

**Private and Confidential**

Mr Steve Davies  
The Armada Family Practice  
Whitchurch Health Centre  
Armada Road, Whitchurch  
Bristol  
BS14 0SU

# Improving Practice Questionnaire Report

The Armada Family Practice

September 2013



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

Mr Steve Davies  
The Armada Family Practice  
Whitchurch Health Centre  
Armada Road, Whitchurch  
Bristol  
BS14 0SU

t 0845 5197493  
f 01392 824767

e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

17 September 2013

Dear Mr Davies

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=157240>

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 patient comments P5

---

### 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	3	40	118	88	62	2
Q2 Telephone access	70	90	90	31	30	2
Q3 Appointment satisfaction	24	55	103	70	58	3
Q4 See practitioner within 48hrs	76	82	62	41	43	9
Q5 See practitioner of choice	79	78	81	31	32	12
Q6 Speak to practitioner on phone	30	65	105	51	40	22
Q7 Comfort of waiting room	4	23	109	104	67	6
Q8 Waiting time	12	56	111	79	48	7
Q9 Satisfaction with visit	0	1	30	113	168	1
Q10 Warmth of greeting	1	2	22	95	190	3
Q11 Ability to listen	1	0	19	86	206	1
Q12 Explanations	0	0	17	100	196	0
Q13 Reassurance	0	1	27	90	193	2
Q14 Confidence in ability	1	0	19	95	197	1
Q15 Express concerns/fears	0	0	27	92	192	2
Q16 Respect shown	0	0	16	78	216	3
Q17 Time for visit	0	4	31	95	181	2
Q18 Consideration	1	3	40	94	173	2
Q19 Concern for patient	0	0	43	81	186	3
Q20 Self care	1	0	43	91	174	4
Q21 Recommendation	1	0	29	86	190	7
Q22 Reception staff	7	29	90	98	81	8
Q23 Respect for privacy/confidentiality	6	20	84	111	82	10
Q24 Information of services	6	25	102	101	72	7
Q25 Complaints/compliments	16	42	91	95	41	28
Q26 Illness prevention	6	35	112	91	53	16
Q27 Reminder systems	12	47	92	89	43	30
Q28 Second opinion / comp medicine	4	39	90	76	34	70

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

Your patient feedback

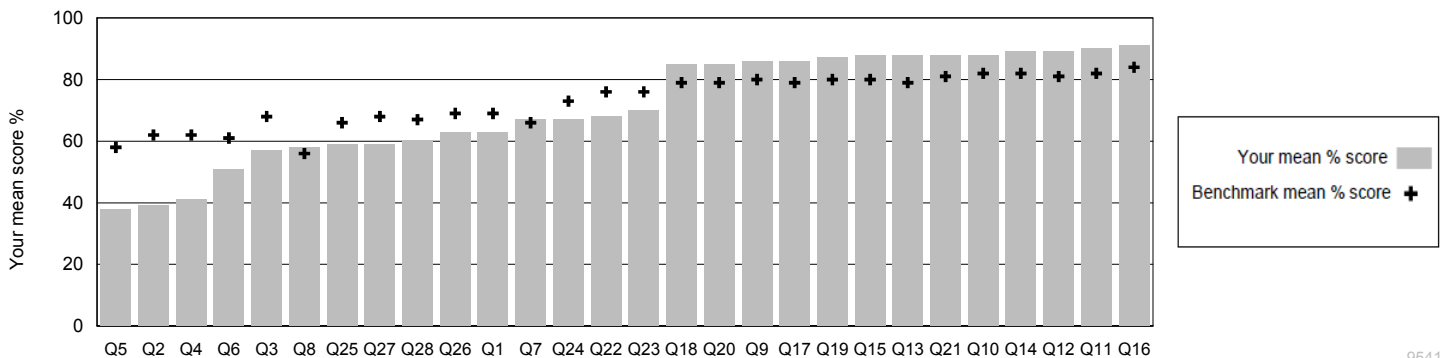
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	63	69	23	64	68	73	92
Q2 Telephone access	39	62	13	53	63	71	92
Q3 Appointment satisfaction	57	68	23	63	68	74	92
Q4 See practitioner within 48hrs	41	62	18	54	62	70	96
Q5 See practitioner of choice	38	58	22	48	57	65	95
Q6 Speak to practitioner on phone	51	61	25	54	61	67	92
Q7 Comfort of waiting room	67	66	27	60	66	71	90
Q8 Waiting time	58	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	80	41	76	81	85	97
Q10 Warmth of greeting	88	82	45	78	82	86	96
Q11 Ability to listen	90	82	46	78	83	87	97
Q12 Explanations	89	81	42	77	81	85	97
Q13 Reassurance	88	79	41	75	80	84	98
Q14 Confidence in ability	89	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	86	79	38	75	80	84	96
Q18 Consideration	85	79	41	75	79	83	98
Q19 Concern for patient	87	80	43	76	80	84	97
Q20 Self care	85	79	38	75	79	83	97
Q21 Recommendation	88	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	68	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	70	76	43	72	76	80	96
Q24 Information of services	67	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	59	66	31	62	66	70	96
Q26 Illness prevention	63	69	34	64	68	72	96
Q27 Reminder systems	59	68	27	63	68	72	96
Q28 Second opinion / comp medicine	60	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

