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Improving Practice Questionnaire Report

Holborn Medical Centre

June 2019



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Dear Mr Honeywill

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Of a total of 223 patients who responded to this survey, 222 filled out a paper questionnaire and 1 completed a questionnaire online. 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.

A guidance template for discussion of these local survey findings and an action plan have also 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=231494>

Please contact the office on 01392 927005 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Introduction

About the IPQ

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

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

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	1	31	74	65	48	4
Q2 Telephone access	14	36	76	51	38	8
Q3 Appointment satisfaction	14	35	65	54	50	5
Q4 See practitioner within 48hrs	48	38	63	35	31	8
Q5 See practitioner of choice	47	56	52	26	15	27
Q6 Speak to practitioner on phone	20	42	70	39	18	34
Q7 Comfort of waiting room	13	46	81	52	27	4
Q8 Waiting time	10	55	89	37	24	8
Q9 Satisfaction with visit	1	6	51	65	91	9
Q10 Warmth of greeting	1	2	43	63	105	9
Q11 Ability to listen	1	8	34	67	104	9
Q12 Explanations	2	4	38	69	102	8
Q13 Reassurance	3	9	40	70	93	8
Q14 Confidence in ability	3	2	37	69	102	10
Q15 Express concerns/fears	2	7	39	68	98	9
Q16 Respect shown	2	1	33	64	115	8
Q17 Time for visit	1	12	43	63	92	12
Q18 Consideration	1	10	34	63	90	25
Q19 Concern for patient	1	10	35	58	91	28
Q20 Self care	2	9	38	58	87	29
Q21 Recommendation	4	9	27	53	92	38
Q22 Reception staff	4	19	48	59	81	12
Q23 Respect for privacy/confidentiality	5	18	42	67	75	16
Q24 Information of services	6	15	64	58	57	23
Q25 Complaints/compliments	11	18	74	48	27	45
Q26 Illness prevention	10	17	69	53	33	41
Q27 Reminder systems	12	15	64	57	41	34
Q28 Second opinion / comp medicine	6	19	60	42	21	75

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

Your patient feedback

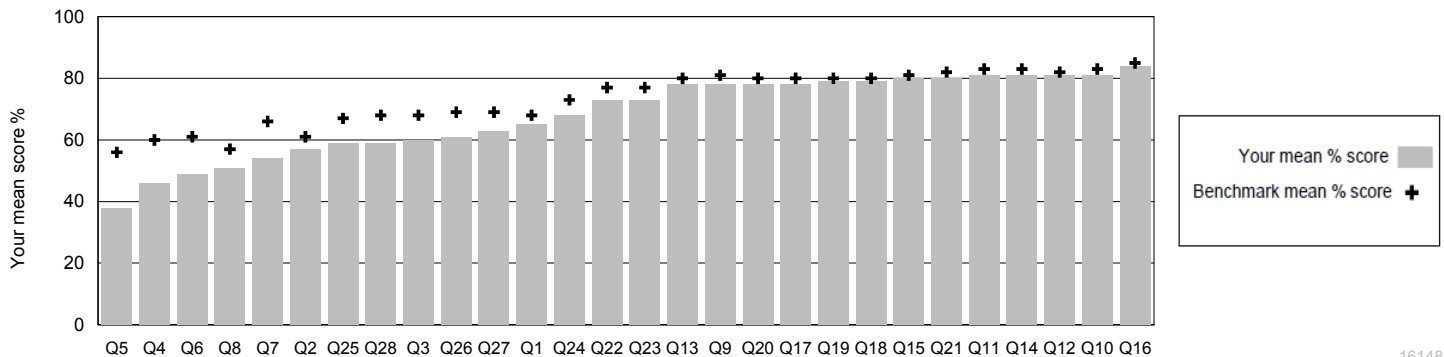
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	65	68	44	64	68	73	92
Q2 Telephone access	57	61	21	51	62	71	97
Q3 Appointment satisfaction	60	68	36	63	68	74	96
Q4 See practitioner within 48hrs	46	60	24	52	60	68	98
Q5 See practitioner of choice	38	56	24	47	56	65	97
Q6 Speak to practitioner on phone	49	61	27	54	61	67	89
Q7 Comfort of waiting room	54	66	38	61	66	72	89
Q8 Waiting time	51	57	28	50	56	63	90
About the practitioner							
Q9 Satisfaction with visit	78	81	49	77	82	86	97
Q10 Warmth of greeting	81	83	49	79	83	87	98
Q11 Ability to listen	81	83	50	79	84	88	98
Q12 Explanations	81	82	51	78	82	87	98
Q13 Reassurance	78	80	50	76	81	86	97
Q14 Confidence in ability	81	83	51	79	84	88	98
Q15 Express concerns/fears	80	81	50	77	82	86	97
Q16 Respect shown	84	85	51	81	85	89	98
Q17 Time for visit	78	80	47	76	81	85	97
Q18 Consideration	79	80	50	75	80	85	96
Q19 Concern for patient	79	80	50	76	81	85	97
Q20 Self care	78	80	50	76	80	84	95
Q21 Recommendation	80	82	48	78	83	87	98
About the staff							
Q22 Reception staff	73	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	73	77	52	72	76	81	98
Q24 Information of services	68	73	47	69	73	78	95
Finally							
Q25 Complaints/compliments	59	67	41	62	67	72	91
Q26 Illness prevention	61	69	45	65	69	73	94
Q27 Reminder systems	63	69	43	63	69	73	93
Q28 Second opinion / comp medicine	59	68	43	63	68	72	92
Overall score	69	73	49	69	74	78	94

