

Private and Confidential

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Improving Practice Questionnaire Report

Beacon Surgery

December 2011



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30 December 2011

Dear Mr Powell

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

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

Yours sincerely



Helen Powell
Survey Manager

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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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank
Q1 Opening hours satisfaction	0	12	74	91	66	4
Q2 Telephone access	14	46	80	59	40	8
Q3 Appointment satisfaction	5	21	64	89	66	2
Q4 See practitioner within 48hrs	7	30	53	84	65	8
Q5 See practitioner of choice	10	47	64	71	47	8
Q6 Speak to practitioner on phone	5	44	72	55	37	34
Q7 Comfort of waiting room	4	24	97	78	38	6
Q8 Waiting time	7	42	90	66	38	4
Q9 Satisfaction with visit	0	5	24	86	125	7
Q10 Warmth of greeting	0	1	18	67	154	7
Q11 Ability to listen	0	3	24	66	149	5
Q12 Explanations	0	2	28	85	124	8
Q13 Reassurance	1	3	28	80	127	8
Q14 Confidence in ability	0	3	22	64	150	8
Q15 Express concerns/fears	2	3	20	77	134	11
Q16 Respect shown	0	2	14	71	153	7
Q17 Time for visit	1	3	29	75	130	9
Q18 Consideration	1	4	35	69	123	15
Q19 Concern for patient	0	5	22	75	128	17
Q20 Self care	0	5	28	79	118	17
Q21 Recommendation	0	2	29	60	142	14
Q22 Reception staff	1	4	27	110	101	4
Q23 Respect shown	2	5	36	87	106	11
Q24 Information of services	2	14	45	89	85	12
Q25 Complaints/compliments	3	11	65	76	52	40
Q26 Illness prevention	1	13	67	78	71	17
Q27 Reminder systems	6	15	69	72	56	29
Q28 Second opinion / comp medicine	3	13	52	55	53	71

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

Your patient feedback

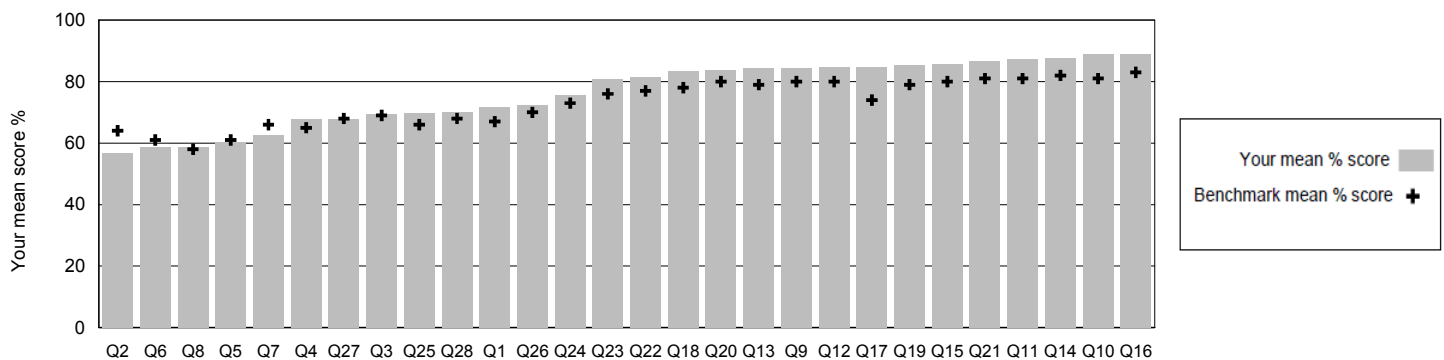
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	72	67	44	62	66	71	99
Q2 Telephone access	57	64	24	56	64	72	99
Q3 Appointment satisfaction	69	69	37	64	69	74	99
Q4 See practitioner within 48hrs	68	65	25	57	65	72	99
Q5 See practitioner of choice	60	61	24	53	60	69	99
Q6 Speak to practitioner on phone	59	61	31	54	61	67	99
Q7 Comfort of waiting room	63	66	31	61	66	72	100
Q8 Waiting time	59	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	84	80	49	76	80	84	99
Q10 Warmth of greeting	89	81	50	78	82	86	99
Q11 Ability to listen	87	81	50	78	82	86	100
Q12 Explanations	85	80	49	77	81	84	100
Q13 Reassurance	84	79	49	75	79	83	100
Q14 Confidence in ability	88	82	50	79	83	86	100
Q15 Express concerns/fears	86	80	50	76	80	84	100
Q16 Respect shown	89	83	50	80	84	88	100
Q17 Time for visit	85	74	46	70	74	79	100
Q18 Consideration	83	78	48	74	78	82	100
Q19 Concern for patient	85	79	48	75	79	83	100
Q20 Self care	84	80	51	78	81	85	99
Q21 Recommendation	87	81	46	77	81	85	100
About the staff							
Q22 Reception staff	81	77	40	72	76	81	99
Q23 Respect shown	81	76	45	72	76	80	100
Q24 Information of services	76	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	70	66	42	62	66	71	100
Q26 Illness prevention	72	70	46	66	69	73	100
Q27 Reminder systems	68	68	43	63	67	72	99
Q28 Second opinion / comp medicine	70	68	44	63	67	72	99
Overall score	77	73	46	69	73	77	100

