

**Private and Confidential**

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## **Improving Practice Questionnaire Report**

Wyndham House Surgery

February 2013



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07 February 2013

Dear Mr Larouche

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=144955>

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/spoil
Q1 Opening hours satisfaction	0	6	49	84	69	2
Q2 Telephone access	0	1	22	83	104	0
Q3 Appointment satisfaction	0	0	25	77	107	1
Q4 See practitioner within 48hrs	1	6	20	62	115	6
Q5 See practitioner of choice	0	8	46	77	69	10
Q6 Speak to practitioner on phone	0	6	41	75	61	27
Q7 Comfort of waiting room	0	18	42	89	60	1
Q8 Waiting time	2	20	55	90	40	3
Q9 Satisfaction with visit	0	0	12	51	147	0
Q10 Warmth of greeting	0	1	11	48	150	0
Q11 Ability to listen	0	1	5	53	150	1
Q12 Explanations	0	1	8	58	141	2
Q13 Reassurance	0	0	14	58	137	1
Q14 Confidence in ability	0	1	9	53	142	5
Q15 Express concerns/fears	0	1	12	55	141	1
Q16 Respect shown	0	1	8	47	153	1
Q17 Time for visit	0	1	18	56	132	3
Q18 Consideration	0	1	16	56	129	8
Q19 Concern for patient	0	1	15	60	132	2
Q20 Self care	0	1	20	58	124	7
Q21 Recommendation	0	2	13	46	143	6
Q22 Reception staff	0	2	33	77	87	11
Q23 Respect for privacy/confidentiality	0	1	26	83	89	11
Q24 Information of services	1	6	33	76	79	15
Q25 Complaints/compliments	2	1	50	64	60	33
Q26 Illness prevention	1	2	48	78	62	19
Q27 Reminder systems	2	5	44	72	58	29
Q28 Second opinion / comp medicine	2	3	46	58	47	54

Blank/spoil 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	76		67	40	63	67	71	99
Q2 Telephone access	85		64	22	55	64	72	99
Q3 Appointment satisfaction	85		69	35	64	69	74	99
Q4 See practitioner within 48hrs	85		65	22	57	64	72	99
Q5 See practitioner of choice	76		60	23	52	60	68	99
Q6 Speak to practitioner on phone	76		61	31	54	61	67	99
Q7 Comfort of waiting room	73		66	21	61	66	72	100
Q8 Waiting time	68		57	20	51	57	63	99
About the practitioner								
Q9 Satisfaction with visit	91		80	48	76	80	84	99
Q10 Warmth of greeting	91		81	47	78	82	86	99
Q11 Ability to listen	92		81	49	78	82	86	100
Q12 Explanations	91		80	47	76	81	85	100
Q13 Reassurance	90		79	48	75	79	83	100
Q14 Confidence in ability	91		82	47	78	83	86	100
Q15 Express concerns/fears	90		80	48	76	80	84	100
Q16 Respect shown	92		83	45	80	84	88	100
Q17 Time for visit	89		75	45	70	75	79	100
Q18 Consideration	89		78	47	74	78	82	100
Q19 Concern for patient	89		79	43	75	79	83	100
Q20 Self care	88		79	51	75	80	83	99
Q21 Recommendation	90		81	46	77	81	85	100
About the staff								
Q22 Reception staff	81		77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	83		76	42	72	76	80	100
Q24 Information of services	79		73	38	69	73	77	100
Finally								
Q25 Complaints/compliments	75		66	38	62	66	70	100
Q26 Illness prevention	76		70	19	66	69	73	100
Q27 Reminder systems	75		68	42	63	67	72	99
Q28 Second opinion / comp medicine	73		67	37	63	67	71	99
Overall score	84		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

