

Private and Confidential

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Improving Practice Questionnaire Report

Appleby Surgery

July 2015



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03 August 2015

Dear Mr Miller

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=184911>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Your patient feedback

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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' 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 | 0 | 7 | 42 | 42 | 32 | 1 |
| Q2 Telephone access | 8 | 26 | 40 | 25 | 25 | 0 |
| Q3 Appointment satisfaction | 3 | 12 | 34 | 38 | 36 | 1 |
| Q4 See practitioner within 48hrs | 17 | 16 | 29 | 35 | 25 | 2 |
| Q5 See practitioner of choice | 12 | 22 | 34 | 32 | 21 | 3 |
| Q6 Speak to practitioner on phone | 5 | 12 | 41 | 33 | 20 | 13 |
| Q7 Comfort of waiting room | 1 | 5 | 42 | 51 | 22 | 3 |
| Q8 Waiting time | 6 | 15 | 48 | 33 | 17 | 5 |
| Q9 Satisfaction with visit | 1 | 1 | 24 | 40 | 54 | 4 |
| Q10 Warmth of greeting | 0 | 3 | 22 | 45 | 54 | 0 |
| Q11 Ability to listen | 1 | 2 | 18 | 39 | 64 | 0 |
| Q12 Explanations | 1 | 2 | 23 | 40 | 58 | 0 |
| Q13 Reassurance | 1 | 3 | 22 | 38 | 58 | 2 |
| Q14 Confidence in ability | 1 | 2 | 20 | 41 | 59 | 1 |
| Q15 Express concerns/fears | 1 | 1 | 19 | 45 | 54 | 4 |
| Q16 Respect shown | 1 | 1 | 11 | 40 | 68 | 3 |
| Q17 Time for visit | 1 | 2 | 21 | 45 | 55 | 0 |
| Q18 Consideration | 1 | 3 | 21 | 36 | 59 | 4 |
| Q19 Concern for patient | 0 | 4 | 19 | 37 | 60 | 4 |
| Q20 Self care | 0 | 3 | 24 | 33 | 59 | 5 |
| Q21 Recommendation | 1 | 2 | 15 | 30 | 71 | 5 |
| Q22 Reception staff | 1 | 1 | 19 | 40 | 62 | 1 |
| Q23 Respect for privacy/confidentiality | 1 | 6 | 18 | 40 | 58 | 1 |
| Q24 Information of services | 1 | 7 | 21 | 32 | 56 | 7 |
| Q25 Complaints/compliments | 0 | 8 | 27 | 40 | 35 | 14 |
| Q26 Illness prevention | 0 | 7 | 23 | 49 | 33 | 12 |
| Q27 Reminder systems | 1 | 2 | 30 | 38 | 42 | 11 |
| Q28 Second opinion / comp medicine | 1 | 9 | 29 | 32 | 25 | 28 |

