

Private and Confidential

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Improving Practice Questionnaire Report

Colne Valley Family Doctors

November 2013



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08 November 2013

Dear Mrs Anderson

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=161392>

Please contact the office on 0845 5197493 or 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 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	7	38	91	75	26	6
Q2 Telephone access	34	88	66	34	17	4
Q3 Appointment satisfaction	13	40	90	67	30	3
Q4 See practitioner within 48hrs	46	69	62	43	19	4
Q5 See practitioner of choice	47	76	66	33	13	8
Q6 Speak to practitioner on phone	9	43	87	53	32	19
Q7 Comfort of waiting room	1	24	121	74	22	1
Q8 Waiting time	35	78	78	36	3	13
Q9 Satisfaction with visit	0	6	40	77	109	11
Q10 Warmth of greeting	0	3	26	82	122	10
Q11 Ability to listen	0	3	24	71	135	10
Q12 Explanations	1	3	29	79	120	11
Q13 Reassurance	2	5	30	74	120	12
Q14 Confidence in ability	1	5	23	74	130	10
Q15 Express concerns/fears	0	5	27	74	123	14
Q16 Respect shown	0	4	19	67	142	11
Q17 Time for visit	1	3	40	72	118	9
Q18 Consideration	0	3	31	76	106	27
Q19 Concern for patient	1	3	31	72	109	27
Q20 Self care	0	5	32	77	101	28
Q21 Recommendation	1	3	28	59	123	29
Q22 Reception staff	1	8	50	101	74	9
Q23 Respect for privacy/confidentiality	3	11	67	86	64	12
Q24 Information of services	7	16	66	83	52	19
Q25 Complaints/compliments	6	17	86	62	28	44
Q26 Illness prevention	2	16	90	64	43	28
Q27 Reminder systems	11	24	73	63	43	29
Q28 Second opinion / comp medicine	2	14	77	49	30	71

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

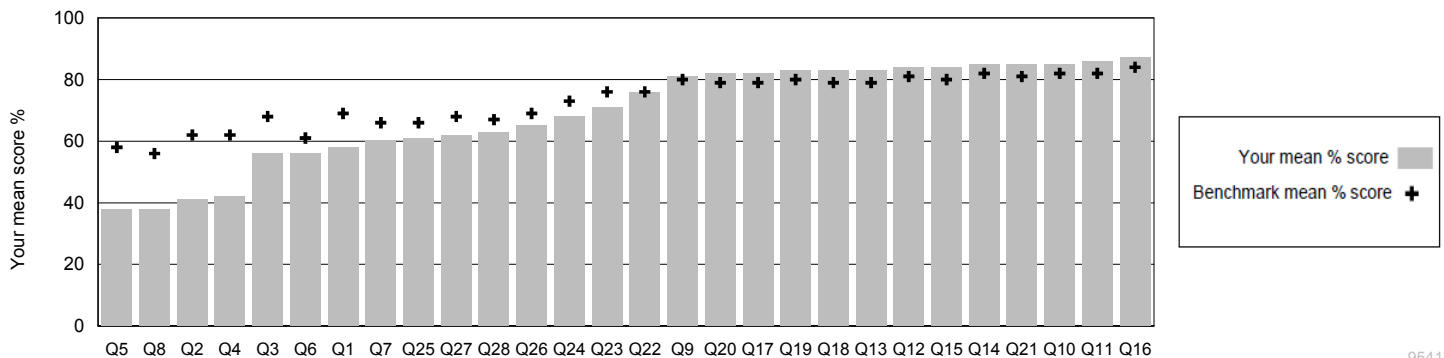
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	58	69	23	64	68	73	92
Q2 Telephone access	41	62	13	53	63	71	92
Q3 Appointment satisfaction	56	68	23	63	68	74	92
Q4 See practitioner within 48hrs	42	62	18	54	62	70	96
Q5 See practitioner of choice	38	58	22	48	57	65	95
Q6 Speak to practitioner on phone	56	61	25	54	61	67	92
Q7 Comfort of waiting room	60	66	27	60	66	71	90
Q8 Waiting time	38	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	81	80	41	76	81	85	97
Q10 Warmth of greeting	85	82	45	78	82	86	96
Q11 Ability to listen	86	82	46	78	83	87	97
Q12 Explanations	84	81	42	77	81	85	97
Q13 Reassurance	83	79	41	75	80	84	98
Q14 Confidence in ability	85	82	43	79	83	87	99
Q15 Express concerns/fears	84	80	45	76	81	85	96
Q16 Respect shown	87	84	49	80	85	88	98
Q17 Time for visit	82	79	38	75	80	84	96
Q18 Consideration	83	79	41	75	79	83	98
Q19 Concern for patient	83	80	43	76	80	84	97
Q20 Self care	82	79	38	75	79	83	97
Q21 Recommendation	85	81	41	78	82	86	99
About the staff							
Q22 Reception staff	76	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	71	76	43	72	76	80	96
Q24 Information of services	68	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	61	66	31	62	66	70	96
Q26 Illness prevention	65	69	34	64	68	72	96
Q27 Reminder systems	62	68	27	63	68	72	96
Q28 Second opinion / comp medicine	63	67	30	62	67	71	96
Overall score	69	73	35	69	73	77	95