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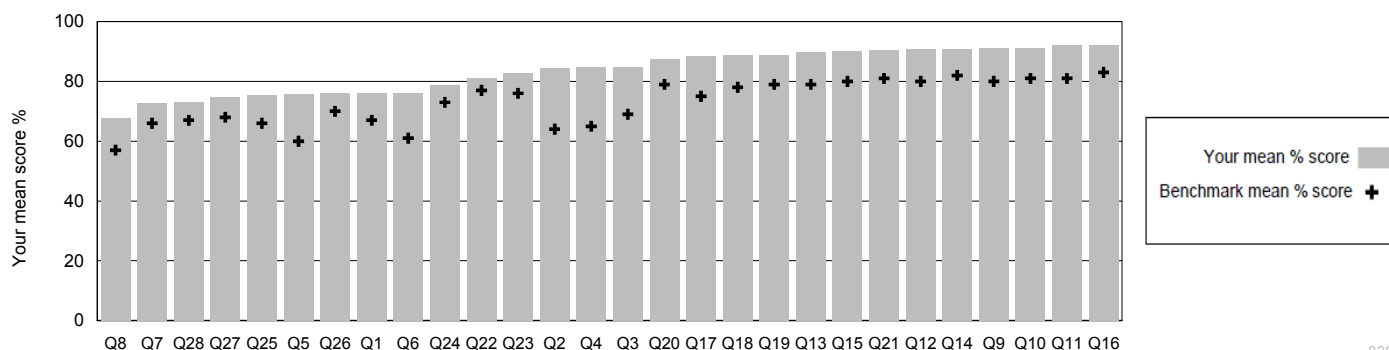
\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

- scores not illustrated if less than 5 patient responses

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

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

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



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## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (2001-4000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	76	69	40	64	70	74	98
Q2 Telephone access	85	71	31	63	72	79	99
Q3 Appointment satisfaction	85	72	37	66	73	79	98
Q4 See practitioner within 48hrs	85	69	30	62	70	78	98
Q5 See practitioner of choice	76	68	33	61	69	76	98
Q6 Speak to practitioner on phone	76	65	31	58	65	71	98
Q7 Comfort of waiting room	73	68	21	62	69	76	97
Q8 Waiting time	68	61	20	53	61	69	97
About the practitioner							
Q9 Satisfaction with visit	91	80	52	76	81	85	99
Q10 Warmth of greeting	91	81	56	77	82	87	99
Q11 Ability to listen	92	81	52	77	82	86	99
Q12 Explanations	91	80	52	76	81	85	99
Q13 Reassurance	90	79	53	74	79	84	98
Q14 Confidence in ability	91	82	55	78	83	87	99
Q15 Express concerns/fears	90	79	53	75	80	85	99
Q16 Respect shown	92	83	57	79	84	88	99
Q17 Time for visit	89	75	46	70	76	81	98
Q18 Consideration	89	78	52	74	79	83	98
Q19 Concern for patient	89	79	53	75	80	84	99
Q20 Self care	88	80	52	76	81	85	99
Q21 Recommendation	90	80	52	76	81	86	98
About the staff							
Q22 Reception staff	81	80	39	76	81	85	99
Q23 Respect for privacy/confidentiality	83	79	42	75	80	84	98
Q24 Information of services	79	77	38	72	77	81	98
Finally							
Q25 Complaints/compliments	75	70	42	65	70	75	98
Q26 Illness prevention	76	73	46	68	73	77	98
Q27 Reminder systems	75	71	42	66	71	76	97
Q28 Second opinion / comp medicine	73	70	44	66	71	75	96
Overall score	84	75	46	71	76	80	98

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

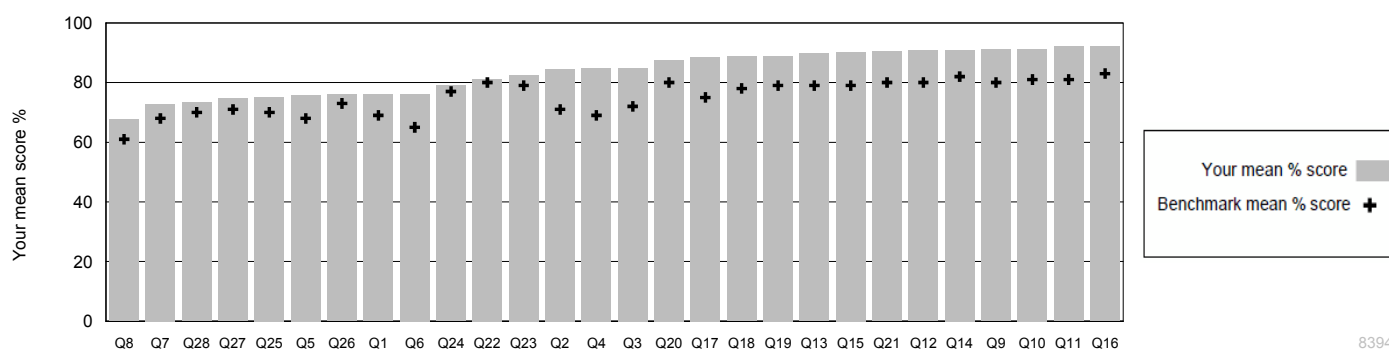
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\*Based on data from 787 practices carrying out 928 surveys between April 2008 and March 2012 with 25 or more responses.

