

Private and Confidential

Mrs Carolyn Hill
Brook Lane Surgery
233A Brook Lane
Sarisbury Green
Southampton
SO31 7DQ

Improving Practice Questionnaire Report

Brook Lane Surgery

December 2016



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

Mrs Carolyn Hill
Brook Lane Surgery
233A Brook Lane
Sarisbury Green
Southampton
SO31 7DQ

t 01392 823766
f 01392 824767

e enquiries@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

13 December 2016

Dear Mrs Hill

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=193720>

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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Introduction

About the IPQ

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

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

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	12	62	68	34	8
Q2 Telephone access	51	63	38	18	6	10
Q3 Appointment satisfaction	4	20	71	52	36	3
Q4 See practitioner within 48hrs	56	61	24	24	15	6
Q5 See practitioner of choice	37	59	46	25	10	9
Q6 Speak to practitioner on phone	30	40	39	29	9	39
Q7 Comfort of waiting room	8	22	86	49	19	2
Q8 Waiting time	12	70	61	29	10	4
Q9 Satisfaction with visit	0	1	22	69	92	2
Q10 Warmth of greeting	0	2	14	60	109	1
Q11 Ability to listen	0	1	13	64	105	3
Q12 Explanations	0	3	14	68	98	3
Q13 Reassurance	0	3	17	72	88	6
Q14 Confidence in ability	0	2	15	65	100	4
Q15 Express concerns/fears	0	2	20	62	95	7
Q16 Respect shown	0	0	16	56	109	5
Q17 Time for visit	0	4	30	72	78	2
Q18 Consideration	0	4	22	65	85	10
Q19 Concern for patient	0	1	24	64	92	5
Q20 Self care	0	1	24	69	79	13
Q21 Recommendation	0	3	22	54	101	6
Q22 Reception staff	3	11	46	70	46	10
Q23 Respect for privacy/confidentiality	1	16	43	72	40	14
Q24 Information of services	1	14	50	60	48	13
Q25 Complaints/compliments	3	19	60	44	22	38
Q26 Illness prevention	2	14	63	55	30	22
Q27 Reminder systems	3	20	64	46	29	24
Q28 Second opinion / comp medicine	3	13	53	36	22	59

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

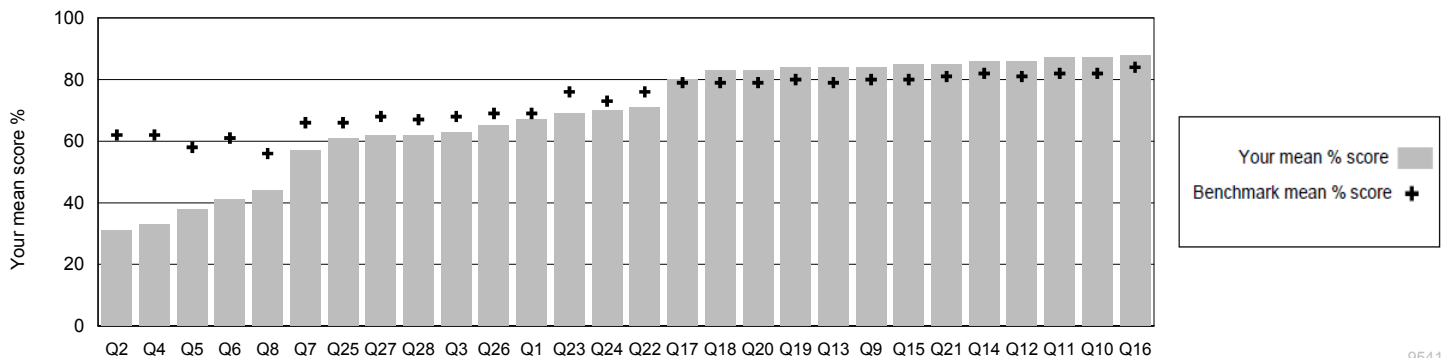
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	69	23	64	68	73	92
Q2 Telephone access	31	62	13	53	63	71	92
Q3 Appointment satisfaction	63	68	23	63	68	74	92
Q4 See practitioner within 48hrs	33	62	18	54	62	70	96
Q5 See practitioner of choice	38	58	22	48	57	65	95
Q6 Speak to practitioner on phone	41	61	25	54	61	67	92
Q7 Comfort of waiting room	57	66	27	60	66	71	90
Q8 Waiting time	44	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	84	79	41	75	80	84	98
Q14 Confidence in ability	86	82	43	79	83	87	99
Q15 Express concerns/fears	85	80	45	76	81	85	96
Q16 Respect shown	88	84	49	80	85	88	98
Q17 Time for visit	80	79	38	75	80	84	96
Q18 Consideration	83	79	41	75	79	83	98
Q19 Concern for patient	84	80	43	76	80	84	97
Q20 Self care	83	79	38	75	79	83	97
Q21 Recommendation	85	81	41	78	82	86	99
About the staff							
Q22 Reception staff	71	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	69	76	43	72	76	80	96
Q24 Information of services	70	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	61	66	31	62	66	70	96
Q26 Illness prevention	65	69	34	64	68	72	96
Q27 Reminder systems	62	68	27	63	68	72	96
Q28 Second opinion / comp medicine	62	67	30	62	67	71	96
Overall score	70	73	35	69	73	77	95