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

Your patient feedback

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

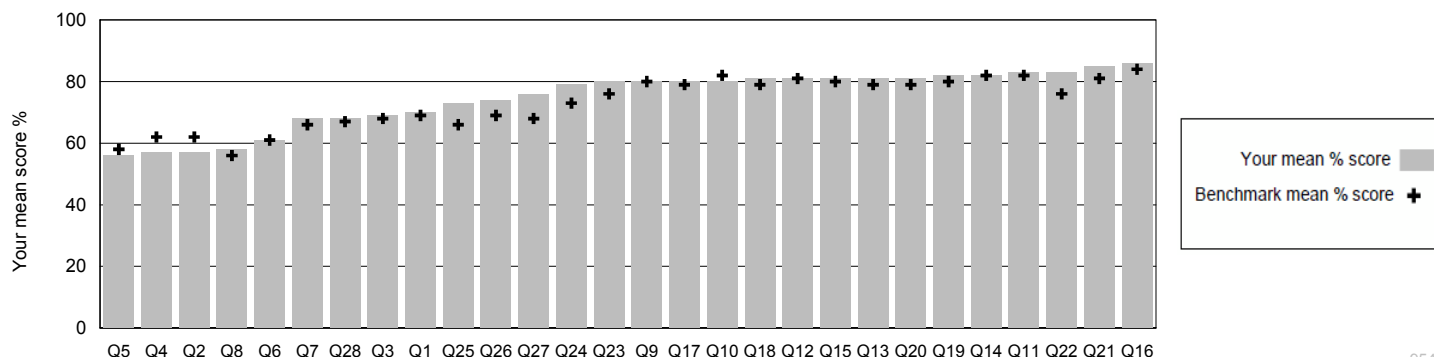
| | Your mean score (%) | Benchmark data (%)* | | | | | |
|-----------------------------------------|---------------------|-------------------------|-----|----------------|--------|----------------|-----|
| | | National mean score (%) | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 70 | 69 | 23 | 64 | 68 | 73 | 92 |
| Q2 Telephone access | 57 | 62 | 13 | 53 | 63 | 71 | 92 |
| Q3 Appointment satisfaction | 69 | 68 | 23 | 63 | 68 | 74 | 92 |
| Q4 See practitioner within 48hrs | 57 | 62 | 18 | 54 | 62 | 70 | 96 |
| Q5 See practitioner of choice | 56 | 58 | 22 | 48 | 57 | 65 | 95 |
| Q6 Speak to practitioner on phone | 61 | 61 | 25 | 54 | 61 | 67 | 92 |
| Q7 Comfort of waiting room | 68 | 66 | 27 | 60 | 66 | 71 | 90 |
| Q8 Waiting time | 58 | 56 | 25 | 50 | 56 | 62 | 90 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 80 | 80 | 41 | 76 | 81 | 85 | 97 |
| Q10 Warmth of greeting | 80 | 82 | 45 | 78 | 82 | 86 | 96 |
| Q11 Ability to listen | 83 | 82 | 46 | 78 | 83 | 87 | 97 |
| Q12 Explanations | 81 | 81 | 42 | 77 | 81 | 85 | 97 |
| Q13 Reassurance | 81 | 79 | 41 | 75 | 80 | 84 | 98 |
| Q14 Confidence in ability | 82 | 82 | 43 | 79 | 83 | 87 | 99 |
| Q15 Express concerns/fears | 81 | 80 | 45 | 76 | 81 | 85 | 96 |
| Q16 Respect shown | 86 | 84 | 49 | 80 | 85 | 88 | 98 |
| Q17 Time for visit | 80 | 79 | 38 | 75 | 80 | 84 | 96 |
| Q18 Consideration | 81 | 79 | 41 | 75 | 79 | 83 | 98 |
| Q19 Concern for patient | 82 | 80 | 43 | 76 | 80 | 84 | 97 |
| Q20 Self care | 81 | 79 | 38 | 75 | 79 | 83 | 97 |
| Q21 Recommendation | 85 | 81 | 41 | 78 | 82 | 86 | 99 |
| About the staff | | | | | | | |
| Q22 Reception staff | 83 | 76 | 29 | 72 | 77 | 81 | 96 |
| Q23 Respect for privacy/confidentiality | 80 | 76 | 43 | 72 | 76 | 80 | 96 |
| Q24 Information of services | 79 | 73 | 29 | 68 | 73 | 77 | 96 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 73 | 66 | 31 | 62 | 66 | 70 | 96 |
| Q26 Illness prevention | 74 | 69 | 34 | 64 | 68 | 72 | 96 |
| Q27 Reminder systems | 76 | 68 | 27 | 63 | 68 | 72 | 96 |
| Q28 Second opinion / comp medicine | 68 | 67 | 30 | 62 | 67 | 71 | 96 |
| Overall score | 75 | 73 | 35 | 69 | 73 | 77 | 95 |

