

Private and Confidential
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Improving Practice Questionnaire Report

Ettingshall Medical Centre

February 2013



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14 February 2013

Dear Miss Thornhill

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

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

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=146996>

Please contact the office on 0845 5197493 or reports@cfepsurveys.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/spoilt
Q1 Opening hours satisfaction	0	0	23	46	52	0
Q2 Telephone access	0	2	17	50	51	1
Q3 Appointment satisfaction	1	3	20	45	52	0
Q4 See practitioner within 48hrs	5	7	22	43	37	7
Q5 See practitioner of choice	4	21	26	29	28	13
Q6 Speak to practitioner on phone	3	13	31	34	28	12
Q7 Comfort of waiting room	0	10	21	44	43	3
Q8 Waiting time	1	10	26	38	41	5
Q9 Satisfaction with visit	1	1	17	42	60	0
Q10 Warmth of greeting	0	3	12	46	59	1
Q11 Ability to listen	0	3	13	38	65	2
Q12 Explanations	0	2	16	36	66	1
Q13 Reassurance	0	2	17	39	60	3
Q14 Confidence in ability	0	1	18	46	54	2
Q15 Express concerns/fears	0	1	23	46	50	1
Q16 Respect shown	0	3	12	44	60	2
Q17 Time for visit	1	3	19	43	54	1
Q18 Consideration	0	3	21	42	54	1
Q19 Concern for patient	0	5	19	41	55	1
Q20 Self care	0	3	19	37	57	5
Q21 Recommendation	0	2	19	29	67	4
Q22 Reception staff	0	3	8	45	64	1
Q23 Respect for privacy/confidentiality	1	0	17	45	55	3
Q24 Information of services	0	1	18	41	56	5
Q25 Complaints/compliments	0	3	27	49	38	4
Q26 Illness prevention	1	5	22	50	41	2
Q27 Reminder systems	2	4	24	45	41	5
Q28 Second opinion / comp medicine	0	4	22	43	41	11

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	81	67	40	63	67	71	99
Q2 Telephone access	81	64	22	55	64	72	99
Q3 Appointment satisfaction	80	69	35	64	69	74	99
Q4 See practitioner within 48hrs	72	65	22	57	64	72	99
Q5 See practitioner of choice	63	60	23	52	60	68	99
Q6 Speak to practitioner on phone	66	61	31	54	61	67	99
Q7 Comfort of waiting room	75	66	21	61	66	72	100
Q8 Waiting time	73	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	83	80	48	76	80	84	99
Q10 Warmth of greeting	84	81	47	78	82	86	99
Q11 Ability to listen	85	81	49	78	82	86	100
Q12 Explanations	85	80	47	76	81	85	100
Q13 Reassurance	83	79	48	75	79	83	100
Q14 Confidence in ability	82	82	47	78	83	86	100
Q15 Express concerns/fears	80	80	48	76	80	84	100
Q16 Respect shown	84	83	45	80	84	88	100
Q17 Time for visit	80	75	45	70	75	79	100
Q18 Consideration	81	78	47	74	78	82	100
Q19 Concern for patient	80	79	43	75	79	83	100
Q20 Self care	82	79	51	75	80	83	99
Q21 Recommendation	84	81	46	77	81	85	100
About the staff							
Q22 Reception staff	85	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	82	76	42	72	76	80	100
Q24 Information of services	83	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	76	66	38	62	66	70	100
Q26 Illness prevention	76	70	19	66	69	73	100
Q27 Reminder systems	76	68	42	63	67	72	99
Q28 Second opinion / comp medicine	78	67	37	63	67	71	99
Overall score	79	73	44	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