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

9541

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

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	23	64	68	71	88
Q2 Telephone access	31	56	13	47	58	65	78
Q3 Appointment satisfaction	63	65	23	62	65	69	85
Q4 See practitioner within 48hrs	33	57	18	52	58	64	83
Q5 See practitioner of choice	38	49	22	44	48	55	84
Q6 Speak to practitioner on phone	41	57	25	52	57	63	85
Q7 Comfort of waiting room	57	64	27	60	65	69	86
Q8 Waiting time	44	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	84	80	41	76	81	84	91
Q10 Warmth of greeting	87	82	45	78	83	85	93
Q11 Ability to listen	87	82	46	79	83	87	94
Q12 Explanations	86	81	42	77	81	85	92
Q13 Reassurance	84	80	41	76	80	84	91
Q14 Confidence in ability	86	82	43	79	83	86	92
Q15 Express concerns/fears	85	80	45	77	81	84	91
Q16 Respect shown	88	84	56	81	85	88	93
Q17 Time for visit	80	79	38	75	80	83	91
Q18 Consideration	83	79	46	75	79	83	89
Q19 Concern for patient	84	80	46	76	80	84	90
Q20 Self care	83	78	38	75	79	83	89
Q21 Recommendation	85	81	41	78	82	86	91
About the staff							
Q22 Reception staff	71	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	69	73	43	70	73	76	90
Q24 Information of services	70	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	61	63	31	60	64	66	86
Q26 Illness prevention	65	66	34	63	66	69	86
Q27 Reminder systems	62	65	27	62	65	68	86
Q28 Second opinion / comp medicine	62	64	30	61	64	68	87
Overall score	70	71	35	68	72	75	87

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

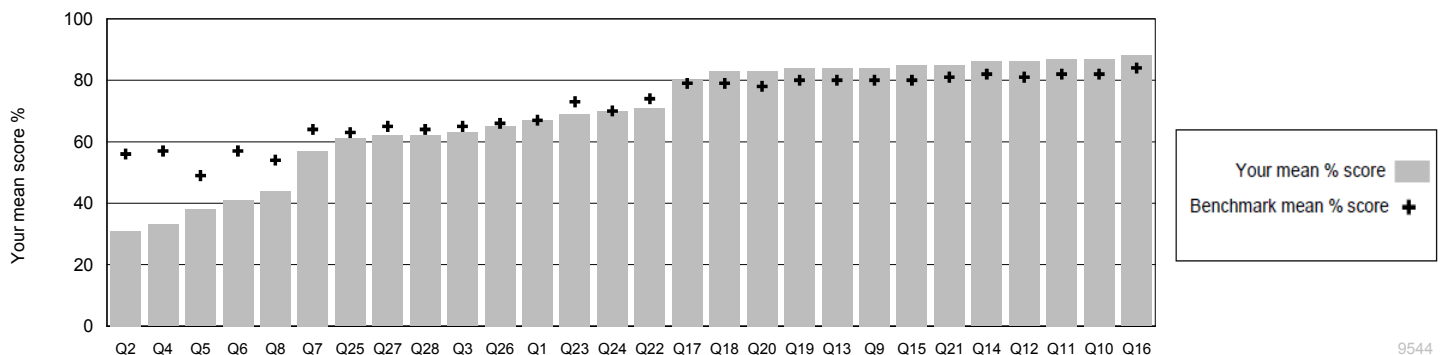
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (10001-12000 patients)



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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 (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	5	78	70	42	66	70	75	91
25 - 59	58	71	70	35	67	70	74	87
60 +	117	68	73	24	70	73	76	87
Blank	6	77	69	50	63	69	74	86
Gender								
Female	108	68	71	32	67	71	74	87
Male	70	71	73	45	69	73	77	88
Blank	8	72	69	49	65	69	74	89
Visit usual practitioner								
Yes	81	72	74	35	71	74	77	89
No	86	67	68	35	64	68	72	84
Blank	19	69	70	53	65	70	73	83
Years attending								
< 5 years	50	72	72	28	68	72	76	88
5 - 10 years	30	69	71	40	67	71	75	91
> 10 years	100	69	72	48	69	72	75	86
Blank	6	57	69	49	65	69	73	85