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

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

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

| | Your mean score (%) | Benchmark data (%)* | | | | | |
|-----------------------------------------|---------------------|---------------------|-----------|----------------|-----------|----------------|-----------|
| | | National mean score | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 70 | 69 | 50 | 65 | 69 | 73 | 88 |
| Q2 Telephone access | 57 | 65 | 29 | 58 | 66 | 73 | 86 |
| Q3 Appointment satisfaction | 69 | 69 | 45 | 64 | 70 | 75 | 89 |
| Q4 See practitioner within 48hrs | 57 | 63 | 31 | 55 | 63 | 71 | 89 |
| Q5 See practitioner of choice | 56 | 59 | 32 | 51 | 60 | 66 | 87 |
| Q6 Speak to practitioner on phone | 61 | 61 | 35 | 55 | 61 | 68 | 86 |
| Q7 Comfort of waiting room | 68 | 66 | 42 | 60 | 66 | 72 | 86 |
| Q8 Waiting time | 58 | 55 | 26 | 49 | 56 | 61 | 83 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 80 | 80 | 59 | 76 | 81 | 85 | 93 |
| Q10 Warmth of greeting | 80 | 82 | 62 | 78 | 83 | 87 | 94 |
| Q11 Ability to listen | 83 | 82 | 61 | 78 | 83 | 87 | 94 |
| Q12 Explanations | 81 | 81 | 61 | 77 | 81 | 86 | 92 |
| Q13 Reassurance | 81 | 79 | 59 | 75 | 80 | 84 | 92 |
| Q14 Confidence in ability | 82 | 82 | 62 | 78 | 83 | 87 | 93 |
| Q15 Express concerns/fears | 81 | 80 | 59 | 76 | 81 | 85 | 92 |
| Q16 Respect shown | 86 | 84 | 64 | 80 | 85 | 88 | 94 |
| Q17 Time for visit | 80 | 79 | 56 | 75 | 80 | 84 | 91 |
| Q18 Consideration | 81 | 79 | 58 | 75 | 80 | 84 | 91 |
| Q19 Concern for patient | 82 | 79 | 57 | 75 | 80 | 84 | 91 |
| Q20 Self care | 81 | 78 | 58 | 74 | 79 | 84 | 90 |
| Q21 Recommendation | 85 | 81 | 59 | 77 | 82 | 86 | 92 |
| About the staff | | | | | | | |
| Q22 Reception staff | 83 | 77 | 58 | 73 | 78 | 81 | 91 |
| Q23 Respect for privacy/confidentiality | 80 | 76 | 58 | 73 | 77 | 80 | 91 |
| Q24 Information of services | 79 | 73 | 55 | 69 | 74 | 77 | 90 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 73 | 66 | 43 | 62 | 68 | 71 | 85 |
| Q26 Illness prevention | 74 | 69 | 47 | 65 | 70 | 73 | 87 |
| Q27 Reminder systems | 76 | 68 | 44 | 64 | 69 | 73 | 86 |
| Q28 Second opinion / comp medicine | 68 | 67 | 45 | 63 | 68 | 72 | 86 |
| Overall score | 75 | 73 | 53 | 70 | 74 | 78 | 88 |

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

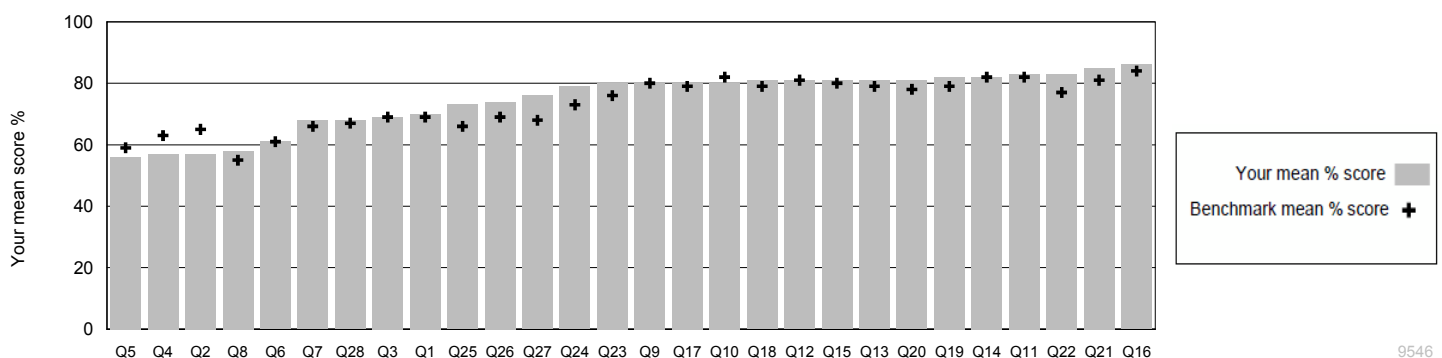
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*Based on data from 184 practices carrying out 263 surveys between April 2010 and March 2013 with 25 or more responses.