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (2001-4000 patients)



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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (2001-4000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	14	79	72	35	66	73	79	100
25 - 59	78	81	74	45	69	74	79	98
60 +	110	86	78	36	74	78	83	99
Blank	8	88	73	35	65	74	81	100
Gender								
Female	118	82	74	45	70	75	80	99
Male	81	85	76	44	71	76	81	97
Blank	11	90	74	25	66	74	81	100
Visit usual practitioner								
Yes	126	84	76	49	72	77	81	98
No	66	83	71	35	64	71	77	100
Blank	18	85	73	36	67	74	80	100
Years attending								
< 5 years	22	82	75	45	69	75	80	100
5 - 10 years	36	83	74	40	69	75	80	99
> 10 years	142	84	76	48	71	76	81	98
Blank	10	89	74	25	67	74	82	100

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

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

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

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

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## Your patient feedback

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

	Current scores	10/12/2008	08/10/2007	13/04/2006
Q1 Opening hours satisfaction	76	75	67	74
Q2 Telephone access	85	86	80	84
Q3 Appointment satisfaction	85	85	80	84
Q4 See practitioner within 48hrs	85	87	82	84
Q5 See practitioner of choice	76	79	72	79
Q6 Speak to practitioner on phone	76	81	76	80
Q7 Comfort of waiting room	73	80	76	80
Q8 Waiting time	68	68	65	68
Q9 Satisfaction with visit	91	85	81	86
Q10 Warmth of greeting	91	86	82	84
Q11 Ability to listen	92	86	84	85
Q12 Explanations	91	85	83	83
Q13 Reassurance	90	83	82	83
Q14 Confidence in ability	91	87	85	85
Q15 Express concerns/fears	90	84	82	83
Q16 Respect shown	92	88	86	88
Q17 Time for visit	89	80	76	78
Q18 Consideration	89	85	81	82
Q19 Concern for patient	89	85	81	86
Q20 Self care	88	--	--	--
Q21 Recommendation	90	87	82	88
Q22 Reception staff	81	85	83	82
Q23 Respect for privacy/confidentiality	83	82	82	82
Q24 Information of services	79	83	78	81
Q25 Complaints/compliments	75	77	70	75
Q26 Illness prevention	76	80	72	79
Q27 Reminder systems	75	80	70	75
Q28 Second opinion / comp medicine	73	75	72	75
Overall score	84	83	78	81

-- 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

- We are very lucky.
- I have this surgery, friendly and supportive.
- I don't know about evening appointment for working people.
- Sometimes the dispensary staff could acknowledge they know you are waiting. Other than that they are excellent.
- Reception desk isn't very discrete.
- Continue with same way.
- Cushions on circular seats, hard!
- For me, personally, am 100% satisfied with practice and my doctor.
- Overall it's an excellent practice.
- None at all.
- The service I am given is excellent.
- Prefer more gentle (orchestral perhaps) background music.
- Allow online repeat prescription for 2 months to cover holiday periods. Opening time of dispensary - long lunch closure!
- Excellent surgery all round.
- Pharmacy could open for longer hours.
- The ability to collect a prescription over lunchtime would be helpful due to my working hours.
- The service is very good and caring.
- The dispensary opening hours are not always helpful.
- No perfect.
- A perfect warm welcome on every visit!
- I don't think I can comment as I find the general practice excellent.
- Telephone service for repeat prescriptions - not all patients use the internet or live near enough to drop repeat orders off by hand, as is required. Also longer opening hours to collect prescription - closing for 2 hours for lunch is not satisfactory. A clock in the waiting room would be good, also information when checking in about how long you can expect to wait to be seen.
- Sometimes I feel the waiting time in the surgery for an appointment in the surgery can be long.
- The online prescription service is excellent. Pharmacy staff are friendly.
- I was very pleased with how I was seen so quickly by a doctor and how at ease they made me feel.
- Shorten lunch time closing for prescriptions.
- We are always impressed by this practice. We never have any problems getting an appointment. Thank you very much for a fantastic service. The website service is also excellent. Thank you.
- I am very happy with this practice.
- Longer pharmacy hours.
- Some doctors can take a leaf out of the nurses' book!