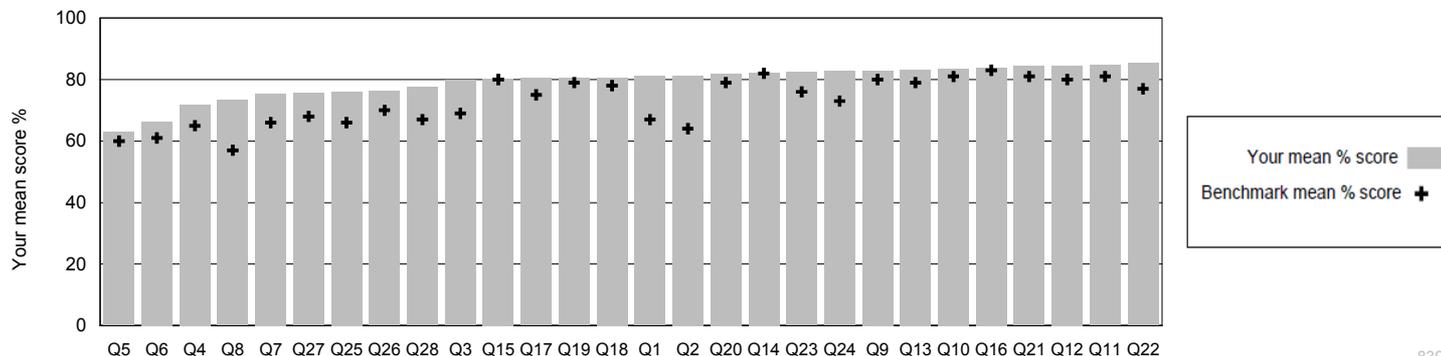
*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

- scores not illustrated if less than 5 patient 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 (2001-4000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	81	69	40	64	70	74	98
Q2 Telephone access	81	71	31	63	72	79	99
Q3 Appointment satisfaction	80	72	37	66	73	79	98
Q4 See practitioner within 48hrs	72	69	30	62	70	78	98
Q5 See practitioner of choice	63	68	33	61	69	76	98
Q6 Speak to practitioner on phone	66	65	31	58	65	71	98
Q7 Comfort of waiting room	75	68	21	62	69	76	97
Q8 Waiting time	73	61	20	53	61	69	97
About the practitioner							
Q9 Satisfaction with visit	83	80	52	76	81	85	99
Q10 Warmth of greeting	84	81	56	77	82	87	99
Q11 Ability to listen	85	81	52	77	82	86	99
Q12 Explanations	85	80	52	76	81	85	99
Q13 Reassurance	83	79	53	74	79	84	98
Q14 Confidence in ability	82	82	55	78	83	87	99
Q15 Express concerns/fears	80	79	53	75	80	85	99
Q16 Respect shown	84	83	57	79	84	88	99
Q17 Time for visit	80	75	46	70	76	81	98
Q18 Consideration	81	78	52	74	79	83	98
Q19 Concern for patient	80	79	53	75	80	84	99
Q20 Self care	82	80	52	76	81	85	99
Q21 Recommendation	84	80	52	76	81	86	98
About the staff							
Q22 Reception staff	85	80	39	76	81	85	99
Q23 Respect for privacy/confidentiality	82	79	42	75	80	84	98
Q24 Information of services	83	77	38	72	77	81	98
Finally							
Q25 Complaints/compliments	76	70	42	65	70	75	98
Q26 Illness prevention	76	73	46	68	73	77	98
Q27 Reminder systems	76	71	42	66	71	76	97
Q28 Second opinion / comp medicine	78	70	44	66	71	75	96
Overall score	79	75	46	71	76	80	98

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

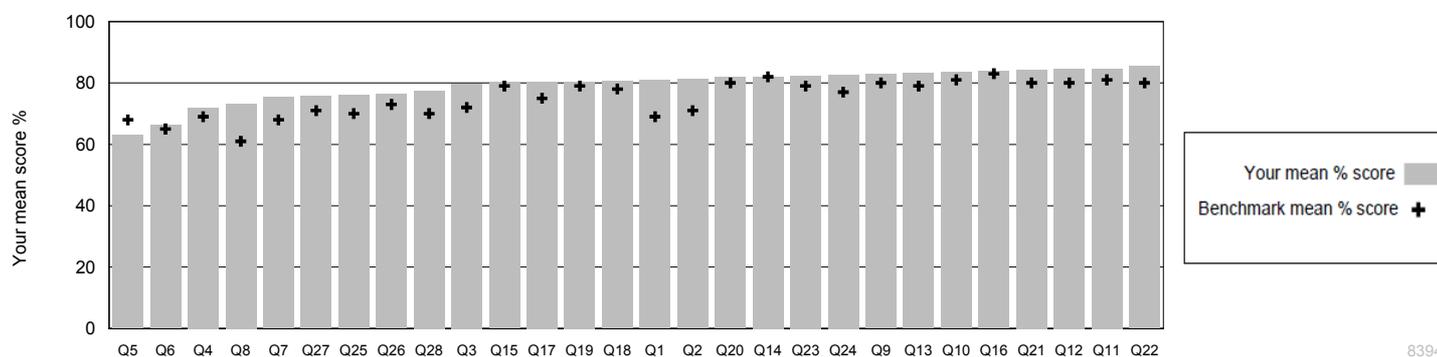
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*Based on data from 787 practices carrying out 928 surveys between April 2008 and March 2012 with 25 or more responses.

