

**Private and Confidential**  
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# Improving Practice Questionnaire Report

Ashbourne Medical Practice

March 2013



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06 March 2013

Dear Mrs Stockton

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=146740>

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

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## Introduction

### About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

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

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

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

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	13	89	147	74	13
Q2 Telephone access	3	16	86	135	90	8
Q3 Appointment satisfaction	3	19	75	135	103	3
Q4 See practitioner within 48hrs	8	48	87	103	64	28
Q5 See practitioner of choice	22	55	110	88	32	31
Q6 Speak to practitioner on phone	7	37	102	76	34	82
Q7 Comfort of waiting room	8	37	117	115	56	5
Q8 Waiting time	14	85	97	92	33	17
Q9 Satisfaction with visit	0	4	46	104	179	5
Q10 Warmth of greeting	1	4	37	104	188	4
Q11 Ability to listen	0	4	36	81	211	6
Q12 Explanations	0	8	35	105	184	6
Q13 Reassurance	0	10	38	108	176	6
Q14 Confidence in ability	0	3	38	86	206	5
Q15 Express concerns/fears	0	8	34	107	177	12
Q16 Respect shown	0	2	25	91	214	6
Q17 Time for visit	1	10	31	110	178	8
Q18 Consideration	0	3	44	111	156	24
Q19 Concern for patient	1	5	43	103	173	13
Q20 Self care	0	4	50	106	151	27
Q21 Recommendation	0	4	37	101	184	12
Q22 Reception staff	0	5	40	117	164	12
Q23 Respect for privacy/confidentiality	2	7	52	118	147	12
Q24 Information of services	0	10	76	108	119	25
Q25 Complaints/compliments	5	11	87	108	66	61
Q26 Illness prevention	1	14	88	123	71	41
Q27 Reminder systems	0	16	86	105	78	53
Q28 Second opinion / comp medicine	4	9	67	86	55	117

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

Your patient feedback

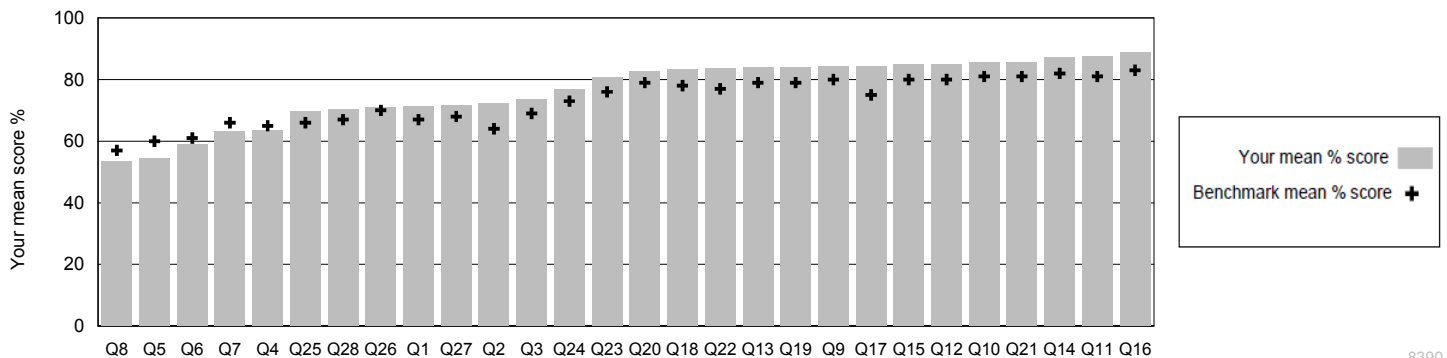
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	71	67	40	63	67	71	99
Q2 Telephone access	72	64	22	55	64	72	99
Q3 Appointment satisfaction	74	69	35	64	69	74	99
Q4 See practitioner within 48hrs	63	65	22	57	64	72	99
Q5 See practitioner of choice	54	60	23	52	60	68	99
Q6 Speak to practitioner on phone	59	61	31	54	61	67	99
Q7 Comfort of waiting room	63	66	21	61	66	72	100
Q8 Waiting time	54	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	48	76	80	84	99
Q10 Warmth of greeting	85	81	47	78	82	86	99
Q11 Ability to listen	88	81	49	78	82	86	100
Q12 Explanations	85	80	47	76	81	85	100
Q13 Reassurance	84	79	48	75	79	83	100
Q14 Confidence in ability	87	82	47	78	83	86	100
Q15 Express concerns/fears	85	80	48	76	80	84	100
Q16 Respect shown	89	83	45	80	84	88	100
Q17 Time for visit	84	75	45	70	75	79	100
Q18 Consideration	83	78	47	74	78	82	100
Q19 Concern for patient	84	79	43	75	79	83	100
Q20 Self care	82	79	51	75	80	83	99
Q21 Recommendation	86	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	84	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	81	76	42	72	76	80	100
Q24 Information of services	77	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	70	66	38	62	66	70	100
Q26 Illness prevention	71	70	19	66	69	73	100
Q27 Reminder systems	71	68	42	63	67	72	99
Q28 Second opinion / comp medicine	70	67	37	63	67	71	99
Overall score	77	73	44	69	73	77	100

