

Private and Confidential

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Improving Practice Questionnaire Report

Newtons Practice

March 2014



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20 March 2014

Dear Ms Preece

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 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=170577>

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 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	5	30	83	112	50	3
Q2 Telephone access	18	65	83	68	45	4
Q3 Appointment satisfaction	16	39	82	75	66	5
Q4 See practitioner within 48hrs	51	53	73	60	37	9
Q5 See practitioner of choice	53	70	78	41	32	9
Q6 Speak to practitioner on phone	13	39	85	66	54	26
Q7 Comfort of waiting room	0	20	103	91	63	6
Q8 Waiting time	11	61	90	69	46	6
Q9 Satisfaction with visit	0	2	44	96	134	7
Q10 Warmth of greeting	0	2	35	90	151	5
Q11 Ability to listen	0	3	29	83	163	5
Q12 Explanations	0	3	32	89	154	5
Q13 Reassurance	0	5	34	92	147	5
Q14 Confidence in ability	0	2	32	76	165	8
Q15 Express concerns/fears	0	2	36	91	148	6
Q16 Respect shown	0	1	29	81	164	8
Q17 Time for visit	1	4	42	91	140	5
Q18 Consideration	0	4	48	92	129	10
Q19 Concern for patient	0	1	43	86	140	13
Q20 Self care	0	3	48	93	124	15
Q21 Recommendation	0	4	38	75	154	12
Q22 Reception staff	4	12	76	96	82	13
Q23 Respect for privacy/confidentiality	3	10	72	107	74	17
Q24 Information of services	2	23	76	100	60	22
Q25 Complaints/compliments	4	25	100	80	29	45
Q26 Illness prevention	0	20	103	80	48	32
Q27 Reminder systems	7	19	93	89	35	40
Q28 Second opinion / comp medicine	3	20	91	57	38	74

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

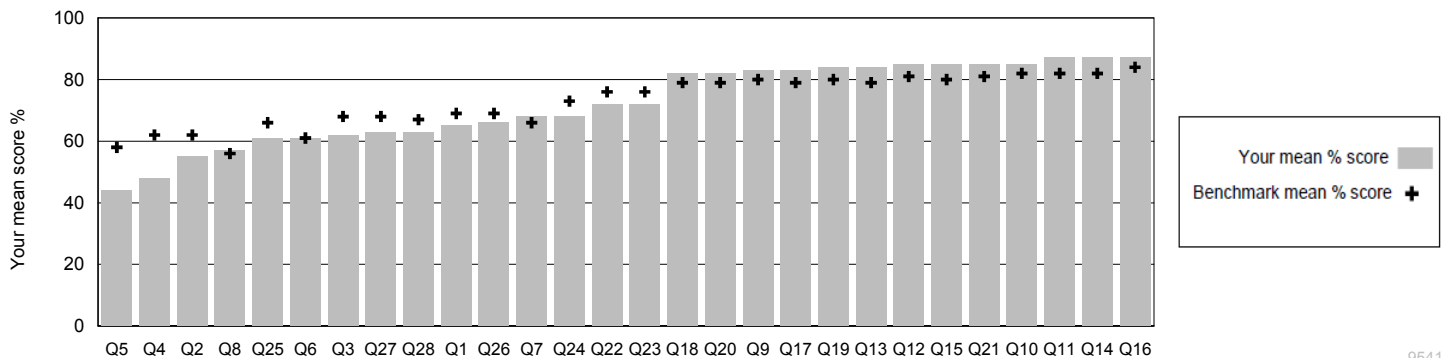
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	65	69	23	64	68	73	92
Q2 Telephone access	55	62	13	53	63	71	92
Q3 Appointment satisfaction	62	68	23	63	68	74	92
Q4 See practitioner within 48hrs	48	62	18	54	62	70	96
Q5 See practitioner of choice	44	58	22	48	57	65	95
Q6 Speak to practitioner on phone	61	61	25	54	61	67	92
Q7 Comfort of waiting room	68	66	27	60	66	71	90
Q8 Waiting time	57	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	83	80	41	76	81	85	97
Q10 Warmth of greeting	85	82	45	78	82	86	96
Q11 Ability to listen	87	82	46	78	83	87	97
Q12 Explanations	85	81	42	77	81	85	97
Q13 Reassurance	84	79	41	75	80	84	98
Q14 Confidence in ability	87	82	43	79	83	87	99
Q15 Express concerns/fears	85	80	45	76	81	85	96
Q16 Respect shown	87	84	49	80	85	88	98
Q17 Time for visit	83	79	38	75	80	84	96
Q18 Consideration	82	79	41	75	79	83	98
Q19 Concern for patient	84	80	43	76	80	84	97
Q20 Self care	82	79	38	75	79	83	97
Q21 Recommendation	85	81	41	78	82	86	99
About the staff							
Q22 Reception staff	72	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	72	76	43	72	76	80	96
Q24 Information of services	68	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	61	66	31	62	66	70	96
Q26 Illness prevention	66	69	34	64	68	72	96
Q27 Reminder systems	63	68	27	63	68	72	96
Q28 Second opinion / comp medicine	63	67	30	62	67	71	96
Overall score	72	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