\*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



## 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
<b>About the practice</b>							
Q1 Opening hours satisfaction	63	67	45	64	67	71	78
Q2 Telephone access	39	53	15	46	52	60	77
Q3 Appointment satisfaction	57	64	33	60	64	69	81
Q4 See practitioner within 48hrs	41	56	23	50	56	63	80
Q5 See practitioner of choice	38	48	22	41	48	55	83
Q6 Speak to practitioner on phone	51	57	31	51	57	63	76
Q7 Comfort of waiting room	67	62	47	57	63	68	83
Q8 Waiting time	58	53	28	49	53	58	74
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	80	60	76	80	84	94
Q10 Warmth of greeting	88	81	62	78	81	85	95
Q11 Ability to listen	90	82	65	78	82	86	96
Q12 Explanations	89	80	63	76	81	85	95
Q13 Reassurance	88	79	61	75	80	83	94
Q14 Confidence in ability	89	82	65	79	83	86	95
Q15 Express concerns/fears	88	80	62	76	80	84	94
Q16 Respect shown	91	84	68	80	84	87	95
Q17 Time for visit	86	78	59	74	79	83	93
Q18 Consideration	85	78	59	74	78	82	92
Q19 Concern for patient	87	79	60	75	79	83	93
Q20 Self care	85	78	61	74	78	82	92
Q21 Recommendation	88	81	60	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	68	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	70	72	51	69	72	76	83
Q24 Information of services	67	68	45	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	59	62	34	58	62	66	76
Q26 Illness prevention	63	65	42	62	65	68	79
Q27 Reminder systems	59	64	38	60	64	68	80
Q28 Second opinion / comp medicine	60	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