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 (2001-4000 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 (2001-4000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	23	76	72	35	66	73	79	100
25 - 59	67	80	74	45	69	74	79	98
60 +	23	81	78	36	74	78	83	99
Blank	8	75	73	35	65	74	81	100
Gender								
Female	76	79	74	45	70	75	80	99
Male	33	80	76	44	71	76	81	97
Blank	12	78	74	25	66	74	81	100
Visit usual practitioner								
Yes	57	80	76	49	72	77	81	98
No	30	77	71	35	64	71	77	100
Blank	34	82	73	36	67	74	80	100
Years attending								
< 5 years	89	78	75	45	69	75	80	100
5 - 10 years	4	-	-	-	-	-	-	-
> 10 years	2	-	-	-	-	-	-	-
Blank	26	83	74	25	67	74	82	100

*Based on data from 787 practices carrying out 928 surveys between April 2008 and March 2012 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.

Comments about how the practice could improve

- Some of the reception staff are not helpful and refuse repeat prescriptions when you need them.
- Later opening times.
- Antibacterial low. No real problems. Receptionist also very friendly.
- None that I can think of. Staff very efficient, staff very professional.
- More opening hours, different doctors on at the same time.
- It is a very good practice, however it can get very busy and even ringing the minute the practice opens on the day sometimes not possible to get an urgent appointment that day. But the rest is very good.
- House calls for very elderly patients suffering general ill health due to age.
- Make appointments more accessible. One receptionist needs to have more respect and understanding for patients.
- It is a good service.
- None! Excellent service provided.
- Reception could be more private when talking about health issues.
- Excellent. No changes.
- None, I have been very happy with this service.
- My first visit to this centre and I was very impressed.
- Couldn't possibly improve. Excellent service always.
- No complaints at all.
- No more.
- Not applicable, excellent service and staff.
- Open later weekends.
- The facilities are great but I would suggest a water filter for the patients at the reception area.
- Be seen on time, not long waiting.
- I am really satisfied with the services offered to me as a patient at the surgery.

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

- Excellent respectful service - perfect.
- Very good and reassuring.
- See the same doctor.
- This doctor is amazing and another doctor.
- Often there is a feeling that doctors try to deal with you as fast as possible. A little more time would not make it too long, still one will not feel that 'guilty' about bothering doctor. Also good to have time to remember what wanted to ask.
- I feel very confident seeing this doctor.
- One member of staff was very considerate and explained everything clearly.
- No complaints.
- The nurse was brilliant.
- None, we love one nurse!

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 = 121

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	0	23	46	52	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (0 \times 25) + (23 \times 50) + (46 \times 75) + (52 \times 100)}{(121 - 0)} = 9,800/121$$

Your mean percentage score for Q1 = 81%

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 (%)
Q1 Opening hours satisfaction	81

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

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*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<input type="checkbox"/>				

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

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

Please turn over ↻



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

Poor Fair Good Very good Excellent

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

About the staff

Poor Fair Good Very good Excellent

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

Finally

Poor Fair Good Very good Excellent

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

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

Any comments about how the doctor/nurse could improve?

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

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



Certificate of Completion

This is to certify that

Ettingshall Medical Centre

Herbert Street
Ettingshall
Wolverhampton
West Midlands
WV14 0NF

Practice List Size: 2150

Surveys Completed: 121

has completed the

Improving Practice Questionnaire

Completed on 14 February 2013



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.