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

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires. 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 (10001-12000 patients)

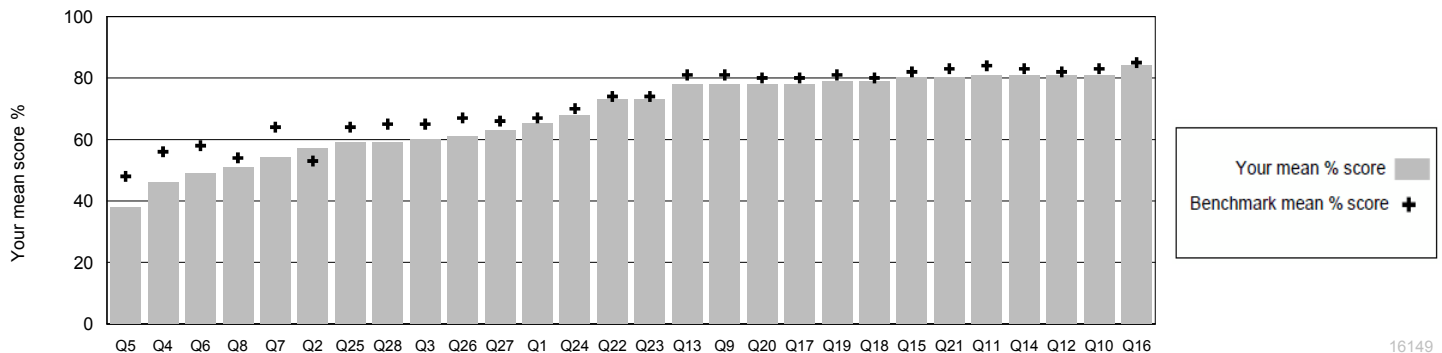
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	65	67	55	63	67	70	80
Q2 Telephone access	57	53	27	46	53	62	79
Q3 Appointment satisfaction	60	65	49	61	66	70	81
Q4 See practitioner within 48hrs	46	56	31	48	56	62	82
Q5 See practitioner of choice	38	48	26	41	48	54	72
Q6 Speak to practitioner on phone	49	58	32	52	59	64	78
Q7 Comfort of waiting room	54	64	45	59	64	70	78
Q8 Waiting time	51	54	32	50	54	60	68
About the practitioner							
Q9 Satisfaction with visit	78	81	60	78	81	86	94
Q10 Warmth of greeting	81	83	63	79	83	87	96
Q11 Ability to listen	81	84	64	80	84	88	96
Q12 Explanations	81	82	64	79	83	86	94
Q13 Reassurance	78	81	63	77	81	85	94
Q14 Confidence in ability	81	83	64	80	84	87	95
Q15 Express concerns/fears	80	82	64	78	82	86	93
Q16 Respect shown	84	85	64	82	86	89	96
Q17 Time for visit	78	80	61	76	81	85	93
Q18 Consideration	79	80	61	76	80	85	93
Q19 Concern for patient	79	81	61	77	81	85	94
Q20 Self care	78	80	62	76	80	84	93
Q21 Recommendation	80	83	64	79	83	87	94
About the staff							
Q22 Reception staff	73	74	55	71	75	78	84
Q23 Respect for privacy/confidentiality	73	74	57	71	75	77	85
Q24 Information of services	68	70	53	67	71	74	82
Finally							
Q25 Complaints/compliments	59	64	47	61	65	68	77
Q26 Illness prevention	61	67	49	64	67	70	80
Q27 Reminder systems	63	66	52	62	66	70	81
Q28 Second opinion / comp medicine	59	65	51	62	65	69	79
Overall score	69	72	58	69	72	75	83