9541

Your patient feedback

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

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	65	67	45	64	67	71	78
Q2 Telephone access	55	53	15	46	52	60	77
Q3 Appointment satisfaction	62	64	33	60	64	69	81
Q4 See practitioner within 48hrs	48	56	23	50	56	63	80
Q5 See practitioner of choice	44	48	22	41	48	55	83
Q6 Speak to practitioner on phone	61	57	31	51	57	63	76
Q7 Comfort of waiting room	68	62	47	57	63	68	83
Q8 Waiting time	57	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	83	80	60	76	80	84	94
Q10 Warmth of greeting	85	81	62	78	81	85	95
Q11 Ability to listen	87	82	65	78	82	86	96
Q12 Explanations	85	80	63	76	81	85	95
Q13 Reassurance	84	79	61	75	80	83	94
Q14 Confidence in ability	87	82	65	79	83	86	95
Q15 Express concerns/fears	85	80	62	76	80	84	94
Q16 Respect shown	87	84	68	80	84	87	95
Q17 Time for visit	83	78	59	74	79	83	93
Q18 Consideration	82	78	59	74	78	82	92
Q19 Concern for patient	84	79	60	75	79	83	93
Q20 Self care	82	78	61	74	78	82	92
Q21 Recommendation	85	81	60	78	81	85	95
About the staff							
Q22 Reception staff	72	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	72	72	51	69	72	76	83
Q24 Information of services	68	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	61	62	34	58	62	66	76
Q26 Illness prevention	66	65	42	62	65	68	79
Q27 Reminder systems	63	64	38	60	64	68	80
Q28 Second opinion / comp medicine	63	63	42	60	63	67	77
Overall score	72	70	48	67	70	74	86

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

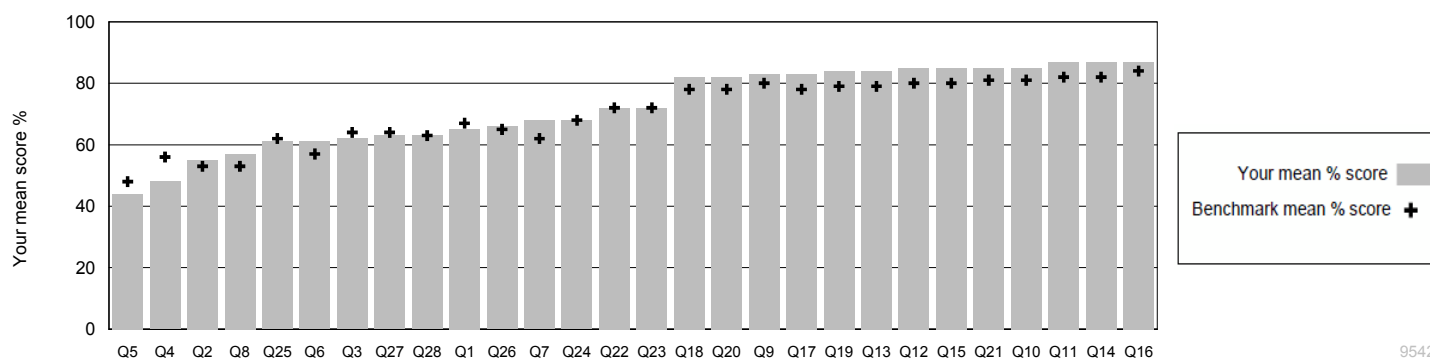
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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 (>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 (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	20	81	69	50	65	70	74	83
25 - 59	128	70	70	47	66	70	74	87
60 +	119	74	72	50	69	72	75	85
Blank	16	68	69	51	64	69	74	89
Gender								
Female	167	71	70	48	67	70	74	86
Male	89	75	72	49	68	72	75	84
Blank	27	70	69	49	65	69	74	85
Visit usual practitioner								
Yes	126	75	73	53	70	73	76	86
No	129	70	68	44	64	68	72	84
Blank	28	69	69	47	65	69	74	86
Years attending								
< 5 years	62	75	71	47	67	72	74	88
5 - 10 years	47	73	70	47	66	71	75	86
> 10 years	153	72	71	49	67	71	75	85
Blank	21	68	69	50	64	69	73	85

*Based on data from 93 practices carrying out 135 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.