## 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

- It would be nice to be greeted by a receptionist - not a machine!
- All is excellent.
- Twice now I have forgotten that dispensary closed between 12-1 and was unable to collect repeats - lunch time closure 1-2 I remember!
- I am slightly surprised at this question regarding complementary medicine because it implies that complementary medicine should be encouraged. In fact as we know much of this (but not all) has very little or no evidence base (Prof Edward Ernst our local professor of complimentary medicine) has emphasised this - at a time when the NHS is ever more evidence based.
- No comments - it's wonderful and we're so lucky in Silverton.
- Waiting at the pharmacy can be annoying.
- Very lucky to be able to use this surgery.
- Excellent professional service.
- Shorter closure at lunch time for prescription collection.
- Communication between practice and pharmacy was poor when the manufacturer announced withdrawal of my previous type of insulin cartridge. The pharmacy told repeatedly to re-order and were not aware of the change. A last minute issue of new pens for the new cartridges had to be arranged by me telephoning the nurse practitioner.
- More surgery hours. Screen test/survey telephone receptionist for warmth as well as efficiency (some very good - one very bad). Could put off some elderly patients.
- The service given was great.
- Change radio station it's rubbish.
- Maybe consideration could be given in providing a repeat prescription box in 'letterbox' format so that privacy of patients details, drugs etc. are respected. I have on one occasion had to push the contents down to get mine in and once had to pick a form off the floor.
- You are a first class surgery with excellent reception staff and GPs.
- None comes to mind.
- Not living in the village and fortunately enjoying good health, my knowledge of practice's services are limited to those I have experience of - hence the 'good' category rating. I am very satisfied with the level of service.
- Long wait in room before seeing doctor.
- Excellent.
- Parking a problem for elderly/disabled patients. Can't the area adjacent to the practice building be reserved for disabled drivers? Staff could park in public car park over hedge.
- Waiting time music most enjoyable. Reading material on Devon Life excellent. Thank you for everything.

## 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

- I came in this morning with what turned out to be a kidney stone - and the care has been excellent. Have seen the doctor twice today.
- None. This doctor is diligent, caring, efficient and very compassionate. We are privileged to have them in Silverton. An exceptional person.
- Had to wait over half an hour with a 15 month old!
- Nothing I am very happy with the care and treatment I have received here.
- None at all. Excellent.
- None at all.
- I am completely satisfied with whoever I see.
- Excellent - more a friend!
- Excellent surgery all round.
- The doctor is very caring.
- She is superb.
- Sharing your medical record with you and what is written about you and etc. would be a good idea. There is no need for our records to be private from us - we should ideally have input in to what is in our medical records.
- Not possible, could not be better.
- None, she was brilliant.
- Always been very happy. Some doctors, one in particular, have a long waiting time so I avoid appointments with that doctor. Today's doctor was excellent.
- She is fabulous.
- You can't improve on perfection!
- No way she could improve.
- The balance cooperation between the medical team and nurse is excellent.
- No improvement. She was just lovely.
- Keep up the good work!
- No - delay today, but that I would guess is due to giving full consideration to each patient. Maybe stretch appointment time lengths?
- I couldn't ask any more from the doctors! The word is excellent!
- The doctor was most helpful and understanding.
- None needed.
- No. Seems absolutely fine.
- Apart from the provision of soft music and fresh coffee, I can think of no improvements. The individual/practice have developed a very hospitable experience.
- Absolutely excellent consultation. Really pleased, and this is only a very minor comment. Appointments are clearly time-constrained, but ending of the appointment felt slightly rushed. He had used the time available extremely well however.
- Very happy with her.

## 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

- Absolute none!

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 = 210

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	6	49	84	69	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (6 \times 25) + (49 \times 50) + (84 \times 75) + (69 \times 100)}{(210 - 2)} = 15,800/208$$

Your mean percentage score for Q1 = 76%

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	76

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



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.*

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

# *Certificate of Completion*

This is to certify that

**Wyndham House Surgery**

Fore Street  
Silverton  
Exeter  
Devon  
EX5 4HZ

**Practice List Size: 3700**

**Surveys Completed: 210**

has completed the

## Improving Practice Questionnaire

Completed on 07 February 2013



**Michael Greco**  
Director



Thank you to all patients who participated in this survey.  
By letting the practice know your views, positive changes can be made for the benefit of all patients.