

Private and Confidential

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**Improving Practice Questionnaire
Report**

St Georges Medical Practice

July 2022





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Dear Mrs Smith

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Of a total of 121 patients who responded to this survey, 0 filled out a paper questionnaire and 121 completed a questionnaire online. 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.

Please contact the office on 01392 927005 or reports@cfepsurveys.co.uk if you would like further information about your report.

Yours sincerely

CFEP UK Surveys Reports Team

IPQ Report: Contents

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IPQ Report: 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

	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	11	43	30	33	0
Q2 Telephone access	61	30	13	7	10	0
Q3 Appointment satisfaction	12	17	23	30	39	0
Q4 See practitioner within 48hrs	45	24	19	16	17	0
Q5 See practitioner of choice	43	30	24	6	17	1
Q6 Speak to practitioner on phone	19	38	32	11	20	1
Q7 Comfort of waiting room	2	14	39	31	33	2
Q8 Waiting time	5	21	39	32	22	2
Q9 Satisfaction with visit	5	13	16	30	57	0
Q10 Warmth of greeting	3	6	14	32	66	0
Q11 Ability to listen	5	8	13	27	68	0
Q12 Explanations	6	8	14	33	60	0
Q13 Reassurance	8	7	15	31	60	0
Q14 Confidence in ability	5	8	13	29	66	0
Q15 Express concerns/fears	5	9	21	31	55	0
Q16 Respect shown	3	6	9	30	71	2
Q17 Time for visit	3	11	22	31	53	1
Q18 Consideration	7	10	15	29	59	1
Q19 Concern for patient	5	12	17	29	56	2
Q20 Self care	5	10	22	34	48	2
Q21 Recommendation	6	10	17	25	61	2
Q22 Reception staff	7	12	28	34	39	1
Q23 Respect for privacy/confidentiality	4	7	25	32	52	1
Q24 Information of services	5	15	39	27	34	1
Q25 Complaints/compliments	6	24	38	21	28	4
Q26 Illness prevention	5	13	38	29	31	5
Q27 Reminder systems	4	16	29	26	41	5
Q28 Second opinion / comp medicine	2	18	42	16	29	14

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

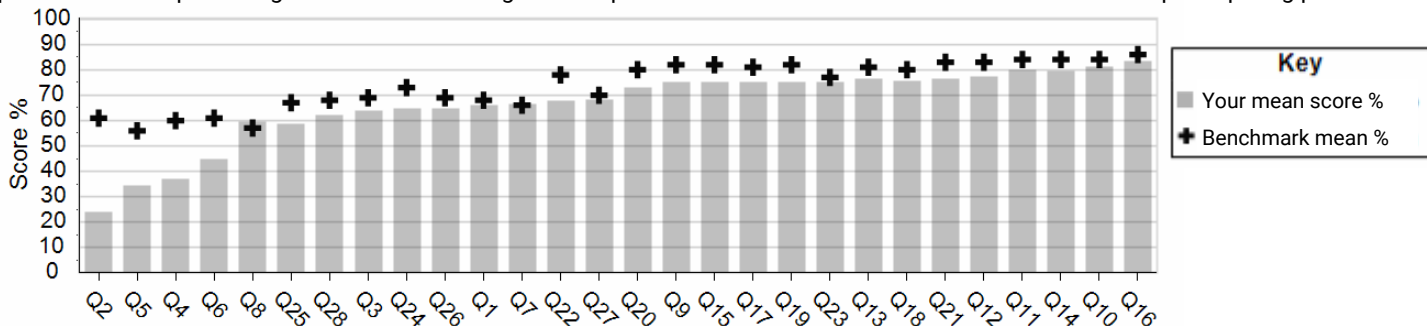
	Your mean score (%)	Benchmark data (%)*					
		Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	69	42	64	68	73	97
Q2 Telephone access	24	60	20	51	61	71	97
Q3 Appointment satisfaction	64	69	36	63	69	75	96
Q4 See practitioner within 48hrs	37	60	24	51	60	68	98
Q5 See practitioner of choice	34	56	24	46	56	64	97
Q6 Speak to practitioner on phone	45	61	25	54	61	68	96
Q7 Comfort of waiting room	67	67	39	61	66	72	96
Q8 Waiting time	59	58	26	51	57	64	96
About the practitioner							
Q9 Satisfaction with visit	75	81	51	77	82	86	97
Q10 Warmth of greeting	81	83	50	79	84	88	98
Q11 Ability to listen	80	83	50	79	84	88	98
Q12 Explanations	77	82	51	78	83	87	98
Q13 Reassurance	76	81	50	76	81	86	98
Q14 Confidence in ability	80	83	51	79	84	88	98
Q15 Express concerns/fears	75	81	50	77	82	86	98
Q16 Respect shown	84	85	53	81	86	89	99
Q17 Time for visit	75	80	51	76	81	85	98
Q18 Consideration	76	80	50	76	80	85	97
Q19 Concern for patient	75	81	50	76	82	86	97
Q20 Self care	73	80	50	76	80	85	97
Q21 Recommendation	76	82	48	78	83	87	98
About the staff							
Q22 Reception staff	68	78	50	73	78	82	98
Q23 Respect for privacy/confidentiality	75	77	52	73	77	81	98
Q24 Information of services	65	74	48	69	73	78	97
Finally							
Q25 Complaints/compliments	59	67	41	62	67	72	96
Q26 Illness prevention	65	69	45	65	69	74	96
Q27 Reminder systems	68	69	41	64	70	74	97
Q28 Second opinion / comp medicine	62	68	40	63	68	73	97
Overall score	66	74	48	69	74	78	96