9542

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	10/12/2012	12/11/2007	06/10/2006
Q1 Opening hours satisfaction	65	67	53	63
Q2 Telephone access	55	51	42	48
Q3 Appointment satisfaction	62	58	56	64
Q4 See practitioner within 48hrs	48	51	58	66
Q5 See practitioner of choice	44	44	43	51
Q6 Speak to practitioner on phone	61	63	47	55
Q7 Comfort of waiting room	68	65	52	61
Q8 Waiting time	57	53	39	47
Q9 Satisfaction with visit	83	88	70	83
Q10 Warmth of greeting	85	89	73	85
Q11 Ability to listen	87	90	73	86
Q12 Explanations	85	88	72	83
Q13 Reassurance	84	87	70	81
Q14 Confidence in ability	87	89	73	85
Q15 Express concerns/fears	85	87	71	83
Q16 Respect shown	87	90	76	87
Q17 Time for visit	83	86	65	76
Q18 Consideration	82	85	69	82
Q19 Concern for patient	84	87	70	84
Q20 Self care	82	85	--	--
Q21 Recommendation	85	90	71	85
Q22 Reception staff	72	69	61	68
Q23 Respect for privacy/confidentiality	72	71	62	67
Q24 Information of services	68	68	58	62
Q25 Complaints/compliments	61	60	54	58
Q26 Illness prevention	66	63	57	66
Q27 Reminder systems	63	62	55	59
Q28 Second opinion / comp medicine	63	64	55	61
Overall score	72	74	61	71

-- 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.

Any comments about how this practice could improve its service?

- Difficulty getting a same day appointment and the problems caused.
- Being able to make appointment 3 months in advance for injections that are 3 monthly.
- Availability of on the day appointments without having to discuss symptoms with reception.
- Nice surgery nice staff. Very smart waiting room. More parking spaces please.
- Friendly staff modern place.
- Really pleased with the triage clinic, helped me with my baby immediately.
- We have found the staff on the reception desk are very good, with the exception of one who is not very helpful.
- Brilliant!
- Lovely reception and nursing staff. We all know the doctor's work hours are long but we have to book appointments in over month in advance for the doctor of our choice especially if doctor is a specialist/main doctor caring for patients certain medical needs. Would like to see Newtons modernised like other surgeries.
- Bigger TV screens. Nice waiting room - a bit dark and cold. Appointments on time.
- Car parking is terrible sometimes. Bad layout.
- Turn off radio in reception.
- Not having to wait nearly a week for an appointment.
- I think you give a very good service and have done for many years.
- I am very satisfied with this practice, have full confidence in it.
- Provision of alternative therapies such as massage and chiropractic treatment. Prescription service which involves delivery to you at your house such as Pharmacy2U.
- Reception is always understaffed.
- The appointment system is much better than it used to be.
- Seeing a doctor more quickly than having to book so many weeks in advance.
- The car park isn't really big enough.
- More parking spaces please.
- Nothing at all.
- Opening on Saturday.
- Waiting time for appointments is too long.
- Providing service (emergency) at weekends.
- More availability of your 'own' doctor.
- It is all very good.
- Satisfactory.
- When ringing for an appointment first thing in the morning. It's very difficult to get through. Not sure what the answer is and maybe also try and remember that not everyone has access to computers/internet or mobile phones.
- Car parking is very limited.
- More comfortable waiting room. Mend the children's play table (potential hazard).

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?