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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



Your patient feedback

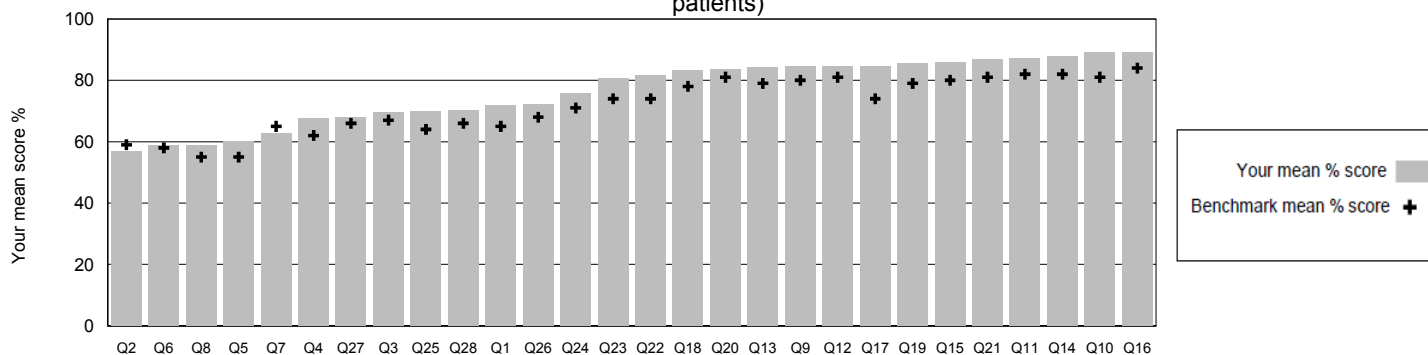
Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	72	65	50	62	66	69	94
Q2 Telephone access	57	59	31	53	61	67	93
Q3 Appointment satisfaction	69	67	49	62	67	71	92
Q4 See practitioner within 48hrs	68	62	38	56	62	68	90
Q5 See practitioner of choice	60	55	31	50	55	60	87
Q6 Speak to practitioner on phone	59	58	37	54	59	63	91
Q7 Comfort of waiting room	63	65	41	61	65	70	89
Q8 Waiting time	59	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	84	80	58	77	80	84	94
Q10 Warmth of greeting	89	81	60	78	82	85	93
Q11 Ability to listen	87	82	59	79	83	86	94
Q12 Explanations	85	81	57	77	81	85	93
Q13 Reassurance	84	79	58	76	80	83	92
Q14 Confidence in ability	88	82	59	80	83	86	93
Q15 Express concerns/fears	86	80	60	77	81	84	92
Q16 Respect shown	89	84	51	81	85	88	94
Q17 Time for visit	85	74	53	70	74	78	91
Q18 Consideration	83	78	57	75	78	82	93
Q19 Concern for patient	85	79	58	76	80	83	92
Q20 Self care	84	81	72	78	82	85	91
Q21 Recommendation	87	81	56	78	82	85	91
About the staff							
Q22 Reception staff	81	74	56	71	75	78	93
Q23 Respect shown	81	74	57	71	74	77	86
Q24 Information of services	76	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	70	64	50	61	64	68	94
Q26 Illness prevention	72	68	55	65	68	71	88
Q27 Reminder systems	68	66	51	63	66	69	91
Q28 Second opinion / comp medicine	70	66	48	63	66	69	94
Overall score	77	72	56	68	72	75	91