Your mean score for this question falls on or above the upper quartile
 Your mean score for this question falls below the upper quartile and on or above the lower quartile
 Your mean score for this question falls below the lower quartile

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*Benchmarks are based on data from 1,488 surveys completed by practices between January 2014 and December 2020, where each survey had a minimum of 40 questionnaires returned, totalling 274,957 patient questionnaires. Please note the reliability of your patient feedback will be reduced if less than 25 patient ratings per question is achieved. In the event that there are less than 5 valid patient ratings for any question, this 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



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Your patient feedback

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

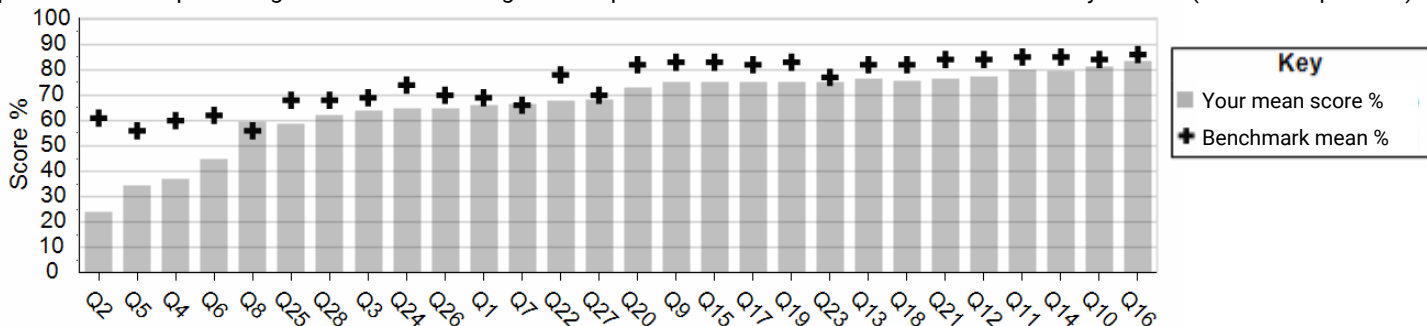
	Your mean score (%)	Benchmark data (%)*					
		Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	68	49	65	69	72	84
Q2 Telephone access	24	60	25	52	61	68	85
Q3 Appointment satisfaction	64	68	47	63	69	73	86
Q4 See practitioner within 48hrs	37	60	29	53	60	68	85
Q5 See practitioner of choice	34	55	28	47	56	62	87
Q6 Speak to practitioner on phone	45	61	29	56	62	67	84
Q7 Comfort of waiting room	67	65	42	60	66	71	84
Q8 Waiting time	59	56	26	50	56	63	77
About the practitioner							
Q9 Satisfaction with visit	75	82	58	78	83	86	95
Q10 Warmth of greeting	81	83	61	80	84	88	95
Q11 Ability to listen	80	84	62	81	85	88	95
Q12 Explanations	77	83	61	79	84	87	94
Q13 Reassurance	76	82	58	78	82	86	94
Q14 Confidence in ability	80	84	61	81	85	88	95
Q15 Express concerns/fears	75	82	60	79	83	86	93
Q16 Respect shown	84	86	63	82	86	89	96
Q17 Time for visit	75	81	57	77	82	85	92
Q18 Consideration	76	81	61	77	82	85	92
Q19 Concern for patient	75	82	63	78	83	86	94
Q20 Self care	73	81	62	77	82	85	92
Q21 Recommendation	76	83	61	80	84	87	94
About the staff							
Q22 Reception staff	68	77	61	74	78	82	89
Q23 Respect for privacy/confidentiality	75	77	59	74	77	81	90
Q24 Information of services	65	73	58	70	74	77	87
Finally							
Q25 Complaints/compliments	59	67	52	63	68	71	84
Q26 Illness prevention	65	69	55	66	70	73	83
Q27 Reminder systems	68	69	50	65	70	74	83
Q28 Second opinion / comp medicine	62	68	54	65	68	72	85
Overall score	66	74	57	70	75	78	87