*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

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

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	04/03/2015	01/11/2013	18/01/2013
Q1 Opening hours satisfaction	67	71	56	70
Q2 Telephone access	31	46	31	50
Q3 Appointment satisfaction	63	70	53	65
Q4 See practitioner within 48hrs	33	48	31	49
Q5 See practitioner of choice	38	47	31	51
Q6 Speak to practitioner on phone	41	48	32	52
Q7 Comfort of waiting room	57	60	53	65
Q8 Waiting time	44	53	37	50
Q9 Satisfaction with visit	84	87	77	81
Q10 Warmth of greeting	87	88	81	83
Q11 Ability to listen	87	90	81	85
Q12 Explanations	86	88	79	84
Q13 Reassurance	84	87	80	83
Q14 Confidence in ability	86	88	82	84
Q15 Express concerns/fears	85	87	78	83
Q16 Respect shown	88	90	84	85
Q17 Time for visit	80	85	78	83
Q18 Consideration	83	86	76	82
Q19 Concern for patient	84	86	78	83
Q20 Self care	83	85	76	81
Q21 Recommendation	85	88	79	83
Q22 Reception staff	71	74	65	71
Q23 Respect for privacy/confidentiality	69	73	64	72
Q24 Information of services	70	73	58	71
Q25 Complaints/compliments	61	66	53	65
Q26 Illness prevention	65	68	57	70
Q27 Reminder systems	62	65	53	68
Q28 Second opinion / comp medicine	62	66	54	67
Overall score	70	74	63	72

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?

- One staff member to train staff she is exceptional member of staff.
- Telephone service, can't get through!
- Ok.
- Very difficult to book an appointment with a specific doctor.
- Need more GPs. Larger car park.
- More telephone lines would be good always engaged.
- No. I came from another surgery. This surgery is amazing in comparison.
- One can spend a quarter of an hour dialling and getting 'engaged'. My only real problem is the phone - they charge 20p to ring for a taxi.
- When booking an appointment to see a doctor it would be better if you could see the same doctor. This probably would not be so important if it was a one-off appointment - very few have had 2 to 3 years of tests and this appointment relates to these it will take the doctor a long time to look through your computer record if they don't know you, as appointment time is limited.
- Your systems are good - car parking can be difficult at times. I'm not sure what health checks there are for my age group.
- Telephone response. Attention to patients' inability to obtain appointments. Opening hours (e.g. Saturdays). How staff could improve - Treat patients as customers!
- Now retired I can call in for appointments/prescriptions/queries at lunchtime when it's quiet. But for workers restricted to phone use not so easy. It is as it is - as they say!
- Maybe consider more telephone lines as a means of contact. This could alleviate the frustration of trying to make telephone contact. However the online service booking appointment seems successful although I've only used it once so far.
- Answering the telephone in the afternoon.
- More appointments and more telephone lines.
- Overall I've been very happy with all aspects of my ongoing treatment at this surgery.
- So many new doctors and nurses cannot get to know or stay with one.
- Change the way patients are called to the rooms. I don't like my name being called out so that all in the waiting room know I am there. Have a separate waiting room for children. It's too noisy with them in here.
- Reduce the amount of time for appointments and also waiting times in waiting room.
- Better telephone access.
- Offering telephone appointments to save time coming into doctors and taking up appointments.
- No. I think you need to have been to a bad practice to realise when you have found a good one. I have!
- Reception desk and phone calls need to be manned between 1pm to 2pm. Separate phone lines for emergency appointments as opposed to routine appointments.
- Online/phone line to book appointments can never get through so busy not their fault.
- Somehow improve the system for contacting the practice by phone, can take hours sometimes.
- The reception staff could be more friendly and approachable. Often there are long queues at reception and the staff can be seen in the background chatting/making a cup of tea.
- Difficult to hear your name over the speakers sometimes.

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?