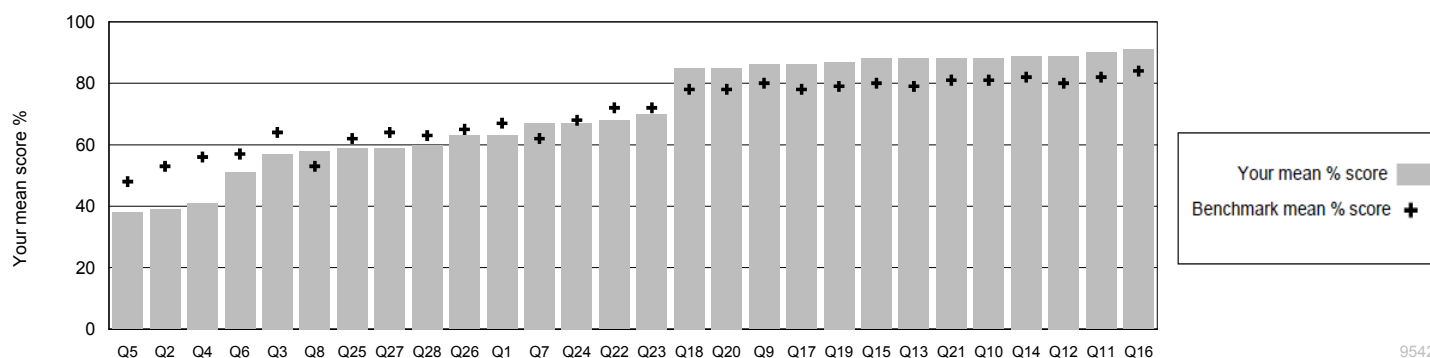
9542

\*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)



9542



## 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

### Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	27	77	69	50	65	70	74	83
25 - 59	145	71	70	47	66	70	74	87
60 +	133	71	72	50	69	72	75	85
Blank	8	82	69	51	64	69	74	89

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	198	71	70	48	67	70	74	86
Male	99	73	72	49	68	72	75	84
Blank	16	80	69	49	65	69	74	85

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	153	72	73	53	70	73	76	86
No	126	71	68	44	64	68	72	84
Blank	34	73	69	47	65	69	74	86

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	49	72	71	47	67	72	74	88
5 - 10 years	37	77	70	47	66	71	75	86
> 10 years	209	71	71	49	67	71	75	85
Blank	18	72	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

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 have always received excellent care from the practice, staff are always considerate. It's a lovely practice.
- Appointment system needs much improvement.
- Get a better phone system.
- Appointment system being able to see a doctor when you're ill on the day.
- More appointments required on a daily basis to see a doctor. Waits for doctors appointments far too long.
- Telephoning in the morning and getting to see a doctor is difficult.
- Ability to book appointments in advance and on the day more easily. Priority for early appointments and evening appointments for people that work and school children.
- Sending out letters for asthma checks - then no appointments available! Have been with this practice for over 20 years. It is getting harder and harder to get an appointment.
- 10 minute wait to get through to the practice - on hold.
- Open at weekends - Saturday mornings.
- Employ more doctors - whilst nurse practitioner was great in this instance - you can very rarely get a doctor when you ring up on the day.
- By making it easier to see doctor of one's choice.
- Online booking appointments, better telephone appointment system needed.
- Most reception staff very good. One member treated me as a nobody.
- Attempt to improve appointment system at 8:30am.
- Phone call 8:30 in morning very poor to get.
- Better telephone service.
- Needs more appointments to be available.
- I usually have to wait up to 3 weeks to see a doctor. Too long!!! No-one should have to wait this long.
- Open on Saturdays. The attitude of some telephone receptionists (afternoon) is negative and need reminding they provide a service. To be told there were no appointments until two week's time is ridiculous.
- Sometimes I feel that some of the receptionists hold back appointments. Especially to myself or my husband. There have been a few incidents over the years.
- All the necessary improvements have already been made in my opinion.
- No complaints at all.
- My only problem has been appointments it was suggested to me my best option was to be here at 8:30am and queue.
- Perhaps more telephone lines.
- It would be good to see a doctor of your choice earlier than over a week.
- More phone lines early in A.M.
- Can never get in to see doctor when I am ill.
- Would be nice to be able to get through on the phone and see a doctor and not wait for a phone call from a nurse practitioner.
- Please make it easier to get an appointment.