Your mean score for this question falls on or above the upper quartile
 Your mean score for this question falls below the upper quartile and on or above the lower quartile
 Your mean score for this question falls below the lower quartile

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*Benchmarks are based on data from 285 surveys completed by practices between January 2014 and December 2020, where each survey had a minimum of 40 questionnaires returned, totalling 51,644 patient questionnaires. Please note the reliability of your patient feedback will be reduced if less than 25 patient ratings per question is achieved. In the event that there are less than 5 valid patient ratings for any question, this score will not be illustrated. Please 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: 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 (%)*				
			Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile

Age

Under 25	2	--
25 - 59	76	65
60+	34	66
Blank	9	76

-	-	-	-	-	-
74	54	70	74	78	87
75	51	71	76	79	88
72	44	67	73	78	93

Gender

Female	76	63
Male	38	71
Blank	7	77

74	51	70	75	78	88
75	54	71	75	79	88
72	47	67	73	78	92

Visit usual practitioner

Yes	40	74
No	73	61
Blank	8	77

76	57	73	77	80	89
71	51	67	71	75	85
73	49	69	73	78	88

Years attending

Less than 5 years	28	65
5 - 10 years	27	75
More than 10 years	62	63
Blank	4	--

75	48	70	75	79	93
74	46	70	74	78	90
74	56	71	75	78	88
-	-	-	-	-	-

*Benchmarks are based on data from 285 surveys completed by practices between January 2014 and December 2020, where each survey had a minimum of 40 questionnaires returned, totalling 51,644 patient questionnaires.

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 will be reduced if less than 25 patient responses per category is achieved. In the event that there are less than 5 valid patient responses in any category, this score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

-- score not provided

- benchmark data not available

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current Scores	March 2019	May 2017
Q1 Opening hours satisfaction	66	75	69
Q2 Telephone access	24	56	43
Q3 Appointment satisfaction	64	72	59
Q4 See practitioner within 48hrs	37	53	36
Q5 See practitioner of choice	34	53	42
Q6 Speak to practitioner on phone	45	56	46
Q7 Comfort of waiting room	67	77	72
Q8 Waiting time	59	63	55
Q9 Satisfaction with visit	75	82	76
Q10 Warmth of greeting	81	84	80
Q11 Ability to listen	80	81	79
Q12 Explanations	77	81	77
Q13 Reassurance	76	80	77
Q14 Confidence in ability	80	83	80
Q15 Express concerns/fears	75	81	76
Q16 Respect shown	84	86	81
Q17 Time for visit	75	81	74
Q18 Consideration	76	80	77
Q19 Concern for patient	75	82	77
Q20 Self care	73	81	76
Q21 Recommendation	76	83	77
Q22 Reception staff	68	88	75
Q23 Respect for privacy/confidentiality	75	86	75
Q24 Information of services	65	83	72
Q25 Complaints/compliments	59	74	64
Q26 Illness prevention	65	76	69
Q27 Reminder systems	68	79	73
Q28 Second opinion / comp medicine	62	74	66
Overall score	66	76	69

*Dates in the table relate to the date on which your completed questionnaires were returned to the CFEP office.

Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

Any comments about how this practice could improve its service?

- All seems good to me.
- Great surgery. More telephone lines?
- On my initial contact with the practice I was told I could not have an appointment and should go to A&E. I wrote a letter outlining my problem and I got an appointment within two hours of reception phoning me after the doctor read it. This was an excellent response.
- Have an extra telephone line installed for use at peak periods to ease contact issues.
- Having to wait on the phone too long to get an appointment it can take up to half an hour just redialling over and over again everyone I know complains about this.
- There no improve needed.
- Telephone appointments are a poor system. But I'm very pleased with one doctor, they're an excellent doctor.
- The only complaint I have is when I call the repeat prescription it take a long time to get through to order it.
- Just one receptionist just needs to watch their facial expressions as I was handing in a specimen to be send off and they kept pulling a disgusted face and it was really off-putting as I suffer with anxiety and it was hard for me in the first place to come in. Please just mention to reception staff to watch their facial expressions. Thank you.
- Need more doctors and nurses.
- Answering the telephone.
- Implementation of a call queueing system.
- The practice is not easy to get hold of by telephone.
- It needs more receptionists to answer the phone first thing in the morning, it can take loads of calling to try and get through for a appointment on the same day.
- I have been with the practice for more than 25 years and am always delighted with the care I receive. Having the app to refer to is excellent. The repeat prescription offer as part of the app is also excellent. I have seen doctor recently and they have been particularly helpful, knowledgeable and professional. Telephoning for an appointment is the issue and on occasion the staff answering the calls are not as helpful. This is not all reception staff however in the main they are great. Can we have an online booking service? What about out of hours appointments? Those of us who work and have meetings scheduled that can't be moved due to training hundreds of people for example find it tricky to book appointments at suitable times if and when needed. Thank you for your ongoing care and commitment to our community. You do such a great job!
- Waiting list on phone calls rather than constantly dialling trying to get through and opportunity to book appointments that aren't on the same day of contacting the surgery.
- Trying to contact the surgery to make an appointment is a nightmare, I called 55 times before actually speaking to a receptionist.
- Virtually impossible to contact the surgery by phone as only one line available. For workers it is impossible to get an appointment as when you actually get through all appointments have gone. It can take weeks to drop on a time where you can get through by phone on time to acquire an appointment.
- Several days of phoning before an appointment.
- The reception staff on this day was very kind unlike the other ones who do not seem to care.
- The doctor was great as was the locum I saw. The receptionists were also really good.
- Be able to have more appointments available.
- Just making an appointment is very, very poor having to ring and ring first thing on a morning when you work full time is next to impossible, I couldn't think of a worse system in place.
- Put in place a queueing system on the telephone for booking morning appointments. This will make it fair and ensure patients are spoken to in the order they contact the practice and avoid having to keep calling (sometimes 100+ times), in the hopes of getting through.
- Left not knowing if I had a water infection all weekend because no one called me had to phone myself on Monday morning.

Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

Any comments about how this practice could improve its service?