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

* Based on data from 391 practices surveyed between April 2008 and February 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (8001-10000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	14	72	70	51	66	70	74	91
25 - 59	128	76	71	56	67	71	74	91
60 +	98	78	74	55	72	75	78	93
Blank	7	69	70	45	65	71	75	90
Gender								
Female	142	76	71	55	68	72	75	91
Male	94	77	73	52	70	73	76	91
Blank	11	78	70	49	65	71	76	100
Visit usual practitioner								
Yes	144	78	74	58	71	74	77	92
No	85	73	68	51	65	68	72	90
Blank	18	78	70	50	67	70	74	86
Years attending								
< 5 years	43	77	72	52	69	72	76	90
5 - 10 years	38	72	71	54	67	71	74	91
> 10 years	156	78	72	57	69	72	76	92
Blank	10	75	70	45	66	71	75	90

* Based on data from 391 practices surveyed between April 2008 and February 2011 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.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	17/10/2011	26/08/2005	20/09/2004
Q1 Opening hours satisfaction	72	73	69
Q2 Telephone access	57	71	76
Q3 Appointment satisfaction	69	73	74
Q4 See practitioner within 48hrs	68	70	67
Q5 See practitioner of choice	60	61	62
Q6 Speak to practitioner on phone	59	61	64
Q7 Comfort of waiting room	63	66	75
Q8 Waiting time	59	62	71
Q9 Satisfaction with visit	84	86	87
Q10 Warmth of greeting	89	87	90
Q11 Ability to listen	87	87	87
Q12 Explanations	85	86	85
Q13 Reassurance	84	85	87
Q14 Confidence in ability	88	87	89
Q15 Express concerns/fears	86	86	85
Q16 Respect shown	89	88	89
Q17 Time for visit	85	82	81
Q18 Consideration	83	84	84
Q19 Concern for patient	85	85	86
Q20 Self care	84	--	--
Q21 Recommendation	87	86	87
Q22 Reception staff	81	79	79
Q23 Respect shown	81	80	75
Q24 Information of services	76	78	73
Q25 Complaints/compliments	70	75	71
Q26 Illness prevention	72	79	76
Q27 Reminder systems	68	72	71
Q28 Second opinion / comp medicine	70	73	70
Overall score	77	76	77

-- no data available, question introduced in October 2009.

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- None - service is excellent, all friendly and very professional. Very happy to be a patient here.
- Opening Saturdays. Chemist open at lunch times.
- Trying to book an appointment. As a working mum travelling to work at 8am, very difficult to arrange same day appointment, especially if you have concerns and they are worrying you.
- The only complaint we have about this surgery is trying to get an appointment in the mornings - the phone is always engaged for ages as soon as 8am occurs. Apart from that we love this surgery and every doctor we have seen is lovely.
- It's very difficult to get a same day appointment. Phoning in at 8am to make an appointment is very difficult as phone is constantly engaged. Can something be done to improve this please? It's impossible to get a same day appointment with your own doctor and a 2-3 week wait to get a booked appointment with your own doctor.
- Very good practice. The only problem is getting appointments by ringing in at 8am, it takes forever.
- Difficult to get through on the phone at 8am, so now come up to surgery.
- Over the many years we have been registered we have been happy with the service (not keen on the 24 hour service when my children were small I would have preferred to see our own doctor). Notice the practice has improved over recent years regarding same day appointments. Thank you.
- Nothing could improve it.
- By telephoning every time I ring to see a doctor. I always get 'we are busy please use ring back', but I have to pay for that. I don't think it's a good thing that it's at 8am in the morning.
- Better reception service.
- Better allocation of appointment times, i.e. more choice.
- Appointment system very suspect. Feel it could be improved and more help and advice available to patients at this traumatic time. There is a stinginess about cash flow that is detrimental to the patient. It could prove dangerous, do think about it.
- It is often difficult to get through on the phone for same day appointments.
- Shorter waiting times. When the patient notification/name screen is shown it would help if it beeped then stayed up for longer and then beeped and flashed up a second time.
- So lucky to have a practice like this and a doctor who is so supportive.
- More nurses appointments to fit around working hours.
- I find that phoning at 8am to make an appointment is very frustrating as the phone is always engaged. It seems as if everyone phones at this time as it seems to be the only time to make an appointment.
- Booking management could be improved.
- Excellent - all staff and doctors are very helpful.
- No - Great!! Except waiting rooms.
- Shorten the length of time to wait for a routine appointment.
- Lack of communication from reception.
- Doctors under less pressure.
- Saturday morning opening would be nice for working individuals, commuters etc.
- I've always felt at ease with any doctor and reception are very helpful. Nurses are always good. All are cheerful and professional, many thanks.

