

**Private and Confidential**

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# **Improving Practice Questionnaire Report**

Upper Eden Medical Practice

August 2013



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27 August 2013

Dear Ms Harmer

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=158449>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

### Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

### Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

## 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	1	13	53	65	35	0
Q2 Telephone access	0	13	42	50	58	4
Q3 Appointment satisfaction	0	7	41	53	66	0
Q4 See practitioner within 48hrs	2	9	35	43	74	4
Q5 See practitioner of choice	3	19	51	46	41	7
Q6 Speak to practitioner on phone	2	10	52	44	34	25
Q7 Comfort of waiting room	0	7	63	51	43	3
Q8 Waiting time	1	21	50	55	33	7
Q9 Satisfaction with visit	0	1	12	53	101	0
Q10 Warmth of greeting	0	2	14	58	92	1
Q11 Ability to listen	0	1	9	46	111	0
Q12 Explanations	0	2	15	46	104	0
Q13 Reassurance	0	3	12	46	106	0
Q14 Confidence in ability	0	2	11	38	115	1
Q15 Express concerns/fears	0	2	13	50	102	0
Q16 Respect shown	0	2	9	38	118	0
Q17 Time for visit	0	1	16	45	104	1
Q18 Consideration	0	2	12	55	95	3
Q19 Concern for patient	0	2	11	50	101	3
Q20 Self care	1	2	14	53	94	3
Q21 Recommendation	0	2	9	43	110	3
Q22 Reception staff	1	4	17	65	79	1
Q23 Respect for privacy/confidentiality	0	5	17	61	75	9
Q24 Information of services	1	8	22	59	66	11
Q25 Complaints/compliments	0	4	41	60	43	19
Q26 Illness prevention	0	7	41	65	45	9
Q27 Reminder systems	2	8	40	57	47	13
Q28 Second opinion / comp medicine	1	4	39	52	37	34

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	68		69	23	64	68	73	92
Q2 Telephone access	73		62	13	53	63	71	92
Q3 Appointment satisfaction	77		68	23	63	68	74	92
Q4 See practitioner within 48hrs	77		62	18	54	62	70	96
Q5 See practitioner of choice	66		58	22	48	57	65	95
Q6 Speak to practitioner on phone	67		61	25	54	61	67	92
Q7 Comfort of waiting room	70		66	27	60	66	71	90
Q8 Waiting time	65		56	25	50	56	62	90
About the practitioner								
Q9 Satisfaction with visit	88		80	41	76	81	85	97
Q10 Warmth of greeting	86		82	45	78	82	86	96
Q11 Ability to listen	90		82	46	78	83	87	97
Q12 Explanations	88		81	42	77	81	85	97
Q13 Reassurance	88		79	41	75	80	84	98
Q14 Confidence in ability	90		82	43	79	83	87	99
Q15 Express concerns/fears	88		80	45	76	81	85	96
Q16 Respect shown	91		84	49	80	85	88	98
Q17 Time for visit	88		79	38	75	80	84	96
Q18 Consideration	87		79	41	75	79	83	98
Q19 Concern for patient	88		80	43	76	80	84	97
Q20 Self care	86		79	38	75	79	83	97
Q21 Recommendation	90		81	41	78	82	86	99
About the staff								
Q22 Reception staff	83		76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	83		76	43	72	76	80	96
Q24 Information of services	79		73	29	68	73	77	96
Finally								
Q25 Complaints/compliments	74		66	31	62	66	70	96
Q26 Illness prevention	73		69	34	64	68	72	96
Q27 Reminder systems	73		68	27	63	68	72	96
Q28 Second opinion / comp medicine	73		67	30	62	67	71	96
Overall score	81		73	35	69	73	77	95