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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*Benchmarks are based on data from 193 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 51,023 patient questionnaires.
 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 (10001-12000 patients)



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Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	33	69	71	48	67	72	76	87
25 - 59	123	69	72	57	68	72	75	83
60+	48	66	73	56	70	74	77	84
Blank	19	72	70	48	64	70	75	88
Gender								
Female	137	68	72	52	68	72	75	83
Male	64	69	73	56	70	73	77	84
Blank	22	73	70	50	65	70	75	92
Visit usual practitioner								
Yes	63	69	74	59	72	75	78	85
No	115	68	69	53	65	69	73	82
Blank	45	70	70	51	66	71	75	85
Years attending								
Less than 5 years	79	69	72	56	68	73	77	87
5 - 10 years	38	71	71	53	67	71	76	87
More than 10 years	84	66	73	58	69	73	76	84
Blank	22	72	70	50	66	70	75	86

*Benchmarks are based on data from 193 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 51,023 patient questionnaires.

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	27/07/2016	03/02/2014	21/03/2013
Q1 Opening hours satisfaction	65	65	63	57
Q2 Telephone access	57	54	59	52
Q3 Appointment satisfaction	60	64	58	49
Q4 See practitioner within 48hrs	46	48	43	35
Q5 See practitioner of choice	38	48	41	37
Q6 Speak to practitioner on phone	49	53	54	52
Q7 Comfort of waiting room	54	58	53	52
Q8 Waiting time	51	56	45	48
Q9 Satisfaction with visit	78	79	73	66
Q10 Warmth of greeting	81	81	78	70
Q11 Ability to listen	81	83	77	70
Q12 Explanations	81	81	75	69
Q13 Reassurance	78	79	73	66
Q14 Confidence in ability	81	81	75	69
Q15 Express concerns/fears	80	81	75	67
Q16 Respect shown	84	85	80	72
Q17 Time for visit	78	77	70	63
Q18 Consideration	79	79	72	67
Q19 Concern for patient	79	79	75	67
Q20 Self care	78	79	74	66
Q21 Recommendation	80	81	76	67
Q22 Reception staff	73	73	68	60
Q23 Respect for privacy/confidentiality	73	74	67	61
Q24 Information of services	68	70	64	57
Q25 Complaints/compliments	59	64	58	54
Q26 Illness prevention	61	66	64	56
Q27 Reminder systems	63	67	62	58
Q28 Second opinion / comp medicine	59	64	60	53
Overall score	69	70	65	59

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 left blank those answers in which I have no experience.
- The receptionist with whom I spoke on the phone was over-familiar and should have asked if it was alright to address me by my Christian name. A matter of simple good manners.
- None, excellent front of house staff really help the practice work wonderfully.
- Appointment time for GP sometimes nearly three weeks more.
- I don't feel it is necessary to have to explain in detail the need for appointment on phone to receptionist.
- None they can always do better!
- Easy phone calls.
- For the practice, it's for the person (patient) to understand what to expect from the visit.
- Consistency of reception: today was excellent; often, the front desk seems determined to keep patients from seeing doctors.
- I think this is a very good practice and would recommend it.
- Telephone sessions impractical. Difficult to hear. Counterproductive.
- My experience with different doctors has varied. One locum and one doctor did not explain my treatment at all. My current usual doctor is very good at explaining and very sympathetic.
- Not really. But the member of staff on the reception was very helpful, kind and understanding.
- Dispense with telephone diagnosis (need to be seen).
- Re: Q28 - I left this blank because I haven't experienced this although I would very much be keen to try both second opinion and complementary medicine.
- I wish it wasn't as difficult to book an appointment. It usually takes weeks to see someone and for such a short window of time.
- More people at reception.
- Answer calls.
- The queuing system does not work!
- Waiting time is always too long.
- Two of the GPs I see/wish to see work part-time, which makes it hard to get appointments sometimes in a reasonable timeframe. I think this is a problem for all practices though!
- My only frustration is really the inability to make an appointment. You're always fully booked unless it's an emergency.
- One doctor is an amazing doctor!
- More respect to transgender and LGB patient.
- My appointment was very late, I waited over 45 minutes to see the doctor, after my appointment was booked. Also, receptionist always asks what I need to see the doctor for which is not their business.
- It used to be worse. In the past the receptionists were considerably rude and aggressive.
- The doctors in general are good but reception staff can make it difficult and are not understanding at times.
- Have more available appointments sooner. The appearance of GP look more appealing.
- Friendlier staff - some in particular are rude (not today's staff).