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.

Comments about how the practice could improve

- How can you improve perfection?
- None, very happy here. Have recommended this practice to others.
- More provision to make appointments in advance.
- Providing anti-bacterial gel near computer screen.
- For me, changing appointments has always been done well and within the time frame needed and has been my only occasional concern. Two calls I've made after hours have had good responses within the hour.
- Difficult sometimes to get an appointment.
- Telephone, unable to get to make appointment at 8am on the day, phone always engaged, by the time I ring back all appointments are gone. You could do better.
- Booking advance appointments with the doctor of your choice is very difficult. Having to ring on the day the appointment is required isn't practical when you work (especially when you don't work in Crowborough).
- As good as it could be.
- You cannot improve on perfection, best surgery in the town.
- Sometimes difficult getting through on the phone to make appointment with the doctor I want on the day. Would be nice to be able to book in advance especially as I do awkward shift hours.
- More pre-bookable appointments.
- Have a better system to booking appointments, everyone calling for half an hour at 8am is very frustrating!
- Earlier appointment slots and more late nights.
- I don't know how this is physically possible but some way of being able to get an appointment on that particular day, other than ringing at 8am. I also wish they wouldn't ask me if an appointment is 'urgent' when I ring at 8am because I only tend to ring for an appointment at that time if I feel I am at my wits end and need some professional help!
- More availability and advice on complementary and integrative medicines.
- More fresh air in waiting rooms. Use of Christian names on book-in computer.
- More comfortable seats in the waiting room. Gentle music.
- Difficult I know, but shorter waiting times.
- Better toilets.
- Never had any cause to complain.
- I feel I have real caring friends amongst the doctors and reception staff.
- Could offer tea and biscuits when there is a delay.
- Prevention rather than cure? Provide annual health checks. More strict about repeat prescription checkups.
- The only difficulty I have is calling at 8am for an appointment - engaged for ages and as a parent with the school run this can be frustrating.
- If I was very ill, I would find it hard to keep phoning repeatedly at 8am until I got through. I don't know how elderly or very poorly people manage it.
- Ability to pre-book an early appointment for 24 or 48 hours out. On non-urgent but important issues it is not always possible to hang on the phone at 8am on the chance of getting an appointment.
- Satisfied.
- Car park, monitoring disabled spaces and general parking.

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.

Comments about how the practice could improve

- Weekend opening.
- Give more information regarding new treatments and drugs that appear to be an improvement. Get more parking spaces. Use acupuncture as a normal NHS service.
- Be able to pre-book more appointments.
- Waiting room is always too hot.
- This is an excellent practice and is well managed.
- It would be good to be able to talk to a doctor if necessary at the weekend. Not put through to doctor on call service.
- Out of hours service - national health line is very poor!! Too many places pre-booked online. Practice telephone lines on Monday are choked.
- The booking system for daily appointments is a shambles. The 8am scramble. By 8:05am most appointments are gone and there is no way of booking other appointments with your preferred GP without having to wait at least 2 weeks.
- It's fine as it is!
- Television in the waiting room - very quiet on news channel - would be good.
- More phone lines, sometimes it's hard to reach the surgery early in the morning.
- It is very difficult to secure an early appointment on the day.
- Absolutely super.
- Don't close during lunch hour.
- For those who work out of Crowborough the difficulty in seeing a doctor is frustrating. The system of calling at 8am is a nuisance.
- Very happy with this practice.
- The 'pot luck'/call in the morning after 8am system can be inconvenient and somewhat frustrating. Is there another option?
- More bookable appointments (not same day).
- Well organised.
- I feel there are far too many patients for the surgery, this is why it's hard to see your GP. Unfortunately Crowborough is growing every day so where are those people who move here going? Also why when I phone in the morning, can't get an appointment and told to phone tomorrow morning. This does not make sense to me, why not book now!
- Names coming up on the board should be replaced by a number system.
- More phone lines when phoning in the mornings.
- I have always been very happy with this practice. Thank you.
- Waiting time at the practice is very good. But trying to get an appointment can be longwinded.
- Thank you for giving me flu after the jab.
- Better opportunity to book appointments for future treatment rather than having to face a lottery of phoning in at 8am
- What is an 'emergency' when you're asked on the phone (happens when phoning for appointment)? Not been offered a flu jab before this year even though been asthmatic for many years.