## 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?

- Needs extra telephone line to cancel appointments.
- Waiting time could improve.
- Friendliness of receptionist on phone. Access to GP appointments on same day. Reception seem to decide how urgent your concern is? Difficult to explain to admin staff.
- Open on a Saturday. 8:30am-9:30am blood tests should be for people who need to get to work. 9:30am onwards for the open clinic. To be able to book a doctor's appointment without going through triage.
- Saturday opening hours.
- I have never been told that I could ask for a 2nd opinion or advised that I could seek complementary medicine as an option.
- Tel to book an appointment is not good, do understand the demands made on the practice once took 99 calls through at 9:10am and at the point very aware of not a hell's chance of seeing a doctor.
- An excellent GP surgery.
- Stressful trying to make appointment especially first thing in morning. Otherwise you have to wait approx 3 weeks.
- Phones are always engaged early on and then struggle to get an appointment.
- Would like an appointment on day of phoning or next day, not to have to phone each morning can never get through to make an appointment.
- The whole system to be able to book same day or 48hr appointments needs urgent review - you can be on the phone for an hour - often being told to phone back as high number of calls or you need to queue outside from 8am to book.
- One late or Sat morning opening. System to make appointments in 1-2 week time frame is difficult.
- The telephone service service is extremely bad - I wait on average 20 mins to 30 mins to get through in the morning for an appointment and then they are all gone for that day. It is always difficult to book for the next week and usually get an appointment for one month's time.
- The telephone system is awful, the fact you need to be at surgery to queue by 8am for doors open at 8:30 ridiculous, just to try to get appointment. I have even been in the queue as people are also ringing! Also if appointment is booked for 8:30am and the queue is long then you cannot get in to be at you appointment for 8:30 after check-in. When I came a while back at 8:30 the self check-in wasn't working and I was 22nd in the queue! Not fair on patient or receptionists who get a lot of earache from irate patients - also wasting their time in a busy surgery.
- If no appointment on the same day asking us to call next day again, when we call next day the answer is same all next day. So there should be some preference that if we want to see doctor, when you advise next day you must give some preference for our call to arrange to see the doctor.
- Sometimes seems like a ridiculous length of time needed to attempt to make an appointment.
- Availability of appointments poor as work full time.
- Can't think of anything bar trying to get in touch in the morning, it's a nightmare.
- Online booking of appointments and prescriptions.
- Getting an appointment in the morning when they open is terrible, by the time you get through all appointments are gone.
- Not such a long queue to see a doctor, practice is too busy at all times.
- More telephonists should be there to answer quickly or a new system that a person can leave a message and practice call back.
- Waiting times, although understand very busy.
- The nurse practitioners are always friendly and willing to help as much as possible.

## 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?

- Booking an appointment is a nightmare usually have to wait 2+ weeks! Always on the triage list to see a doctor on the day!
- Being on time for booking appointments are long next one was 2 weeks.
- This doctor is a very good doctor.
- Seeing the doctor a little quicker, waiting time is too long.
- More appointments.
- Very happy with the nurse practitioner.
- Try and sort out a better way when you are phoning to book an appointment when opening.
- Less waiting time for general appointments - current waiting time - 2 weeks!
- I think the appointment system needs improving, there should be more pre-bookable appointments within 2 weeks when you need to see the doctor soon but not immediately. At the moment the only chance to see a doctor is to ring at 8:30 when you cannot get through until gone 9 all appointments are gone and even ones in the next two weeks are gone.
- Open at weekends and be able to make an appointment to see a doctor not a nurse sooner.
- Almost impossible to get an appointment on the day. Waited 6 weeks to see GP of choice. Not always treated right by a certain NP.
- Had a good service this time, but sometimes don't get treated the same, and don't get to see same doctor each time. At moment there is more than a week and half waiting time to book appointment.
- Maybe open some later evenings.
- Sometimes can't see screen when being called to appointment. If no seats in front of screen, can't see them.
- I had to call reception for an update on a sick note. The receptionist was extremely rude and when I explained I need it for work, she commented that "work would have to wait!". I felt too poorly to do anything at the time but her handling of my call was shocking.
- Contacting the surgery at 8:30 is very poor because if you have to get children to school by the time you get home and ring doctors all appointments are gone.
- The nurse practitioner today was a breath of fresh air - she was so friendly, tentative and helpful - not usually what I experience here. This practice has a poor reputation for being able to get an appointment, so much so, I suffered for 2 weeks, as I can never see anyone.
- Being able to get through on the phone to make an appointment. Being able to see a doctor rather than the nurse.
- I tend to be holding on to make an appointment an average 8-10 mins, and then can't get a treatment room appointment for the day requested.
- Poor.
- None. All very good!
- Consistency! To be able to see the same GP and not having to explain again and again.
- Can't get appointment when you need one.
- It seems more and more difficult to get appointments in treatment room - where possible should be able to book next visit, if appropriate, when leaving after previous visit! (for routine tests, injections, etc).
- Length of time to see doctor of choice.
- Like many other patients using this practice I find the appointments system very frustrating and not good. To have to wait 3-4 weeks to see the doctor of my choice (maybe to discuss concerns or worries about ongoing health issues etc) is unsatisfactory. I would love to see this aspect of the practice greatly improved.