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

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses. 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 (6001-8000 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	71	66	46	62	66	70	84
Q2 Telephone access	72	61	22	54	62	68	85
Q3 Appointment satisfaction	74	67	41	63	68	72	87
Q4 See practitioner within 48hrs	63	62	33	55	63	69	90
Q5 See practitioner of choice	54	57	28	50	57	63	85
Q6 Speak to practitioner on phone	59	59	36	53	59	64	80
Q7 Comfort of waiting room	63	65	36	60	66	71	90
Q8 Waiting time	54	55	25	50	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	49	76	80	84	93
Q10 Warmth of greeting	85	81	47	78	81	85	94
Q11 Ability to listen	88	82	49	78	82	86	95
Q12 Explanations	85	80	47	77	81	84	94
Q13 Reassurance	84	79	49	76	79	83	92
Q14 Confidence in ability	87	82	47	79	82	86	95
Q15 Express concerns/fears	85	80	50	77	80	84	95
Q16 Respect shown	89	83	45	81	84	87	96
Q17 Time for visit	84	74	47	70	75	79	94
Q18 Consideration	83	78	47	74	78	82	91
Q19 Concern for patient	84	79	50	75	79	83	93
Q20 Self care	82	78	51	76	79	82	92
Q21 Recommendation	86	81	46	78	82	85	95
<b>About the staff</b>							
Q22 Reception staff	84	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	81	74	47	71	75	78	90
Q24 Information of services	77	71	44	68	72	75	88
<b>Finally</b>							
Q25 Complaints/compliments	70	65	43	62	65	68	83
Q26 Illness prevention	71	68	19	65	69	71	84
Q27 Reminder systems	71	66	46	63	66	70	84
Q28 Second opinion / comp medicine	70	66	48	63	66	69	85
Overall score	77	72	46	69	72	75	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

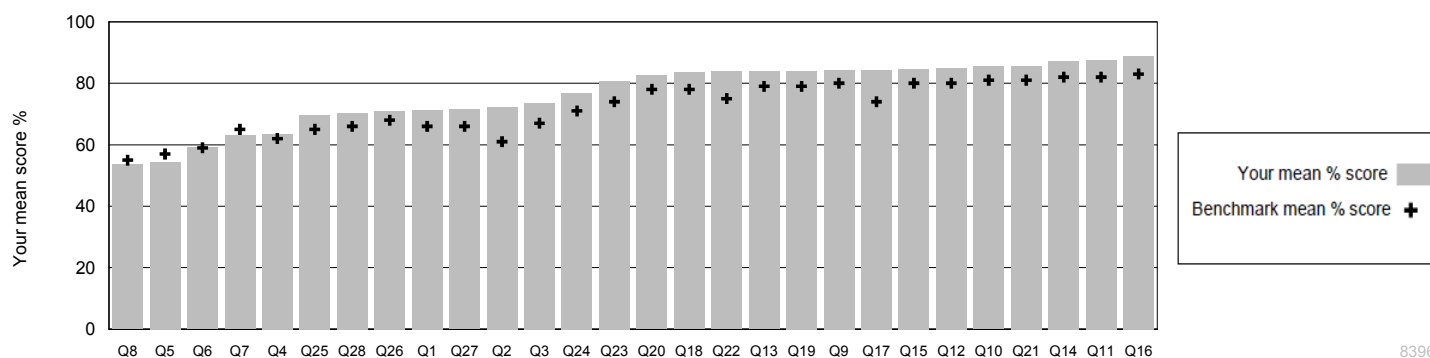
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\*Based on data from 532 practices carrying out 665 surveys between April 2008 and March 2012 with 25 or more responses.