- Too warm in waiting room. Kids TV switched on in waiting room. Update toilet decoration.
- By being able to make appointments more than two weeks in advance.
- More telephone lines very difficult to get through. Phone calls.
- The car park is very busy and sometimes impossible. The waiting times for an appointment too long and it's not obvious what other options for advice are available. It's unusual to be able to see your own doctor if you want fairly urgent treatment.
- Seeing a doctor earlier would help.
- Not a regular attender, so have no comments and couldn't answer some questions.
- More appointments available at short notice.
- Would be good to be able to get through more quickly on the telephone.
- I have ticked good about staff and finally because staff - I did not use them, checked myself in and saw the doctor, went home. Finally - I have never had to complain or seek a second opinion can't really talk about 'my' doctor as the practice has completely changed most doctors in recent years and fortunately I have had little need to use them so don't really know them, but all the doctors/nurses I have seen have been respectful and professional.
- The electronic prescription - now I have waited longer than 30 minutes as they say the prescription are not coming in quickly online.
- An up-to-date booklet with opening/closing times of the surgery would be helpful for the patient.
- I find it difficult to contact the surgery - phone either full-time engaged or no reply when it does ring.
- Very good.
- Some receptionists are very good excellent - an individual is abrupt verging on rude.
- Calling of the patients by doctors/nurses should be slower and clearer. Often can I hear the names called! It should be more doctors/nurses and more appointments available. Usually the nearest appointments available two weeks later.
- More doctors, more time, better seating, more people answering phone and dealing with queries.
- As I am retired, I am able to be flexible with my visits, so it suits me. Everyone in this practice is very helpful!
- Excellent service, gets very busy but always tries.
- The car park is too small.
- Extra funding to increase staffing levels and relieve pressure on existing staff who are coping admirably but obviously need help.
- More appointments.
- Very good to excellent.
- More phone lines in the morning or a hold service.
- To make it easier to make appointments.
- No does a great job.
- More evening/weekend appointments.
- Happy with the surgery at the present time. One way to improve the service is when phoning to get an appointment, length of time on the phone varies and sometimes take 6 to 7 attempts at getting through.
- Telephone service!

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?

- Being elderly - I need armrests to get up out of any chair/bench. A few chairs with arms appeared, then most disappeared - I have to kneel on the floor to get myself up off the bench/chair without arms.
- I can get into a chair but without armrests I cannot get out without going to the floor first, there are only two armrest chairs.
- The 'check-in' screen is very shaky. It never works on the first attempt and it was not always this way. The seating for the elderly/disabled is poor, no (only two) armrest chairs. I need to kneel on the floor in order to stand up without armrest.
- Reception area. Personnel not always amiable or polite when attempting to make an appointment. Also it is very difficult to contact the surgery by telephone. Perhaps more than one line would improve the reception immensely.
- More phone lines making it easier to book appointments. Toilet needs repair/replacing - does not flush. Some reception staff very abrupt - need more staff training. Intercom system not always clear - need a screen display on wall.
- Items 24 to 28 - I have no experience of these items so am unable to comment. If those items ticked 'poor' and 'fair' were improved it would be good.
- The practice could improve no end if you could get an appointment within a week.
- Maybe more doctors/nurses so the time in the waiting room gets less.
- Easier access by phone to make appointments or by email.
- Ensure electronic booking service is always operational to avoid delay in booking in.
- High back seating.
- More receptionists to answer the phone. Another phone line might help?
- My only negative comment is the length of time to get an appointment, but I realise that you have a lot of patients.
- It can be a challenge to get an appointment. I get the feeling the service is overstretched.
- Repeat prescription was rejected and I was not advised or given an explanation. Poor communication on this.

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?

- Team support.
- All good with the GPs and nurses.
- My experience has been excellent. Thank you.
- One doctor is excellent always has time for you.
- The HCA I saw for my blood test today and on a previous appointment was efficient, caring and reassuring. She just needs to continue providing such a good service.
- I had excellent attention.
- Well we all know they are overworked and cannot give time to patients.
- Sometimes appointments are too long away from when you want to see doctor.
- No lovely nurse (flu injection).
- Always very impressed and satisfied with the doctors/nurses here. The reception staff let the practice down.
- Very good.
- I only attended for a flu jab today so some of the questions were not applicable.
- I only came for a flu jab.
- My doctor is great, but I worry about her workload and pressure on her.
- I mainly see diabetic nurses but from my general opinion I am very happy with my treatment - diagnosis - excellent!
- Good doctor and nurse attention.
- Excellent.
- Great service.
- Keep them just as they are.
- Keep mine just as they are thank you. They are most considerate and on the ball.
- Keep mine just the way they are, they are excellent.
- Always found all good.
- I am and always have been very happy with the ability and confidence of all medical staff.

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 = 186

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	12	62	68	34	8

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (12 \times 25) + (62 \times 50) + (68 \times 75) + (34 \times 100)}{(186 - 8)} = 11,900/178$$

Your mean percentage score for Q1 = 67%

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	67

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"/>	<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>
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

Brook Lane Surgery

233A Brook Lane
Sarisbury Green
Southampton
SO31 7DQ

Practice List Size: 12000

Surveys Completed: 186

has completed the

Improving Practice Questionnaire

Completed December 2016



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.