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 (4001-6000 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 (4001-6000 patients)

| | Number of responses | Your mean score (%) | Benchmark data (%)* | | | | | |
|---------------------------------|---------------------|---------------------|-------------------------|---------|----------------|--------|----------------|---------|
| | | | National mean score (%) | Minimum | Lower Quartile | Median | Upper Quartile | Maximum |
| Age | | | | | | | | |
| Under 25 | 7 | 64 | 71 | 46 | 65 | 71 | 76 | 90 |
| 25 - 59 | 48 | 75 | 73 | 52 | 68 | 74 | 78 | 87 |
| 60 + | 61 | 76 | 75 | 51 | 72 | 76 | 79 | 89 |
| Blank | 8 | 71 | 71 | 39 | 66 | 72 | 76 | 100 |
| Gender | | | | | | | | |
| Female | 87 | 74 | 73 | 53 | 70 | 74 | 78 | 89 |
| Male | 32 | 77 | 74 | 52 | 70 | 75 | 79 | 87 |
| Blank | 5 | 68 | 72 | 44 | 66 | 72 | 78 | 98 |
| Visit usual practitioner | | | | | | | | |
| Yes | 82 | 76 | 75 | 57 | 72 | 76 | 80 | 90 |
| No | 30 | 73 | 70 | 48 | 65 | 70 | 75 | 88 |
| Blank | 12 | 73 | 72 | 48 | 67 | 72 | 77 | 93 |
| Years attending | | | | | | | | |
| < 5 years | 16 | 71 | 73 | 52 | 68 | 73 | 78 | 94 |
| 5 - 10 years | 14 | 73 | 72 | 52 | 68 | 74 | 78 | 87 |
| > 10 years | 91 | 76 | 74 | 53 | 71 | 75 | 78 | 91 |
| Blank | 3 | - | - | - | - | - | - | - |

*Based on data from 184 practices carrying out 263 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

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?

- Can't think of anything. Very happy with the practice for myself and family, and it has been considered when thinking of moving house as we know we have been lucky to find such an excellent practice.
- None at all perfectly satisfied!
- No it is excellent!
- None, the service provided is excellent. No complaints.
- Revert back to appointment times for flu vaccinations!! Please.
- Nothing to say except excellent.
- To put phone on hook because you cannot get answer between 8.30 - 9.30. It always off hook at that time good any other time because always busy.
- The only problem is, other people can hear what you are saying to the receptionist so not so private.
- No problems at all with this service for years upon years and never had a problem.
- No complaints at all - any problems usually occur down the line at hospital, referrals etc.
- Excellent practice all round from first contact with receptionists to excellent GPs and nurses and referral system.
- From the comfort of the waiting room, the warmth of the reception staff to the consultation with the doctor, this practice is excellent!
- This is an excellent GP practice - I cannot see how you could improve it.
- For doctor of choice. Trying to make a call at 8.30am for an appointment that day or following two days - very difficult. Telephone number engaged for 20-30 minutes and then no visits left. Trying to make an appointment for doctor of choice 7-10 days ahead very difficult.
- It is sometimes difficult to get through on the telephone and also book appointments in advance with a particular doctor. This could be improved by more phone lines and a queuing system rather than it being engaged.
- Displaying any delays with the doctor/nurse.
- The surgery could do with a makeover. Sometimes difficult to get an appointment, only found out the other day there are early morning appointments. Maybe the receptionist could have mentioned this or it's advertised in the surgery.
- You get told to ring 8.30 but you can never get through, so that needs to be looked at.
- Sometimes it's difficult to get appointments.
- I'm very happy with the service provided.
- The only thing I find difficult is getting through on the phone at 8.30am for appointments, but there's not much that can be done about that.
- More phones than just one.
- Trying to get an appointment sooner than a week.
- None at all.
- This practice is one of the best, if not the best, in this area. The only improvement I could think of is a Saturday morning surgery as an added bonus.
- The only comment I would make if getting through to the surgery. It is very difficult with only the one number or line although when through a choice is given.
- Should have two reception on duty when one is on waiting time is very poor.
- More of the same!

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?

- None I can think of.
- No, first class service. Thank you.
- Inform you when wait will be over 30 minutes when possible.
- It works don't try to fix it.
- Generally good, however improving telephone contact would help. Sometimes I call 20+ times before I get through. Engaged then no answer which is frustrating.
- I feel as though everything runs very smoothly.
- No, very pleased with the service I receive.
- Highly satisfied.

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?