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

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



9541

Your patient feedback

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

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	58	67	48	64	67	71	86
Q2 Telephone access	41	60	28	54	61	67	85
Q3 Appointment satisfaction	56	67	46	62	67	72	87
Q4 See practitioner within 48hrs	42	60	30	53	60	67	86
Q5 See practitioner of choice	38	55	28	47	55	61	84
Q6 Speak to practitioner on phone	56	59	29	53	58	66	84
Q7 Comfort of waiting room	60	64	39	60	65	69	82
Q8 Waiting time	38	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	81	80	44	76	80	84	93
Q10 Warmth of greeting	85	82	46	78	82	85	94
Q11 Ability to listen	86	82	46	79	82	86	95
Q12 Explanations	84	81	45	77	81	85	94
Q13 Reassurance	83	79	44	76	80	84	94
Q14 Confidence in ability	85	82	47	79	82	87	95
Q15 Express concerns/fears	84	80	46	77	80	84	93
Q16 Respect shown	87	84	49	80	84	88	95
Q17 Time for visit	82	79	51	76	79	83	94
Q18 Consideration	83	78	41	74	79	83	91
Q19 Concern for patient	83	79	43	76	80	84	93
Q20 Self care	82	78	46	75	79	82	91
Q21 Recommendation	85	81	47	78	82	86	95
About the staff							
Q22 Reception staff	76	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	71	75	45	72	75	78	88
Q24 Information of services	68	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	61	65	50	62	66	69	85
Q26 Illness prevention	65	67	36	64	67	71	85
Q27 Reminder systems	62	66	29	63	66	70	85
Q28 Second opinion / comp medicine	63	66	53	62	66	69	86
Overall score	69	72	45	69	72	76	87

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

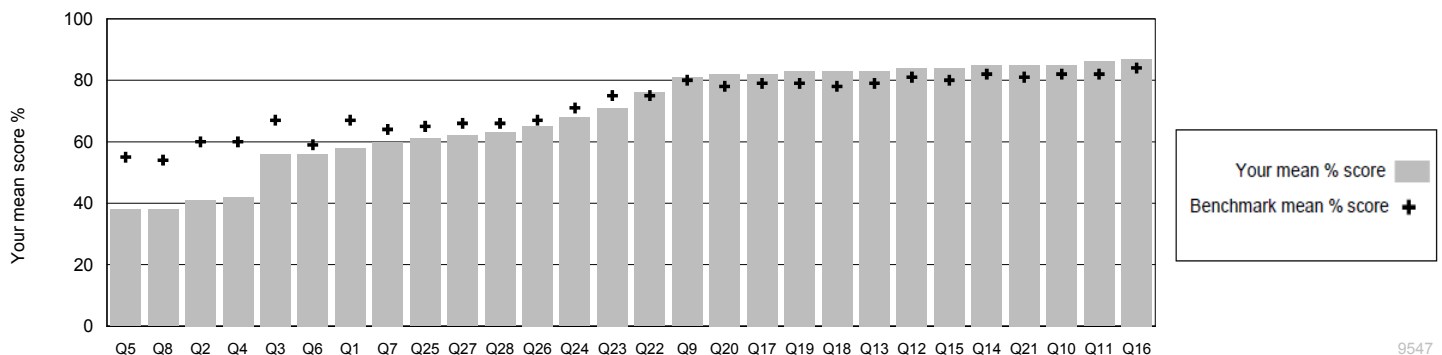
9547

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

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)