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

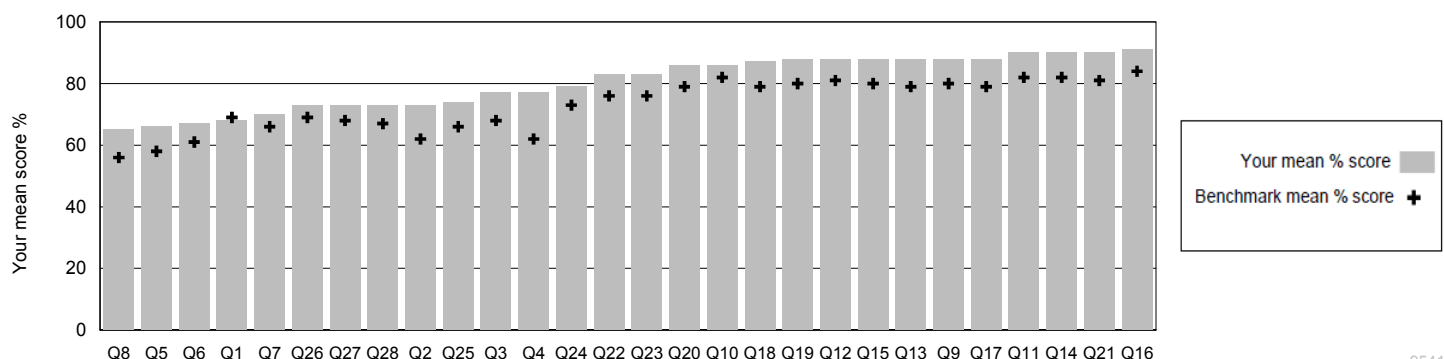
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\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

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

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



9541

## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	48	64	67	71	86
Q2 Telephone access	73	60	28	54	61	67	85
Q3 Appointment satisfaction	77	67	46	62	67	72	87
Q4 See practitioner within 48hrs	77	60	30	53	60	67	86
Q5 See practitioner of choice	66	55	28	47	55	61	84
Q6 Speak to practitioner on phone	67	59	29	53	58	66	84
Q7 Comfort of waiting room	70	64	39	60	65	69	82
Q8 Waiting time	65	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	88	80	44	76	80	84	93
Q10 Warmth of greeting	86	82	46	78	82	85	94
Q11 Ability to listen	90	82	46	79	82	86	95
Q12 Explanations	88	81	45	77	81	85	94
Q13 Reassurance	88	79	44	76	80	84	94
Q14 Confidence in ability	90	82	47	79	82	87	95
Q15 Express concerns/fears	88	80	46	77	80	84	93
Q16 Respect shown	91	84	49	80	84	88	95
Q17 Time for visit	88	79	51	76	79	83	94
Q18 Consideration	87	78	41	74	79	83	91
Q19 Concern for patient	88	79	43	76	80	84	93
Q20 Self care	86	78	46	75	79	82	91
Q21 Recommendation	90	81	47	78	82	86	95
About the staff							
Q22 Reception staff	83	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	83	75	45	72	75	78	88
Q24 Information of services	79	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	74	65	50	62	66	69	85
Q26 Illness prevention	73	67	36	64	67	71	85
Q27 Reminder systems	73	66	29	63	66	70	85
Q28 Second opinion / comp medicine	73	66	53	62	66	69	86
Overall score	81	72	45	69	72	76	87

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

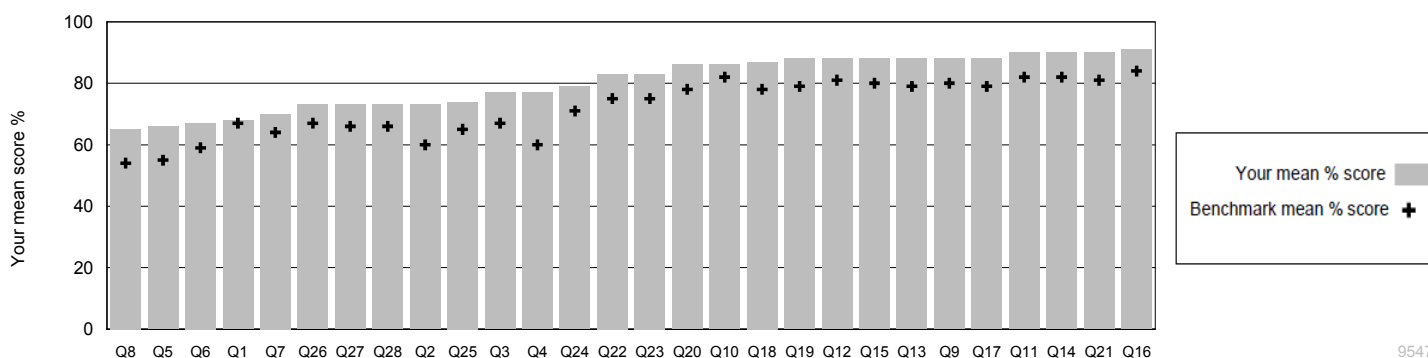
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\*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