- Nothing is broken, please do not change anything.
- Please keep one of the doctors!
- None, first class.
- None. All the doctors are friendly and helpful.
- Nothing.
- Nothing at all.
- No - everything is fine.
- Yes, I feel as if the doctor should show more understanding and should have a less intimidating tone.
- Be more welcoming.
- Always found all staff to be really helpful, considerate, pleasant.
- No, none, they're all very good.
- Appleby Surgery is a very friendly, welcoming surgery and are always very keen to help. Thank you for your many years of excellent service.
- I'm very happy with the service provided.
- The regular doctor who I see has been very nice and helpful on many occasions.
- For me personally, all the doctors and nurses whom I have dealt with over the many years I have been with this surgery, have been professionals of the highest standard.
- I have only good comments and that is if I cannot see my own doctor quickly I am also given the choice of another of the practice which I consider very good.
- More of the same.
- None I can think of.
- Don't know about improvements. This visit was about a new development in my health and the doctor gave me much more than the allotted time to explain to me what may happen to me and how to deal with it. I was both grateful and impressed with their understanding of my situation.
- None whatsoever. No complaints here! Thanks.
- Very pleased with the service I receive.
- A pleasant and professional service - thank you.
- Highly with service received.

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 = 124

| Questionnaire rating scale | Poor | Fair | Good | Very Good | Excellent | Blank/spoilt |
|----------------------------|------|------|------|-----------|-----------|--------------|
| Number of ratings | 0 | 7 | 42 | 42 | 32 | 1 |

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (7 \times 25) + (42 \times 50) + (42 \times 75) + (32 \times 100)}{(124 - 1)} = 8,625/123$$

Your mean percentage score for Q1 = 70%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

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

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

| Question | Your mean score (%) |
|-------------------------------|---------------------|
| Q1 Opening hours satisfaction | 70 |

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

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

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

Improving Practice Questionnaire



| | |
|-----------------|-----------------|
| OFFICE USE ONLY | Org ID |
| | Survey ID |
| | Practitioner ID |

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice

| | Poor | Fair | Good | Very good | Excellent |
|-----------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 Your level of satisfaction with the practice's opening hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Ease of contacting the practice on the telephone | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Satisfaction with the day and time arranged for your appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Chances of seeing a doctor/nurse within 48 hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Chances of seeing a doctor/nurse of <u>your</u> choice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 Opportunity of speaking to a doctor/nurse on the telephone when necessary | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 Comfort level of waiting room (e.g. chairs, magazines) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 Length of time waiting in the practice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About the doctor/nurse (*whom you have just seen*)

| | Poor | Fair | Good | Very good | Excellent |
|------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9 My overall satisfaction with this visit to the doctor/nurse is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 The warmth of the doctor/nurse's greeting to me was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 On this visit I would rate the doctor/nurse's ability to really listen to me as | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 The doctor/nurse's explanations of things to me were | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 The extent to which I felt reassured by this doctor/nurse was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 My confidence in this doctor/nurse's ability is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 The opportunity the doctor/nurse gave me to express my concerns or fears was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 The respect shown to me by this doctor/nurse was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 The amount of time given to me for this visit was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please turn over ↶



About the doctor/nurse (continued....)

| | | Poor | Fair | Good | Very good | Excellent |
|----|-------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 18 | This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 | The doctor/nurse's concern for me as a person on this visit was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 | The extent to which the doctor/nurse helped me to take care of myself was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 | The recommendation I would give to my friends about this doctor/nurse would be | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About the staff

| | | Poor | Fair | Good | Very good | Excellent |
|----|------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 22 | The manner in which you were treated by the reception staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23 | Respect shown for your privacy and confidentiality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24 | Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Finally

| | | Poor | Fair | Good | Very good | Excellent |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 25 | The opportunity for making compliments or complaints to this practice about its service and quality of care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26 | The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27 | The availability and administration of reminder systems for ongoing health checks is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28 | The practice's respect of your right to seek a second opinion or complementary medicine was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

| | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>How old are you in years?</p> <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> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Appleby Surgery