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.

Comments about how the doctor/nurse could improve

- No, they have always been very professional, caring and have always answered any questions honestly. Thank you.
- The nurse could do with more hours as it always seems ages to get repeat appointments.
- We are pleased with the doctor's visit. They listened to our concerns and helped our family with the referral.
- My doctor is amazing.
- Feel very confident with our doctor, have known them for 17 years and very happy with the service. Thank you.
- Nothing to improve them or the reception staff.
- Receptionist is very rude.
- Allow longer appointment times so the patient is seen on time.
- For some, it is a very frightening time visiting the doctor and for us we never get to say all that we should. Surely a 2 minute system check, i.e. blood pressure etc should be automatic. Nurses as usual never fail to impress.
- The doctor I saw was excellent.
- Always very good.
- No the doctor I saw was excellent and all other GPs are wonderful when needed.
- A little more time to not feel rushed, in fact time to talk without feeling you're wasting the doctor's time or being a bother.
- We are happy with every doctor and nurse we have seen.
- How can you improve perfection?
- None, the doctor I saw was absolutely great, very reassuring and kind. I cannot thank them enough for their help with an ongoing issue over the past few months.
- Excellent service.
- No, thorough evaluation.
- No, my doctor is fabulous.
- Identify themselves.
- There is nothing that could be improved with this surgery and the staff.
- The only comments I have is that I believe referrals made by the doctors to the hospital consultants should be substantially quicker than 5 days. Especially when a condition was then diagnosed as an 'emergency' by the hospital consultant.
- More training to be given on alternative medication/treatment to health care professionals.
- No, they were fantastic!
- None, all staff are very understanding, welcoming and accommodating.
- Explain in more detail about ongoing illness and current. Explain in plain and easy to understand language. Also about medication prescribed, as don't always understand why need to take it and side effects etc. The older you get the more information you need at a pace we can take it in. Make sure leave surgery with all information, we are able to tell you what we need to know.
- Very happy with one member of staff who always deals with my children brilliantly.
- Cannot be improved on.
- My doctor is a truly wonderful doctor. I am so pleased to be with them.

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.

Comments about how the doctor/nurse could improve

- No, they are all great.
- None, my doctor is excellent.
- The staff are excellent but who in their right mind decided that it only takes 7 minutes to do an ECG and blood tests? Impossible even with the best staff.
- Satisfied.
- Faultless.
- None needed, excellent service and abilities throughout the service.
- Totally satisfied.
- None - Excellent.
- None, I have needed to have a huge number of appointments etc., over the past 18 months and all staff (particularly my doctor), have been great and above expectations. Thank you all.
- Very good.
- Very happy.
- My doctor has been exceptional. Their concern with my problems has been exemplary. They induce a conception of knowledge, caring, kindness and is the most approachable doctor I have consulted for years.
- Waiting time can be excessive, but this can often be justified by a thorough consultation when it's your turn.
- I have no comment about my GP, but I have to say because of the workload put on them, they to me do not seem to be what I would call a family doctor anymore. You do seem to be felt like cattle going to slaughter.
- Longer repeat prescriptions and prescriptions covering same length of time for each drug. Often seem to get out of sync.
- I would like to see my GP on the day I phone and not 10 days hence.
- Had to make further appointment for my child to have a procedure done - would have been more useful to carry it out there and then as I had other children with me!

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 = 247

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank
Number of ratings	0	12	74	91	66	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of 'blanks'})} = \frac{(0 \times 0) + (12 \times 25) + (74 \times 50) + (91 \times 75) + (66 \times 100)}{(247 - 4)} = 17,425/243$$

Your mean percentage score for Q1 = 72%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	72	44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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 for every question and also the number of 'blank' responses where patients did not respond to the question. 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 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a 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"/>

**SAMPLE ONLY
PLEASE DO NOT COPY**

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



Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).
Please retain this form for future reference and to present to your PCT if required.

PART 1: 2011/2012

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

PART 2: 2012/2013

(To be completed after completion of second survey)

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

Certificate of Completion

This is to certify that

Beacon Surgery

Beacon Road
Crowborough
EAST SUSSEX
TN6 1AH

Practice List Size: 9900

Surveys Completed: 247

has completed the

Improving Practice Questionnaire

Completed on 30 December 2011



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.