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?

- Keep up the good work!
- The practice is quite nice. I always get answer to my calls, and staff are very respectful people.
- I waited for 40 minutes over my appointment time. As I had a 9:15 appointment this shouldn't be the case.
- Generally, based on many years with this practice, all the doctors I have been seen are excellent and effective. Some have called me with updates which I really appreciate. Direct, timely communication is highly effective and efficient. The reception staff come across as being negative and intimidating. Recently, they seem to be warmer.
- One of the receptionists is pretty rude - they act as though patients are an inconvenience and a nuisance. That receptionist's manner on the phone and in person is abrupt and dismissive - it's quite upsetting. If they could reflect and rethink I would hope that would resolve this.
- Turnover of doctors/nurses is high. Therefore you do not get to see the same doctor on a regular basis if needed.
- When sending to another GP on Saturday (out of service) my blood test outcomes were lost. Perhaps would be good to add/improve the tracking system.
- I would love to have a better chance to see the doctor that I want, that's hard most of the time.
- This is the best visit/appointment I've had at this clinic since I joined years ago. Professionally, really listened to me.
- The experience today was pretty satisfactory but I've come several times to get the treatment I knew I needed it since my first appointment but they said before it wasn't available under NHS.
- In the past years I've had some really bad/rude experiences with the staff at the reception/phone that some other visitors agreed. But over the past year or two it's been much better! Thanks! (Was even asked what my plan was for rest of day!)
- Not regarding today's appointment, but two weeks ago I was left to wait over 45 minutes for a repeat prescription that the practice had lost. No apology at the end. Would have appreciated some follow-up on this mistake.
- Appointment waiting times are too long (waiting weeks to see a doctor). So a shorter appointment system would be better.
- I don't think any improvement is necessary!
- In the past I have found it difficult to make an appointment as my working hours and practice hours were not very compatible. I do need to plan ample time in advance for a routine appointment - this time almost three weeks! If possible, shortening waiting times would improve the service.
- I am registered here and I have an ongoing condition, I was overdue a review but every time I called I was told no appointments can be made on the day. Not even a month and I had to try every day to see if there was a cancellation. I gave up in the end and was left without medication for months. I lost my confidence in this surgery. I had lots of side effects due to the lack of medication. Not easy to get an appointment.
- Generally a great team. I think the phone lines should open earlier for patients to call. Especially young children and those that go to work early. This way there is a better chance for an appointment before school/work. More convenient.
- Phone service could be better.
- Being able to see same doctor more than once! And smear tests had here were my worst of many.
- I feel that the practice is doing reasonably well in all areas with which I have been involved.
- Notes of hospital prescriptions could be more accessible. Reminders of due injections could be sent.
- A clock in the upstairs waiting room.
- I don't get text reminders anymore.
- Poor service by reception staff.

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 think the place is top notch. Not much I can think of to be honest.
- Practice is OK. I have found the practice over many years very satisfactory. But I do have concerns about some doctors following protocols and not necessarily listening to needs of patients.
- I love this practice.
- I think the practice is exemplary in terms of service standards. One particular aspect I have noticed is that regardless of the doctor seen, the standard is excellent.
- Online booking service.
- I never ever see the same GP. Reception telephone triage regarding determining "emergency" appointment (or wait three weeks) is a little abrupt rather too often. Maybe an immediate appointment would be better terminology. Emergencies are for A&E.
- A shorter waiting time to see the doctor, three weeks is a bit ridiculous.
- Phone line is bad.
- One member of staff is very professional. One receptionist is very welcoming and professional and a great asset to the practice. Two other members of staff are always accommodating, kind and respectful when assisting me.
- Open longer hours at nights and/or Saturday.
- It can sometimes be a long wait to get an appointment with a doctor. Is there a way of speeding up this process?
- Waiting times for non-emergency appointments feels very long which pushes everyone into surgery their issue is an "emergency". For "urgent" appointments the service is very good. Any chance of more evening opening?
- I have already given my suggestions again and again but fell into dead ears, so I refrain to give them here.
- Staff helpful.
- No scope for improvement visible!
- None whatsoever. Very professional, respectful. I'm really pleased and lucky to be registered here for many years.
- Many years ago I could come and wait to see one doctor for about 20 minutes, several years after that I would either have to wait/book one day for that doctor - or see another doctor immediately. Since then: more and more doctors - longer and longer waiting times. Sometimes weeks - sometimes no space at all! So over many years a serious deterioration in access and continuity. I believe the managers of the clinic are to blame. I cannot see that other factors (like change in number of clinicians, demography, etc.) could have caused this. Happy to discuss this.
- Greater continuity and likelihood I will be able to see the same doctor. Time waiting for an appointment too long and not covered by same day/emergency availability.
- Very good practice, reliable and clean.
- I have a recurring problem, which is quite complex. The opportunity to see a doctor familiar with my care would be very helpful. Reminders for Vit B injections.
- Opening Saturday morning for emergencies.