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 (6001-8000 patients)



9547



## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	12	72	70	44	65	70	75	92
25 - 59	70	81	71	44	68	72	75	93
60 +	79	81	74	43	71	75	78	87
Blank	6	76	70	46	64	70	77	91
<b>Gender</b>								
Female	103	80	72	42	68	72	76	86
Male	58	81	73	46	69	74	77	91
Blank	6	79	71	45	65	71	75	93
<b>Visit usual practitioner</b>								
Yes	93	82	74	46	71	75	78	90
No	59	77	69	38	65	69	73	92
Blank	15	83	71	46	66	71	75	87
<b>Years attending</b>								
< 5 years	31	84	72	53	68	72	76	92
5 - 10 years	18	80	71	38	67	72	76	91
> 10 years	109	79	73	45	69	73	77	85
Blank	9	84	71	45	66	70	77	92

\*Based on data from 171 practices carrying out 247 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.

9547

## Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	18/12/2008	04/02/2008	02/11/2006
Q1 Opening hours satisfaction	68	71	68	67
Q2 Telephone access	73	75	71	69
Q3 Appointment satisfaction	77	81	74	74
Q4 See practitioner within 48hrs	77	82	76	76
Q5 See practitioner of choice	66	73	68	67
Q6 Speak to practitioner on phone	67	70	66	63
Q7 Comfort of waiting room	70	74	67	64
Q8 Waiting time	65	68	61	58
Q9 Satisfaction with visit	88	89	86	85
Q10 Warmth of greeting	86	88	86	83
Q11 Ability to listen	90	90	88	86
Q12 Explanations	88	88	86	84
Q13 Reassurance	88	87	85	82
Q14 Confidence in ability	90	90	87	86
Q15 Express concerns/fears	88	88	86	83
Q16 Respect shown	91	91	88	88
Q17 Time for visit	88	84	82	78
Q18 Consideration	87	87	85	80
Q19 Concern for patient	88	88	86	83
Q20 Self care	86	--	--	--
Q21 Recommendation	90	89	87	84
Q22 Reception staff	83	84	82	81
Q23 Respect for privacy/confidentiality	83	84	82	80
Q24 Information of services	79	82	79	73
Q25 Complaints/compliments	74	76	73	68
Q26 Illness prevention	73	79	76	71
Q27 Reminder systems	73	77	75	68
Q28 Second opinion / comp medicine	73	77	75	71
Overall score	81	82	79	76

-- 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.

## 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?

- Allow booking appointments in advance not having to ring on the same day.
- To have a clinic on a Saturday morning if you are not well it's a long time to Monday morning then can't get an appointment until late in the day. It's a long way to the next nearest clinic and if you can't drive, there's no buses to get you there and back.
- I would like to be able to book an appointment several days ahead not just on the day.
- Once under a certain doctor for an appointment if need be I would like to see the same doctor.
- Possibly longer opening hours. Still a mad rush to book an appointment by phone at 08:30am.
- No. It's a first class practice.
- I have to take time off work because I work 8-7pm Monday-Friday and 8-2 Saturday. So can't get late appointments. Out of hour GP cover is unsatisfactory and very hit and miss as to whether you get to see a GP who is effective in helping you.
- All staff doctors are very welcoming and friendly the best doctors I have been to!
- See the same doctor.
- I have always found a very good service.
- None required.
- I can make an advance appointment for a future time whilst at the surgery but this is far too difficult to achieve by phone - I get trapped by the requirement to ring after 08.30 for a non-urgent appointment. Opening hours are fine for me now I am retired but would be an issue if I were still working. Reception do not take any responsibility for other service in the centre, e.g. physio etc. I think these patients should also book in at reception. Surely fire regulations should require a central register of everyone on the premises. NB patients are booked in to see doctor but are not booked out on leaving the Health Centre.
- Totally satisfied with the practice.
- Hardly possible.
- Perfect as they are.
- On each visit have left feeling reassured very happy with the practice.
- Cut off the radio in Reception drives me bonkers.
- Letting patients know waiting time if doctor is running late.
- Perhaps show the different specialisms of the GPs so patients can select the right one? Perhaps on a website.
- There does not seem to be enough appointments per day and difficulty booking in advance. Feedback after blood tests is not given and has also been incorrect.
- Couldn't be better.
- Extended out of hours - after work and weekends!
- I didn't have to ring on the day for an appointment this time but I'm not sure how I would rearrange this would work if I had to.
- No, very impressed.
- Wonderful practice - please don't change.
- Not having to wait so long in the waiting room. Doctors are quite often running late.
- Very satisfied.