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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	Maximum
Age								
Under 25	22	63	70	44	65	70	75	92
25 - 59	124	69	71	44	68	72	75	93
60 +	83	73	74	43	71	75	78	87
Blank	14	62	70	46	64	70	77	91
Gender								
Female	138	71	72	42	68	72	76	86
Male	85	69	73	46	69	74	77	91
Blank	20	63	71	45	65	71	75	93
Visit usual practitioner								
Yes	120	72	74	46	71	75	78	90
No	87	67	69	38	65	69	73	92
Blank	36	66	71	46	66	71	75	87
Years attending								
< 5 years	27	69	72	53	68	72	76	92
5 - 10 years	36	72	71	38	67	72	76	91
> 10 years	161	69	73	45	69	73	77	85
Blank	19	63	71	45	66	70	77	92

*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	17/12/2012	22/02/2012	21/08/2008
Q1 Opening hours satisfaction	58	65	63	66
Q2 Telephone access	41	50	44	52
Q3 Appointment satisfaction	56	63	59	64
Q4 See practitioner within 48hrs	42	55	48	65
Q5 See practitioner of choice	38	48	44	54
Q6 Speak to practitioner on phone	56	65	59	65
Q7 Comfort of waiting room	60	61	59	71
Q8 Waiting time	38	53	45	59
Q9 Satisfaction with visit	81	76	79	78
Q10 Warmth of greeting	85	78	81	80
Q11 Ability to listen	86	79	82	81
Q12 Explanations	84	78	80	80
Q13 Reassurance	83	77	79	79
Q14 Confidence in ability	85	80	82	83
Q15 Express concerns/fears	84	78	80	80
Q16 Respect shown	87	81	82	83
Q17 Time for visit	82	78	78	74
Q18 Consideration	83	78	79	79
Q19 Concern for patient	83	77	78	80
Q20 Self care	82	78	77	--
Q21 Recommendation	85	80	80	82
Q22 Reception staff	76	78	75	78
Q23 Respect for privacy/confidentiality	71	75	73	77
Q24 Information of services	68	75	69	74
Q25 Complaints/compliments	61	68	62	71
Q26 Illness prevention	65	71	65	73
Q27 Reminder systems	62	70	63	74
Q28 Second opinion / comp medicine	63	67	62	70
Overall score	69	71	69	73

-- no data available, question introduced in October 2009.

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?

- The practice could do more for the disabled, wheel chairs, and definitely for the profoundly deaf, the need text service or minicom service, so they can have a better quality of life.
- The only improvement as far as I can see would be to be able to contact more easily by phone on the day you feel ill. Phones can be constantly engaged until all appointments are gone! However, it is then possible to speak to a doctor later, so that is very good.
- Punctuality. Appointment booking 'in advance' is a nightmare but I think the system is a standard nightmare across most practices. Maybe the online system will ease it. It would be good to see our own doctor more but appreciate it's difficult.
- Late nights. Saturday mornings.
- Make it easier to make an appointment.
- Back to the system of one doctor per patient - and not relying on the computer.
- More comfortable waiting room. Less simple and clinical warmer environment. Shorter waiting times (30 mins).
- My opinion about the Colne Valley Family Doctors is that all staff do a fantastic job under difficult circumstances. All the GPs and nurses, midwives here are brilliant and can relate to and communicate well with people of all ages and abilities. I have been very well supported with ongoing mental health needs but with the GP and counsellor's I can see a way through it all.
- People contact the doctor as a last resort and therefore expect to be able to see a doctor promptly. Often this is impossible. They don't expect to have to wait a week or more!
- Problems getting through on the phone - perhaps being able to book appointments via the net.
- I find the reception staff excellent. They are always sensitive of your needs when booking appointments. They provided great support to me when I was in reception in pain with my children. The doctors I have seen have all been professional, thorough and reassuring. Excellent care.
- Getting an appointment is still difficult at times. I have had to wait six days to get this appointment with my chosen doctor.
- Improved telephone contact as often impossible to get through to the surgery.
- On many occasions I have been waiting well over an hour after my appointment time to see a doctor, people should not be left waiting that long.
- Car park is very small.
- Appointments are never on time - work towards being on time. My appointment was 25 minutes late.
- Stop the book on day appointments or at least have more pre-bookable ones.
- Keep to the appointment times. I was 30 mins late going in for my appointment, then the doctor asked me if I had any other concerns, because I am conscience of the time.
- Change appointment system. Sometimes it is a farce!
- If doctor running late, it would be nice to be notified.
- Previous times I have tried to make appointments have being difficult. Until last week I had no idea I could book online (and come in for a pin) and was only told after I had tried to ring for an appointment first thing in the morning only to be told no appointments were available. As I have previously being told I can't make appointments in advance for repeat prescriptions and to call back I did not appreciate being reprimanded for not being flexible when I work full time in Leeds and cannot take multiple days off to book an appointment. I sincerely hope the new online process improves this greatly and stop miscommunication between reception and patients.
- Extended opening hours. Past normal tea time would be a great benefit for those working.
- More appointments, think you forget that people work. Also not been able to get an appointment for over a week is just wrong.