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?

- Depends who do you see!
- Introduce her/himself before each appointment.
- None. Excellent doctors and nurses.
- Usual clinician? What's that? Staff are generally very nice and helpful but they change every five minutes and then the patient is expected to bring the new doctor up to speed and relate the current problem in six minutes.
- The receptionists are generally excellent although have had the occasional "offhand" treatment. It's difficult when they have to do paperwork/screen-work and receive patients at same time.
- I have a condition and the doctor recommended I run up and down stairs (a few months ago I fell slowly descending stairs!).
- One doctor is fantastic - and I so appreciated they had read my notes in advance.
- One doctor is sadly leaving the practice. I couldn't be more sorry - I think this doctor is terrific, a loss to us all.
- The doctors and nurses I have always seen are fantastic - one doctor in particular is fantastic!
- One doctor - don't be annoyed and p**** because I'm angry by your lack of help and negligence of my care.
- With female care, e.g. going on the pill, not all options are explained and sometimes doctors forget we don't know everything so different pills and explanations would be appreciated.
- One doctor I saw two times ago was particularly poor and not very friendly at all so they could have been a little more considerate - pay attention to how the patient is feeling and coming across.
- Doctors don't really care much if they think it is not something serious, but it might be serious. And they are not assured I leave with a satisfied answer. That doesn't apply to all of them.
- Today, I had an asthma review with one nurse. They were pleasant and knowledgeable, but was initially unable to issue prescription (inhalers and hay fever tablets) until I said that this would be inefficient. The nurse managed to get an emergency doctor to sign the prescription.
- The doctor was excellent! Professional, comprehensive, need more doctors like this one. Support doctors more with time - they do their very best - but need more flexibility.
- No, they were really great!
- They are all very kind and understanding, but the whole system is too slow.
- Stay at the practice for longer. I try to stick to one doctor if possible but feel each time I get to that comfort level, they either leave the service or do not have enough appointments to offer. Would be great if something can be done about this.
- More time!
- Very good.
- One doctor is a lovely doctor.
- And its staff. They have been a lifeline for me.
- Previously when I visited with a shoulder injury I would have appreciated more explanation of the injury - I think this would have helped with recovery.
- Very upset that one doctor has left the practice, however one other doctor said that they wanted to help me and would be understanding of my mental illness.
- N/A. All good.
- The nurse was excellent!
- Patients must see always same doctor and appointments at most in a week or earlier.

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?

- Still waiting for appointment. Doctor running late.
- None at all!
- It was here that my partner found out that they had cancer and the attention they received was just perfect. They are fine now. Thanks.
- Very caring.
- Some indication of special knowledge of individual areas of knowledge an expertise. Greater willingness to ensure coordination of hospital/specialist treatment of multiple conditions.
- Very competent, as good as the next one.

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 = 223

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	31	74	65	48	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (31 \times 25) + (74 \times 50) + (65 \times 75) + (48 \times 100)}{(223 - 4)} = 14,150/219$$

Your mean percentage score for Q1 = 65%

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

Question	Your mean score (%)
Q1 Opening hours satisfaction	65

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	64	68	73	92

16148

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

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

Certificate of Completion

This is to certify that

Holborn Medical Centre
64 - 66 Lamb's Conduit Street
London
WC1N 3NA

Practice List Size: 11733

Surveys Completed: 223

has completed the

Improving Practice Questionnaire

Completed June 2019



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.