- Be able to phone up and see a doctor of your choice for the ongoing week. Instead of getting told to ring back at 8 in the morning knowing full well you can't get through as it's constantly engaged.
- It can be difficult to get through on a morning to make an appointment especially for someone at work.
- An app or ability to book appointments online. Or an increase in the phone lines/number of staff on the phone line. Calling from 8:00am and giving up after 143 attempts to get through is my biggest peeve.
- More telephone lines, more face to face appointments, longer hours for requesting repeat prescriptions.
- By employing more staff to man the telephone. Having to make up to 100 calls before someone answers your call is in my opinion totally unacceptable.
- Employ some more doctors.
- Appointments to see the GP of your choice would be good. Early or late appointments for those that work.
- Difficulty in getting through to reception by telephone.
- I would have preferred to have seen a doctor. But I was told they couldn't waste the doctor's time on giving me my test results. The person who saw me had to speak to the doctor about my treatment anyway. I really did want to see the doctor because of my frequent infections and taking antibiotics.
- More face to face with a doctor.
- Yes improving telephone service, sometimes you are trying up to one hundred times to get through just to be told to try the next day for an appointment.
- Under the present day circumstances I feel the practice is working as hard as it can.
- Queuing system on telephone would be an improvement, phoning for an appointment is a nightmare. Was disappointed that I didn't see a doctor, but an associate practitioner.
- Telephone service is really poor. Doctors should be back to appointments and not wasting time triaging patients. That can take two appointments if said patient needs to be seen.
- I find it very difficult to get an appointment via telephone, I have phoned in excess of 200 times at some point.
- Once you can get through to the practice the service is good. As a health professional I appreciate the pressure GPs are under, nevertheless it is not easy to access the service, particularly if you are working and need to phone at 8:00am. Not always able to do this and certainly not able to sit at work and redial 70 plus times to get through. This needs improving.
- I appreciate that due to COVID the online appointment booking service had to be withdrawn however please can it return? The stress when you need to ring at 8:00am for an appointment is awful and I at least have to make 150-200 continuous calls to get through to reception. This is the only recommendation everything else is brilliant.
- To tell the doctor what is wrong with you, not the receptionist.
- The system for ringing at 8:00am disadvantages those of us who work, particularly when it takes multiple dials to get through (82 on one occasion) The online appointments are very few and far between and both times I have made an appointment using this system only one appointment date and slot was available to me, with about a period of three weeks in-between where there were no online appointments on the NHS app.
- Really feel for staff as there is so much demand for appointments, but getting through on the phone is extremely difficult. Staff are extremely efficient and reply to emails very quickly.
- I had an appointment and the touch screen wasn't working, there was only me there, no other patients, the receptionist wasn't on the telephone but was typing at the computer I understand they were busy but I was stood there maybe five minutes waiting for them to finish typing they never acknowledged me, didn't look at me or anything just carried on typing, I thought it was rude to not even look up to acknowledge me.
- Offer more face to face appointments and come away from phone call appointments it makes the process of getting to see a doctor extremely long! Have more operators answering the phones in a morning to save people having to ring over 200 times before you get through to be told all appointments have gone for the day. Patients want to be seen in person! The hospital is over run because GP surgeries aren't dealing with patients effectively.
- To have more landlines available for booking an appointment or any enquiries as is very hard to catch a free line.
- Excellent service yesterday - usually very difficult to get through on the phone for appointments or repeat prescriptions.

Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

Any comments about how this practice could improve its service?

- I think that having to call for an appointment on the day at 8:00am when the phone is constantly engaged is a poor service. For this recent appointment I tried 74 times before getting through. I think a better booking system would be easier for patients.
- The receptionist my husband spoke to, to make my appointment was polite, respectful and accommodating when he asked for privacy. The doctor I saw was understanding and reassuring and took their time to explain everything to me regarding my problem. Unfortunately I didn't get the receptionist's name but I am so grateful that a very difficult medical situation was dealt with so professionally and respectfully.
- Overall the service is great, no actual complaints, just a suggestion about a Saturday morning service to help people like myself who can't make it during the week because of work.
- Improvement wise, perhaps a call line queue would be better for managing appointment calls. It is difficult to get through most days when needed as everywhere. I like that the online booking has now recommenced. Think making an appointment for repeat routine prescriptions isn't the best use of a 15 minute slot but appreciate review must be made. When visiting in person, have overheard the wrong advice being given by reception team with a reluctance to double check. For example a person was asking for an extended prescription to cover a holiday, requiring several weeks worth's of medication as they would not be able to collect whilst away, query for their relative with a particular condition. The reception team were quite insistent this couldn't be done for a quite lengthy conversation, before checking with the team who said it was fine. Another example would be a person asking for a falls assessment after discharge from hospital, they were told that they would need to book an appointment with the GP to arrange this. If at this stage they were told that they can self-refer to the DN team, they would conduct it and save the practice appointment times, then the DN can feedback to GP if needed.
- I wasn't happy with the doctor I have all sorts of problems mentioned what I attended for I also mentioned something else didn't even look at it I also wanted to mention other things I could tell they weren't interested so I'll just carry on in pain it was actually a waste of time and bus fare and first time I've been invited for a face to face appointment for a very long time.
- Getting through on a morning is nigh on impossible. In this day and age a queueing system should be available. I had to dial over 70 times to get through. I was suffering with mental health so this did not help matters. Being told that I would get a call from GP 'sometime this morning, we can't give you an exact time' is also unacceptable especially for people suffering with MH or with work commitments. I spoke to receptionist at around 8:30am and it was after 11 when GP called. That's a long time to anxiously wait for a call, I'm sure more generalised timings could be given, for example 'a doctor will call you after 10:00am' or 'a doctor will call you within an hour', etc. Also why is it almost impossible to book an appointment with GP of your choice in advance? Being forced to ring for an on the day appointment and not able to request a particular GP is counter productive for all concerned. I hope improvements are made following the results of this survey.
- Needs a better appointment system.
- Nothing at all the practice is excellent.
- Everything is excellent other than the phone line is engaged for ages before you can get through to book an appointment.