- Went to see the doctor - very impressed they were extremely kind and helpful.
- Only just realised you could book online, good improvement.
- Staff on the phone should have more training on how to answer the phone. They want to know the problem why you need to see a doctor. Have to wait 4-6 weeks to get a doctor's appointment. The service is very appalling.
- Maybe 2 people on reception. More people answering the phone. Car parking!
- Would like to make pre-booked appointments sooner - had to wait 2 weeks.
- Maybe to take more appointments on the day or within a couple of days.
- Not leave the phone ringing constantly. Tell us how long doctors are running behind due to getting back to work.
- Reduce waiting times for getting an appointment that isn't an emergency.
- The car park isn't big enough, it's always full.
- Waiting time could be improved. Longer time with the doctors.
- Longer opening hours - difficult for full time workers to take time off work. Shorter waiting times - I never get in on time. More doctors or less patients - difficult to get appointments.
- It is excellent.
- Difficult to get an emergency appointment. Express clinic is no good. I get a call from a nurse when I would like to speak to a doctor and not really helpful.
- Isn't always easy to book appointment with nurse at end of day. Cannot often book appointment for same day/next day. Sometimes up to a week away.
- Recently it does seem to take longer to book an appointment so not sure if the number of doctors has changed.
- Really good website - modern practice - nice and friendly team. One nurse is lovely. Parking is an issue. More lines.
- Wonderful practice.
- Availability of appointments needs to improve, but when you do get to see doctor, then the service is great.
- More appointments - shorter waiting times! 1 hour with 2 children under 4 is not acceptable!
- More evening and weekend appointments.
- The doctors are lovely. That's the main thing. I once turned up to see a doctor about a gynae issue. They looked quite shocked and said I needed to see a specific nurse. It was embarrassing as a patient.
- Opening hours, I work 3 days a week and don't get home until 6-6.30pm so a later night to 8pm would be good, Hassock and Hurst does that where my husband goes.
- To be able to get an appointment ASAP. Waited under 3 weeks to see a doctor. You have to be really ill to see someone!
- Improved availability at short notice. Current system ideal for booking advance appointments but poor for non-urgent care but that does require an appointment within 1/2 days.
- As someone who regularly travels with work - being unable to get an on the day appointment (especially on a Friday) means it can be weeks rather than days before I receive an appointment - which then throws up issues regarding doctors 'fitness for work' statement - in the past this has cost me over £1000 in loss of earning.
- The reception staff can be fairly rude when dealing with situations.
- More attention needed to repeat prescriptions made online. As confirmation emails have been sent but when contacting the pharmacy selected they have no knowledge of it, sometimes the surgery don't know either.
- Keep to schedule a little bit more.

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?

- I am very satisfied.
- It would be good to see a doctor of my choice sooner, rather than waiting weeks!
- Good practice.
- If I wish to see the same doctor but it is not an emergency, it can be too long to wait.
- Difficulty in getting other than emergency appointments - recent experience - 2 weeks for 'named' doctor - 6 days for first available appointment with any doctor. Seeing the same doctor again - even if told to do so, for an ongoing problem, is often difficult, but continuity of care is reassuring, and helpful.
- If one has a problem that deteriorates, the ability to see the same doctor quickly is virtually non-existent.
- I do find it difficult that it is often at least 10 days before I can see a doctor of my choice.
- Making an appointment on the phone. Online prescriptions incorrect/repeats not done occasionally.
- Getting an appointment with a specific doctor in a non-emergency situation results in a long waiting time.
- I have found this practice to be very good and could not, at this time, find words to improve - keep the good work up.
- Have been here for many years and always treated well - perhaps more information for patients?
- Not really.
- Doctors should be given more time for the patients like today.
- Online appointments only include 1 per day (the last one?) more choice of appointments online would be better.
- Longer hours in evening.
- Cryo clinic has a long waiting time, perhaps something could be done to shorten this.
- I have been coming here since the practice opened. I am always impressed but should be looking also at the elderly and transport here.
- I have been a member of the practice for many many years which in itself is a recommendation.
- Their appointment system is a lot better now but it could be even better.
- I am very satisfied with my GP, nurses and all other services provided by the surgery.
- A better telephone system with more people to answer the calls would be very helpful. I have spent a lot of frustrating time having to redial and try to make an appointment. I also had to wait two weeks to see my own doctor.
- 1 - When necessary, parents should be asked by practice staff to control their children better in order to show more consideration to others in the waiting room. My last visit was made hell by the actions of a small child who was allowed to rush up and down the waiting room, shouting and yelling. No attempt was made by the parents to control the child. There is no excuse for this behaviour which is so upsetting for patients, especially as a play area is already provided for children. 2 - The toilet in the men's toilet often does not flush properly, especially if it has recently been used. 3 - Parking at the practice (as at nearly all NHS locations!) is a nightmare, and totally inadequate for the numbers of people visiting the practice. I nearly always have to use adjacent public car park, and therefore pay parking charges. I acknowledge that little can be done to increase parking space at the practice, but the situation is made worse by vehicles wrongly parking on yellow lines on the slope leading into the car park.
- More late nights.
- Improve the website.
- Very friendly team and I must say, within their limits they do a fantastic job.
- Email or text reminders.

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?