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 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 (6001-8000 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	22	70	69	45	65	70	74	90
25 - 59	126	77	71	48	67	71	75	85
60 +	169	78	75	38	71	75	78	93
Blank	21	76	70	39	65	70	75	95

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	206	76	71	44	68	72	75	87
Male	114	79	73	50	70	73	77	88
Blank	18	75	70	39	65	71	76	94

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	193	78	74	39	71	74	77	88
No	100	74	68	37	64	69	72	84
Blank	45	77	70	45	66	70	75	93

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	61	78	72	43	68	72	76	90
5 - 10 years	49	76	71	52	67	72	75	87
> 10 years	211	77	72	50	69	73	76	88
Blank	17	75	70	30	65	71	75	92

\*Based on data from 532 practices carrying out 665 surveys between April 2008 and March 2012 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

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

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

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## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	23/06/2006	01/12/2005
Q1 Opening hours satisfaction	71	61	60
Q2 Telephone access	72	66	60
Q3 Appointment satisfaction	74	68	65
Q4 See practitioner within 48hrs	63	57	53
Q5 See practitioner of choice	54	53	51
Q6 Speak to practitioner on phone	59	56	51
Q7 Comfort of waiting room	63	58	57
Q8 Waiting time	54	54	52
Q9 Satisfaction with visit	84	86	83
Q10 Warmth of greeting	85	87	83
Q11 Ability to listen	88	88	85
Q12 Explanations	85	87	83
Q13 Reassurance	84	86	82
Q14 Confidence in ability	87	87	85
Q15 Express concerns/fears	85	87	84
Q16 Respect shown	89	89	87
Q17 Time for visit	84	80	74
Q18 Consideration	83	84	81
Q19 Concern for patient	84	85	82
Q20 Self care	82	--	--
Q21 Recommendation	86	88	85
Q22 Reception staff	84	80	75
Q23 Respect for privacy/confidentiality	81	74	72
Q24 Information of services	77	70	67
Q25 Complaints/compliments	70	64	61
Q26 Illness prevention	71	66	64
Q27 Reminder systems	71	65	61
Q28 Second opinion / comp medicine	70	62	61
Overall score	77	74	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.

## Comments about how the practice could improve

- Give information about the possibility of speaking to a GP by phone.
- Not asking about details of your appointment on phone as this is invading privacy.
- Could you please think about doing a Saturday surgery again. This was very useful before.
- Overall very good and good parking and friendly staff.
- Excellent all round always!
- It's great.
- Improve waiting time in surgery.
- Always found them good.
- TV in reception waiting area.
- It would be nice to be able to get an appointment with a certain doctor as they were wonderful when I had an emergency but could not get a follow up appointment but this doctor has been good too.
- Better out of hours provision. Not being sent to Derby.
- Draft and cold areas in the waiting area due to automatic doors.
- Better magazines.
- I have always been treated with respect and consideration by the doctor I have attended and all members of staff. I'm sure have difficult job to do which they all carry out with professional and polite manner!
- Change to music in the reception to either, nothing, or relaxing. Stop the draught through the reception door. Change the order of options on telephone so that "appointment" is first. I prefer the old system to call in patients. The constantly changing flashing sign is a real distraction.
- Very good.
- The online booking system for making an appointment didn't seem to work.
- Provide extra set of doors for the entrance so that cold air coming in is reduced.
- Just the draught as doors open and close.
- Weekend availability.
- The radio does not stop patients hearing conversations at reception.
- Be easier to get a routine appointment - if you want to see a specific doctor it could be a long wait.
- Always make sure hand gel is filled up all times next to self check in!
- It is quite difficult to see my "own" doctor at short notice.
- Later opening hours.
- Very good as is.
- No. Great.
- None apart from getting in to see a doctor with in 48 hours. We accept it's not easy, but sometimes not always more than a couple of doctors in the practice at one time, but no real complaints. Very good practice.
- Very satisfied with the service provided.
- More parking places.

## Your patient feedback

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

## Comments about how the practice could improve

- Improve parking - it was better at the old practice. Improve opportunity to see preferred doctor.
- Perhaps provide more parking.
- Opening hours review, to include weekends.
- Remove radio from reception, it is intrusive! Freezing blasts of air from sliding doors, build porch to alleviate this problem?
- Extra surgeries with some doctors as waiting times can be quite a while for main doctors i.e. this doctor and another doctor.
- Make more use of support services in local community hospital.
- None, already very good.
- None - perfect.
- Very little! Well done and thank you.
- Up to date magazines in reception - more surgery times to see this doctor - only Wednesdays at the moment.
- This doctor is an amazing, caring doctor. I would like to see them in the surgery more than 2 days. Seeing or talking on the phone to a doctor who doesn't know us isn't helpful.
- This doctor to have more appointment days.
- Quite happy with current services etc.
- Have doctors from the practice on a rota system on call to cover evenings and weekends, so that someone knows your ongoing medical history.
- Keep it up!
- Very good service.
- We have a wonderful caring practice.
- Diabetic clinic.
- Very welcoming and feels a very efficient working environment.
- Very satisfied with it.
- All aspects ok.
- Waiting times have been an issue with me for some time. However, on my recent visits have been much better. Well done!
- It's great! The staff are always very helpful. One receptionist is a star.
- Everything is very good since moving here.
- More up to date magazines.
- An outer entrance 'lobby' - to stop cold winds entering waiting room - cold around the legs! Do staff training 'out of hours' if deemed necessary - too many Wednesday evenings not available.
- Get a second door/porch in waiting room. Every time the doors slide open cold air comes in and warm air goes out - terrible design.
- Really am satisfied with all aspects from doctor, reception, pharmacy and nursing staff.
- Sort out the draughty automatic doors.