## 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?

- More appointments available with doctors on the day and appointments bookable for doctors within 2 days.
- Reception staff are not very friendly especially to older people. One in particular is quite rude.
- More phone lines!!
- Appointments via the telephone are very difficult. One has to keep ringing for up to 1/2 hour to even get the phone to ring. This could be improved.
- Not always easy to get doctor appointment. Today was fine.
- Sort out the ludicrous 8:30am scramble for appointments, having hundreds of people all calling at the same time is frustrating, and means you are under pressure to give the minimum amount of information as the reception staff are swamped.
- Could open doors at 8:15am.
- The problem at present is that you can't see a named doctor under 3 weeks and even an unnamed doctor in under a week. Also the queue for blood tests is huge even before the doors open!
- Appointments made available easier. More staffing on phones and reception. Earlier opening of surgery and telephone service. More appointments made available online. More availability of appointments with doctors where patient feels it is necessary. Improve reception seating area so that there is easier access to seats and more room for people to walk in the gangways. Also it is a very cold draughty waiting room with no privacy for patients.
- Arrange for indoor waiting just before 8:30am in mornings - especially in winter when weather is wet and cold.
- It is difficult to see a doctor within 48 hours unless you are determined.
- Explain to patients that seeing a specific doctor is harder than seeing an alternative doctor.
- More staff manning reception. Queues are very often 10+ people to see one person on reception and others seen milling about in back, and at least one other position on reception desk.
- Making same day appointments.
- Some but not all staff - activate meet and greet - some are very abrupt and very impatient when dealing with patients - sometimes a take it or leave it approach. Very difficult to get urgent appointment within 48 hours - always a long wait when trying to contact between 8:30am and 9:30am.
- Can do better.
- Better telephone service on a morning up to 20 phone calls to get through.
- Shorter time to see doctor of choice or not emergency.
- There is always room for improvement.
- Phone lines always very busy. Not easy to get through between 8:30am and 9:00 for urgent treatment appointments.
- It is unacceptable when call/come to book an appointment to hear - first available is after two weeks. After this time patient is already okay or no need to come.
- You have to queue on the phones to get an appointment but I know that more than 1000 appointments are given each week - so it's fair to wait a while on the phones.
- Very difficult to get appointment with doctor of choice, must wait a long time. Phone for above not very good.
- None at the moment very good.
- More staff to handle calls better telephone lines in morning, in day time not happy with appointments having sometimes to wait weeks to see my own doctor.
- Possible chance of appointment nearer to need.

## 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?

- Seeing doctor of choice earlier.
- Seeing doctor you want to see without waiting weeks.
- To my doctor in case I get really poorly but doctors very good.
- Difficult to arrange appointments with chosen doctor. Information of doctors availability not always available to reception on time to be able to make appointment.
- Make it easier to get appointments with a particular doctor in respect of ongoing treatment.
- Yes, I would like to see a doctor of my choice, because I have a complicated condition. The queue for reception is too close to the desk - people waiting can hear your conversation with reception staff, not good.
- More polite receptionists.
- Early morning telephone contact regularly 'fair'.
- Good.
- Being able to make an appointment over the phone more easier. Not being able to see a doctor on same day.
- It's so difficult to get appointments over the phone.
- All works very well.