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?

- Frustrating being on the phone from 8am prompt and finding it always engaged! This could and should be altered.
- More appointment should be available on day - when you ring on date of appointment there is never none available. As I work full time I can only see doctor on my rota day off which is one in every three weeks.
- Maybe an evening or Saturday morning session, can be hard getting here with work commitments during practice hours.
- I can only get an appointment with my preferred doctor if I book it two weeks in advance which due to my health problems is not usually possible due to flair ups. It is very distressing seeing other doctors who are not familiar with my history and when I have to repeat my 16 year history with each time.
- Busy and both staff and doctors cope well. No overall complaints at all. Friendly and helpful. Moving into the IT world is very good. Well done.
- Call at 8am to make an appointment is a very poor service. Every time I do it rings engaged. This is a very frustrating process, especially when you do not feel well. I would strongly recommend that you get a queuing system for calls at this busy time. Excellent past doctor practice is the triage list, doctor calling back - really think this is great.
- More on the day appointments. More blood testing days.
- 24 hours operation open Saturdays, if not 24 hour then open until 10pm. The pharmacy in the practice is very good well done!
- Book on the day appointments, very hard to get through and get appointment. Would be nice to see usual doctor.
- Not very private at reception.
- Excellent.
- Cannot recall any.
- I am very respectful of this hard working practice. Well done.
- Appointment system is terrible having to call on the day is not good for many people. When you do call appointment have gone.
- I've only attended this surgery twice so unable to give a precise opinion at this time.
- The service is excellent.
- Offer a late practice e.g. until 8:00pm twice a week for those patients who work full time. Ensure patients' notes are read before appointment, e.g. last year doctor did not realise I'd had a caesarean despite documentation from midwife. Improve how patients contact practice for appointments - it seems you need to turn up at 8:00am to have a chance of an appointment. Improve access to appointments, e.g. I had to ring seven mornings in a row before gaining an appointment. I should have had access.
- Will be interested to use online appointment system. Keep evening surgery for those who work full time.
- It's often hard to get through on the phones unless you ring non-stop from about 7:58am. I do understand/respect it's busy but for elderly people I think this may be often difficult and stressful.
- More health information in waiting room.
- The appointment process is very poor. I very rarely see the doctor of my choice at a time that suits me. I work 8-6 Mon-Fri so getting an appointment is difficult. The reception staff often ask confidential questions and don't respect my privacy!
- I personally believe the practice is forward looking.
- Getting to see the doctor of choice can be difficult if it's urgent. The phone being engaged constantly from 8:00am is frustrating.
- The new system of booking appointments online is excellent. What would be beneficial also online is if we could access our results e.g. blood results.

Your patient feedback

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

Any comments about how this practice could improve its service?

- More accessible pre-bookable appointments.
- Easier access to the doctor. Better out of hours service.
- It doesn't need improving.
- There are difficulties in obtaining an appointment when needed and then you are offered appointment with locum or unfamiliar GP. This causes me anxiety and distress as I don't feel they know me well enough so I often do not accept appointment resulting in my illness deteriorating. Longer appointment times would prevent me feeling rushed.
- The availability of more appointments that can be booked further in advance of just that day that you ring. More people to take telephone calls first thing in the morning.
- Every visit to see a doctor runs at least 50 minutes late. I can't remember the last time I saw the doctor on time. This problem needs attention!
- More flexible appointment times. Quicker response when telephoning.
- The phone service is as good as it can be given government intervention; my recollection is that it was better before they intervened.
- Waiting times - appointments are always late. I appreciate that consultations are never rushed, which is good, but maybe the scheduling is over-optimistic.
- There has been some deterioration in the admin service within the last 12 months.
- Being able to get an appointment on the phone!
- Waiting times from telephone call to seeing a doctor not good. Early/late availability very limited.
- It can be upsetting phoning up and being told to phone up the following day.
- I'm not sure how to go about it but you can call at 8am on the dot, the line can be engaged and when you get through there are no appointments. Can be hard to get an appointment on the day you call.
- Booking is very difficult and needs to be improved.
- It is difficult to get through by phone at 8:00am to make an appointment. Often need to call 20-30 times.
- By trying to improve the making of appointments over the phone.
- Problem is getting an appointment. Have to ring at exactly 8:00am and wait to get through. On many occasions by the time you get through - all booked up. Can't make non-emergency appointments in advance other than evening surgery. Evening is good but only once a week and have to wait 2 weeks to get in.
- To be able to get through on phone and make an appointment for the following day or so.
- Have an easier way to make an appointment - 8am is a busy time in a home with children and if you miss 8am you miss an appointment that day. Perhaps more than one phone line at this time of day.
- Better appointment system and more user friendly with options for different times. More late surgery times.
- Not really.
- Overall I cannot find fault with this practice.
- It would be nice if the staff on reception could tell the patients why there is such a long delay in seeing the doctor when we have been sat waiting. This causes distress to some of us. Will the results of the survey be shown in waiting area?
- See patients on time - if I have the courtesy to turn up on time, I expect the same from the doctor. The notice in the surgery about waiting 30 minutes before reporting back to reception is unacceptable.
- Layout of waiting room too formal (not relaxing) could be improved be coffee tables etc. If the doctor running late let the patients know.

