked and entered the room. I see this as a breach of privacy and not very professional.
- Waiting time.
- Very pleased with service.
- Early morning appointments from 7am for working people would be a good idea. Some weekend opening too?
- I feel the practice is well managed. May benefit from indication of time when ring back would occur for setting appointments.
- I find at times it is difficult to understand the doctors. They speak too fast and unclearly and sometimes you are unable to get an appointment when required.
- Improve appointment booking by phone and make it easier to speak to a person. Fewer faults on phone system. Increase volume on audible appointment notice or reduce music volume. I sometimes think that more notes should be recorded by doctor because much is lost by seeing different practitioners each visit. I get no sense of personal treatment, more a treatment of each complaint/visit.
- Would be nice to see same doctor in quicker time.
- Keep a reasonable client base and not set so big that standards of care fall.

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?

- Doctor excellent. This doctor always been a great doctor, very pleased with him.
- She was brilliant as always, and did not make us feel uncomfortable about bringing our child 'again'. She was very reassuring and gave us good advice and discussed when to turn to our antibiotics in relation to our child's health.
- None, this clinician is consistently efficient in her care and diagnosis, and I am always very happy to bring my children to her and feel confident with the treatment advice.
- This doctor has been, by far, the best doctor I have seen with the after operation appointments I have had. Very professional but caring.
- The clinician whom I see is completely understanding. She listens, has empathy, great professionalism and puts one at one's ease and very honest in her response. This lady is a great asset to the surgery.
- She works very hard, need more like her.
- Reduce the waiting time in getting an appointment, i.e. 3 weeks or more!
- Everything just fine.
- He could not improve. The best doctor I have ever had.
- The doctor was very good in all things required.
- I am satisfied.
- The only comment is it would be nice if the doctor was on time and not kept on waiting for 40 minutes.
- None, she is excellent.
- This doctor - great - opportunity for follow up appointments, extensive help and advice. Others - no continuity or clear advisability about follow up appointments.
- None, this doctor is very good.
- None, I request to see this doctor whenever I have to have an appointment.
- We get excellent service from our doctor.
- I have every faith and trust in this doctor. She has dealt with me and my problems with sympathy, understanding and great efficiency.
- He is the best.
- No, excellent.
- In the past have ended up seeing lots of different doctors - now trying to see the same GP so there is immediate knowledge of continuity of care.
- Fab.
- Happy with his service.
- No - she is superb and has always listened to my individual concerns.
- None whatsoever. Very easy to talk to, makes you feel at ease. Does not rush you.
- No, doctor is the best!
- Excellent doctor, very thorough and caring.
- My normal doctor is another doctor, they go above and beyond for me and my family. That doctor is a credit to the practice. In my opinion they do not need to improve. Like most of the staff here that I have met, they are all kind and helpful.
- Read patient's notes before appointment to avoid asking unnecessary questions.

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?

- Think the doctor is excellent.
- The doctors are very good - I have no complaints about them. I guess the surgery has too many people to see - hence the phone calls.
- Listen more to what you are saying and what your concerns are.
- Maybe more people friendly.
- None, very understanding.
- Our experience today was a positive one.
- No complaints whatsoever.
- Today and in the past when I have seen this doctor, he has always shown care and concern, is polite and kind. I see no way in which he could improve.
- I found this doctor very efficient but a little brusque. I had to wait for half an hour which I don't mind because I understand the need to deal with other people but a recognition of that would have been good.
- Smile a little. 30 minutes wait to see doctor this visit.
- Very pleased with doctor I saw today.
- Go back how it used to be with easy access to a doctor of your choice. I don't like to be reminded about how expensive my medication is. I've paid in over 40 years living in my own country. Now that I'm broken, and need help, I don't need to be told or implied that I am a burden to the practice's budget. I don't want to be how I am or made to feel grateful, I've contributed.
- This doctor is very good, efficient.
- None excellent.
- Difficult to improve on the best.
- Super doctor, he needs more time. I would like the feeling of doctor knowing me. I would be very happy to have this doctor as regular doctor.
- The doctor was absolutely first class, has time to listen and reassure. Best move we ever made!
- None - she is brilliant!
- Timings? Is he being asked to do too many appointments in a given time?
- No, she was excellent, very helpful and understanding.
- None, all the doctors/nurses I have encountered are fantastic.
- To be honest my experience with the doctors has been good.
- Very professional in all aspects.
- The doctor was excellent.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 271

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	32	119	72	39	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (32 \times 25) + (119 \times 50) + (72 \times 75) + (39 \times 100)}{(271 - 5)} = 16,050/266$$

Your mean percentage score for Q1 = 60%

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	60

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

Certificate of Completion

This is to certify that

The Charing Surgery

1 Surgery Close
Charing
Kent
TN27 0AW

Practice List Size: 8859

Surveys Completed: 271

has completed the

Improving Practice Questionnaire

Completed on 30 January 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.