## 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?

- Wish he could be available more often.
- Excellent!
- Nurse is excellent.
- I waited 25 mins after my appointment time to see this doctor. Competent and thorough, but this was my third appointment where I had to wait over 20 mins to see her.
- No, he is excellent.
- No he is very good.
- None whatsoever.
- None, very helpful and extremely efficient.
- Just keep doing what my doctor is doing. Which is excellent work.
- Work longer hours maybe.
- My doctor, I find his manner very good indeed. I feel at ease, when I see him, and he listens to what I say, there is no rush.
- Doctor always kind and helpful.
- Was happy with time, etc.
- I have no complaints with the doctors at all they are all excellent.
- Overall this doctor was excellent all around, caring, attentive, informative, communicating, listening, A+.
- The doctor of my choice is very good.
- I have no problems that need improvement.
- None, she is great. Always answers questions, very reassuring. Fantastic.
- No - the best doctor I have seen in a long time.
- This doctor is an excellent doctor. She has helped me through my roughest time. Thank you doctor.
- This doctor is lovely. She always takes time to listen and explain what next. She has a really lovely tone that is kind but in no way patronising.
- Everyone I have seen with me and my son have been brilliant.
- N/A.
- This doctor is a fantastic doctor, kind, considerate and very understanding. She is an asset to the practice.
- Excellent doctor - cannot think of anything.
- This doctor was brilliant. Thank you.
- None all very good.
- She was brilliant.
- None, very good doctor!
- No, the doctor I seen today was extremely helpful and could not rate any better, very pleased.
- Could not fault the nurse practitioner, she was lovely, very helpful and methodical.

## 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?

- This doctor is an excellent doctor. Another doctor is very abrupt - I had pains in my legs, they hardly listened to me and gave me a very dangerous drug which I read about and then threw away. One other doctor can be sarcastic, hardly listens and gives you the feeling you are a nuisance.
- None, she was brilliant really put my mind at ease.
- This doctor is great. Another female doctor is too.
- No, she was a great help.
- None, I saw this doctor and she was fabulous.
- Poor.
- No - model nurse! So, so pleased - reinstated my faith in this practice!
- None, this doctor was very kind, helpful and reassuring.
- I nurse I saw today was really good. I haven't had such exceptional experiences with triage nurses previously.
- No improvement needed, very happy and satisfied with doctor.
- This doctor is not my usual doctor. I have been seen by him on two recent occasions where it was not appropriate to wait for the usual 3-4 weeks for an appointment with the doctor of my choice and who is familiar with my current health problems. So under these circumstances this doctor was only able to access computer records and advise accordingly.
- None. Always been great.
- No, she was great.
- No, I am very pleased with her.
- You seem to need to separate the urgent from the non-urgent more effectively and stop offering the practice nurse to people with chronic problems as they are not able to prescribe when someone is on a lot of medication.
- Some doctors are excellent others are not!
- She is very good.
- I have no complaints and could not ask for better response etc.
- No - quite satisfied.
- Doctor was very good and helpful.
- Could not be better.
- This doctor is excellent.
- This doctor is excellent. I have total confidence in her and would recommend her to anyone joining the practice.
- Stay the way they are.
- Very happy with my doctor.
- This doctor is excellent as far as I am concerned.
- I have seen this doctor 3 times and would count her as my doctor, she does not need to improve as she is the best I've had for years in this practice. She found out what was wrong other doctors did not try.
- Very good listening and helpful care for patient.
- Can't fault this 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?

- You could clone this doctor!
- Excellent doctor.
- This doctor was fantastic, good luck to her, I will be very happy to see this doctor again.
- When you get in all good!
- This appointment with this doctor excellent?

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 = 313

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	40	118	88	62	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (40 \times 25) + (118 \times 50) + (88 \times 75) + (62 \times 100)}{(313 - 2)} = 19,700/311$$

Your mean percentage score for Q1 = 63%

### 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	63

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

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.

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
--	--	--	---

Thank you for your time and assistance



# *Certificate of Completion*

This is to certify that

**The Armada Family Practice**

Whitchurch Health Centre  
Armada Road, Whitchurch  
Bristol  
BS14 0SU

**Practice List Size: 13000**

**Surveys Completed: 313**

has completed the

## Improving Practice Questionnaire

Completed on 17 September 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.