## Your patient feedback

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

## Comments about how the practice could improve

- Extended opening hours i.e. Saturday morning to collect prescription. Would fit better around work when cannot get time off. Seats in waiting room not suitable, move when sit down and hurt lower spine (very hard seats).
- Nurse appointments are good, but it sometimes difficult to see a doctor when you ask to see them and sometimes there is quite a long wait. Ditch the radio and put a TV in.
- Have to get an appointment with the doctor you want, always booked up.
- Increase dispensary opening times.
- Time keeping!
- Still not enough information about services at hospital unless specially requested.
- It is not broken so do not try to fix it.
- More magazines in reception please.
- I like the practice.
- None. Completely satisfied.
- Try to ensure that nurses start on time - I always have to wait 20 minutes +.
- Cold when door opens in waiting room, don't like looking at loos. Chairs would be better sideways.
- Well served and satisfied with present arrangements.
- The reason I gave a low score for the reception area was during cold weather the door is continually opening and it is really cold in there. I think to solve this problem you need a porch with another door on the outside.
- I am entirely satisfied.
- Should open at the weekends. Does the practice make money since changing the telephone system.
- The automated telephone service is a bit long winded.
- Telephone answer machine menu lists 'routine appointments' as option number 5. I would have thought this was the most popular option, and would therefore be option number 1, to avoid having to listen to 4 other options first.
- We have been with this practice for many years now and am so impressed with all aspects especially the manner of the receptionists as a first point of call. The pharmacy staff are also extremely helpful and efficient, from my experiences with the practice I would find it difficult to find anything to improve. Well done.
- Waiting times aren't good. Most visits you can easily be made to wait GP to 30 minutes.
- Saturday clinics. Improved parking and access from town for non drivers or countryside residents without transport.
- None, it's great as it is.
- More nurse appointments please.

## Your patient feedback

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

## Comments about how the doctor/nurse could improve

- All really excellent.
- This doctor doesn't need to improve. He is an excellent doctor and have been very good to me. Ashbourne very lucky to have him!
- Greet patient outside the door. Shake hands when greeting.
- Later appointments.
- Very good.
- Always a long waiting list to see her.
- No. First class service.
- Consultation times!
- This doctor has time for us, you can sit and talk and you won't feel rushed.
- No. Very good.
- None, always happy with this doctor. Best doctor the practice has.
- Beyond improvement!
- Nothing. I've lived in London and had the remote and interested style - one doctor is warm, friendly and puts you at ease encouraging you to talk - they listen!
- Newer magazines in reception.
- None, excellent.
- This doctor couldn't be any kinder. Many thanks.
- All staff, including GP, were excellent. I cannot fault the service at all. Fabulous!
- Waiting times.
- I'd like to see her in the practice more.
- Very happy with all doctors seen over the years.
- Only if possible to work more hours or days as part time at the moment, but quality is excellent.
- More availability - not just Wednesday and Friday mornings.
- This doctor is excellent doctor.
- More clinics at lunch time or early afternoon so we can get community transport bus. Thank you.
- Very satisfied.
- All aspects ok.
- I think she is an excellent nurse. I feel able to talk to her about any concerns I have.
- Always very helpful on the phone or during an appointment. Keep up the good work.
- Appointments often run late.
- Only blood test so no detailed action needed.
- She is more detached than the other two nurses and therefore comes across as less friendly, but she is still very efficient and caring.

## Your patient feedback

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

### Comments about how the doctor/nurse could improve

- You can't improve on perfection.
- Nurses are very good.
- Try not to run so late!
- Faultless!
- No need to change, she is brilliant.
- A very accomplished and caring nurse.
- The nurse was excellent.
- This nurse is the best medical practitioner I have been treated by.
- No, she was very good.
- No, she's lovely.
- No - 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 = 338

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	13	89	147	74	13

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (13 \times 25) + (89 \times 50) + (147 \times 75) + (74 \times 100)}{(338 - 13)} = 23,200/325$$

Your mean percentage score for Q1 = 71%

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	71

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

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

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

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

### Page 2

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

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

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

### Page 3

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

### Page 4

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

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

### Page 5

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

**Ashbourne Medical Practice**

Clifton Road  
Ashbourne  
Derbyshire  
DE6 1DR

**Practice List Size: 7768**

**Surveys Completed: 338**

has completed the

## Improving Practice Questionnaire

Completed on 06 March 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.