Hawkeys Lane
North Shields
Tyne and Wear
NE29 0SF

Practice List Size: 5980

Surveys Completed: 124

has completed the

Improving Practice Questionnaire

Completed on 03 August 2015



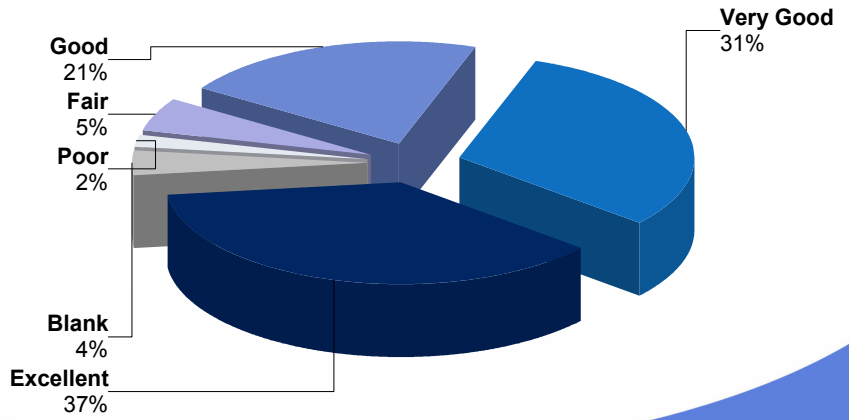
Michael Greco
Director



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.

89%

of all patient ratings about this practice were **good, very good or excellent**



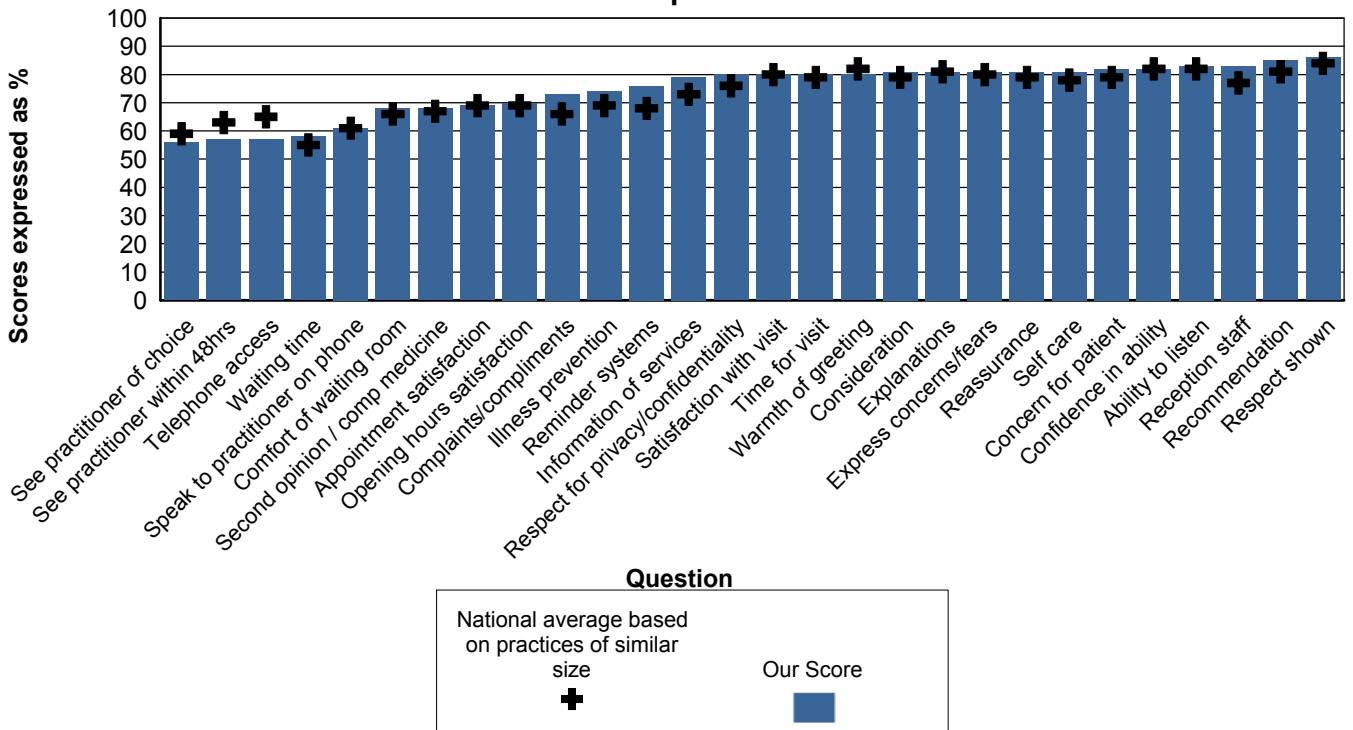
Thank you for your participation in this survey

Patient Experience Survey Results 2015/2016 Appleby Surgery



"Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you