## Your patient feedback

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

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

- This is an excellent practice and I've never had a problem for the 14 years that I have been a patient.
- Excellent service provided. Would like this available at weekends as well. Test results: this system could be improved, it relies on patient phoning up to know if it has been received. If it has receptionist will read result to you - not very confidential!
- Maybe open on a Thursday.
- Open Saturdays.
- We find it is a very good caring practice.
- Advance appointments could be easier to book.
- Open later at nights.
- More opening hours at Brough. Can't always get to Kirky Stephen.
- To send text reminders for my appointments.
- I have moved frequently during my life and this practice is one of a great number I have attended over the years. It is way and above the best practice I have been registered with. If there is room for improvement I wouldn't know where that would be.
- I am very well looked after by all the staff at this doctors.
- Very good.
- Music in waiting room is a bit too loud. Sometimes there are distressing stories on Radio 2.
- Possibly extend opening hours to 6.30 and Saturday morning but on the whole very good.
- Tebay surgery hours (closed Friday and Thursday).
- No I find it very good.
- I came for an appointment last month, waited over an hour for appointment then other patients after me went in first, when speaking to other patients, I should have gone in first. Had to leave for work.
- Difficulty in getting through on the phone.
- 5 star service.
- More comprehensive practice leaflet for newcomers to know services.
- None - currently very satisfactory.

## 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?

- No very good.
- Very satisfied with doctor.
- No. You can't improve on top quality.
- GPs seen at the surgery all very professional and caring - well done!
- I believe that the doctor will always do his best.
- None required. Very high standard.
- Difficult to see how the doctor could improve.
- All good.
- Very good doctor.
- They could all be like this doctor and one of the other doctors.
- Excellent doctor.
- No. Everything was explained and actions taken. Can't ask for more, thank you.
- I do not have total confidence in all doctors but some are exceptional.
- Couldn't be better.
- No this doctor is always very helpful.
- None at all.
- No - please stay as you are.
- No - he is excellent. Although he is not my regular doctor (who is now part time) I have seen this doctor a number of times over the last few years and have found him excellent.
- Larger premises.
- This doctor is an excellent doctor who inspires confidence. I have complete faith in his abilities.
- No, she is wonderful!
- Nearly all of the doctor are excellent in their manner and service. Nice to have a local practice and doctors who know you. Nurses also superb.
- I don't think she could get any better.
- Based on previous consultations, this doctor could be more assertive in a consultation.

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 = 167

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	13	53	65	35	0

Value assigned to each rating	0	25	50	75	100	n/a
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$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (13 \times 25) + (53 \times 50) + (65 \times 75) + (35 \times 100)}{(167 - 0)} = 11,350/167$$

Your mean percentage score for Q1 = 68%

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	68

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

9541

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

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

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

### Page 2

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

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

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

### Page 3

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

### Page 4

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

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

### Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

### Page 6

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

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



# Improving Practice Questionnaire



0 4 0 5 A

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.*

<b>How old are you in years?</b> <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	<b>Are you:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male	<b>Was this visit with your usual clinician?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>How many years have you been attending this practice?</b> <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

**Upper Eden Medical Practice**

Kirkby Stephen Health Centre  
Silver Street  
Kirkby Stephen  
Cumbria  
CA17 4RB

**Practice List Size: 6669**

**Surveys Completed: 167**

has completed the

## Improving Practice Questionnaire

Completed on 27 August 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.