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 still don't care for the appointment system.
- Maybe a telephone waiting system rather than having to constantly phoning back.
- Be able to get an appointment on the day most of time you ring at 10 past or 15 past 8 and all appointments gone!
- Advice needs to be made available about online booking to everyone. Perhaps sent out with PIN numbers. More appointments available to be booked online out of 'working hours'.
- If the doctor is running really late text the patient to let them know so they are not waiting in the waiting room for a long time especially with children. More things for children to do while waiting.
- Some of the receptionists can be rather rude on the phone and make me fearful of phoning up, especially when I have an anxiety problem anyway.
- Not have to wait ages past the time you booked for.
- Can't think of anything!

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?

- We need more communication between doctor patient, not receptionist.
- I feel confident and comfortable with the doctor.
- Being more available - i.e. five days minimum at the practice.
- Never makes me feel rushed even when she is running late.
- Some GPs seem to have trouble keeping to time but I do appreciate that this is difficult and people can take longer than 10 minutes to sort out a person's health concern.
- Not necessarily one for the doctors more the structure of care. I would like more readily available mental health counselling or support. My husband has been ill previously and I had to gain help via the Sure Start centre as waiting period via GP too long. This is a constant worry for me.
- I think most of the doctors here are good. It's getting to see the one of your choice that needs to improve.
- Excellent and sensible.
- Just like to say thank you, she listened to me. Checked my history asked if there was anything more she can do. Offered lots of help and advice. Thank you!
- Perhaps doctor could allow more consultation time per patient.
- This doctor has supported me through a wide range of issues, and has been fantastic, whatever the problem. Could not recommend her highly enough.
- None at all.
- Could take a bit more time with you.
- My doctor is fantastic - restores my faith in GPs - I'm so glad I found her.
- The time I came the doctor forgot about the late appointments and therefore had to see another doctor/nurse.
- Doctor did not come!
- None whatsoever. Excellent meeting and friendly discussion.
- No, this doctor was excellent - providing a confident and reassuring service.
- Waiting times need to be reduced. Either appointment times to be increased or more GPs on site to fulfil the demands of a practice covering such a large area!
- None. Felt extremely comfortable speaking with the doctor and felt she did all she could to help me.
- No improvement required.
- I have seen this doctor for years and she is great!
- I would like to develop a rapport with a doctor. It seems when I see a new doctor I am go through every detail of my illnesses again - I sometimes feel only certain doctors care.
- None really, I'm happy with my doctor.
- My doctor is brilliant which is why I always want to see him.
- If been seen by unfamiliar GP then time spent reading notes may help me not having to explain things that I ready feel embarrassed about.
- None - excellent! Thank you.
- I have every confidence in the doctor.
- Try to keep appointments as brief as possible to enable people not to have top wait so long. My appointment today was 35 mins late.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- No - he's comes across as very kind and caring. Has been great with my children when he's seen them.
- Become a consultant - lol.
- I am not qualified to comment on this question.
- Great doctor. Friendly and understanding would recommend.
- Two of the doctors are amazing they don't need to improve anything, and this doctor.
- More women.

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 = 243

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	7	38	91	75	26	6

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(7 \times 0) + (38 \times 25) + (91 \times 50) + (75 \times 75) + (26 \times 100)}{(243 - 6)} = 13,725/237$$

Your mean percentage score for Q1 = 58%

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	58

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

9541

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



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

Colne Valley Family Doctors

Croft House
Manchester Road
Slaithwaite
Huddersfield
HD7 5JY

Practice List Size: 6310

Surveys Completed: 243

has completed the

Improving Practice Questionnaire

Completed on 08 November 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.