- At the moment messages left on the telephone (or fax) don't always get through to the practitioner.
- It is not always easy to get appointment with own doctor.
- Once you get to see the doctor or nurse the service is very good. Making appointments is the problem. It is difficult to be ill a fortnight into the future or at weekends.
- Be a tad more polite when answering calls!
- Very good service.
- An excellent practice.
- Provide info on how long doctor delayed.
- You could have 2 people on reception. I waited 7 minutes for somebody to even appear from behind the glass window. If you had 2 people on the desk this would not be a complaint again. There's never any apologies from the reception staff when they keep you waiting or just don't see you.
- Skype appointments.
- Saturdays please.
- It seems so well managed better than other practices I've been to.
- The wait to see doctor of my choice 1 month! The wait to see doctor today 6 or 7 days! (Any). Really not good enough.
- Ensure telephone at all times.
- So far extremely satisfied with due diligence, care and ensuring as a new patient I had continuity of medication.
- Less waiting time for appointments - stop taking on new patients.
- There has been a significant improvement in the time of making an appointment and in the waiting room.
- Could have more appointments after 5.30pm as getting one after work is almost impossible at times. Open Saturday mornings?
- Parking is a problem.
- Having to wait usually about 1 1/2 - 2 weeks to see a specific doctor is excessive (and I believe in continuity of treatment - i.e. having 'my' doctor).
- Open on a Saturday for a few hours. Ensure that it were possible to have continuity of care from one doctor. Obtain an appointment within 24 hours.
- An excellent practice compared to my previous one.
- Very difficult to get an appointment to see any doctor whatsoever. Impossible to get to see the doctor of your choice.
- I feel receptionist could be more considerate and helpful particularly on the telephone.
- More doctors in the practice and more 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.

Any comments about how the doctor/nurse could improve?

- Keep to time always late for GP.
- Lovely kind nurse.
- Great doctor!
- They are already good!
- Suggest a clinic for the elderly/senior citizens like in Brighton, where multiple issues are covered.
- Satisfied with doctors particularly one.
- Seeing people more quickly.
- More and detailed explanation about my health/illness.
- Satisfactory.
- Waiting times are sometimes quite long.
- I would like them to be all as good as my doctor.
- Very satisfied with my doctor.
- Generally excellent staff both on reception and with GPs and nurses. One person who did my partner's smear test struggled and was unable/unwilling to discuss anything else - this seemed a shame as they were here at surgery.
- None. My GP is excellent and the practice nurse is very good.
- More time. Doctors having chance to read your notes before your appointment. Wider knowledge of all possibilities, sources of information etc.
- I rate the doctor very highly!
- The doctor has always been an excellent doctor to me.
- One doctor - excellent!
- They are very good.
- It would be helpful to have information as to who deals with what specific issues. I have never attended a doctors with a specific nurse who deals with gyno before.
- One doctor should train the others - they're wonderful - thank you!
- Doctors have always been excellent. Nurses have not been so good especially one - who I feel does not listen.
- That if you have an appointment you can only say you have one problem. You are told to book another appointment if there are two things wrong with you. This is bad.
- Late night openings.
- They were great!
- Most doctors/nurses I have dealt with are a pleasure. However one could hone their personal skills. Also a quick apology when being seen 30-40 minutes later than appointment time - would be a pleasantry that costs nothing.
- The doctor is kind and lovely. Thank you doctor.
- I don't think doctor/nurse could improve it just hard to get an appointment even at 8am in the morning and the staff on the phone are sometimes rude and make you feel like do you really need to see a doctor!
- They can't do more than what they are doing.
- Good doctor.

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?

- I find it also difficult that nurses seem to be able to provide medication and appointment that was also done by a qualified doctor.
- Sometimes when I was ill, I came to see about my illnesses, some doctors only wanted to know about one symptom to shorten the length of time as to move on to the next. Result would be, I had to keep coming back.
- Doctor very understanding. Thank you.
- Again I am very happy with the service this surgery provides.
- No not really.
- Overall you are great - no real concerns.
- My doctor is first class and could not improve what they do!
- The doctor is fantastic, I wouldn't change a thing!
- One nurse excellent. Credit to your practice.
- First class service.
- All the doctors and nurses I have seen are excellent.
- Very helpful.
- Generally - more information about the damage my drinking was doing could have been useful?
- Very happy with all doctors at practice.
- Medical staff generally excellent. Nursing staff variable.

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 = 283

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	30	83	112	50	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (30 \times 25) + (83 \times 50) + (112 \times 75) + (50 \times 100)}{(283 - 3)} = 18,300/280$$

Your mean percentage score for Q1 = 65%

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	65

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

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

9541

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

Newtons Practice

The Health Centre
Heath Road
Haywards Heath
West Sussex
RH16 3BB

Practice List Size: 13500

Surveys Completed: 283

has completed the

Improving Practice Questionnaire

Completed on 20 March 2014



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.