Any comments about how the clinician could improve?

- No as I would not do anything.
- Sort out the way appointments are given and get back to seeing doctors face to face.
- Just the appointments.
- They were excellent.
- Making appointments.
- More appointments.
- The doctor I saw was excellent.
- Getting back to normal appointments.
- None at all, couldn't fault the service.

Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

Any comments about how the clinician could improve?

- Sadly I felt the practitioner was not listening to me properly. They told me I could only have either one medication or another, which is not the case. I was in a great deal of pain and they advised paracetamol during the day which is not adequate. I felt they really were not listening to the significance of my problem with no empathy.
- First meeting very impressed thank you.
- With regards to face to face practice - I saw a practitioner for bloods. They were welcoming, kind and approachable. Their technique with venepuncture was textbook/flawless and completely pain free. I also spoke with a doctor. They had a fantastic "bedside manner", considering the holistic factors that influence my long term health need management and taking the time to listen. They had a great deal of knowledge which was well demonstrated when providing me choice with my treatment options. Both members of staff are a great asset to your team and should be highly commended. Thank you.

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%. Non-rated responses (blank/spoilt) are not used in the score calculations. (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 the questionnaire was defaced).

Example from your Q1 Opening hours satisfaction

Total number of responses = 121

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	4	11	43	30	33	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of client responses} - \text{number of non rated responses})} = \frac{(4 \times 0) + (11 \times 25) + (43 \times 50) + (30 \times 75) + (33 \times 100)}{(121 - 0)} = \frac{7975}{121}$$

Your 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 $\frac{1}{4}$ 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 and around which lies the middle 50% of the data.

Upper quartile, above which lies the top 25% of the data

Question	Your score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q1 Opening hours satisfaction	66	42	64	68	73	97

16738

*Benchmarks are based on data from 1,488 surveys completed by practices between January 2014 and December 2020, where each survey had a minimum of 40 questionnaires returned, totalling 274,957 patient questionnaires.

Page by page guide to report interpretation

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 will be 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 valid 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 so that you can compare your achieved scores against those of other practices with a similar number of patients. Evidence indicates that list size can have an effect on how practices perform in this survey, which is why we have provided you with this additional information.

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 data 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.

All written patient comments have been included in their entirety but, to protect patient anonymity, all attempts have been made to remove details that could identify a specific patient. 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



Example
Example

You can help this general practice improve its service

1. This practice would welcome your honest feedback
2. Please read and complete this survey after you have seen the doctor
3. 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.
4. 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 checked="" 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 within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor 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 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 (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor'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'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'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 was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor 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 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 (continued...)

		Poor	Fair	Good	Very good	Excellent
18	This doctor'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'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 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 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 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.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <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

St Georges Medical Practice
Roundhouse Medical Centre
Wakefield Road
Barnsley
South Yorkshire
S71 1TH

Practice List Size: 7344
Surveys Completed: 121

has completed the

Improving Practice Questionnaire

Completed July 2022



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.