

Private and Confidential

Mrs Jan Parker
Enterprise Practice
Belmont Health Centre
516 Kenton Lane
Harrow
Middlesex
HA3 7LT

Improving Practice Questionnaire Report

Enterprise Practice

December 2014



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

Mrs Jan Parker
Enterprise Practice
Belmont Health Centre
516 Kenton Lane
Harrow
Middlesex
HA3 7LT

t 0845 5197493
f 01392 824767

e enquiries@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

16 December 2014

Dear Mrs Parker

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=176754>

Please contact the office on 0845 5197493 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': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	6	26	39	15	3
Q2 Telephone access	11	16	30	24	9	1
Q3 Appointment satisfaction	4	14	21	33	17	2
Q4 See practitioner within 48hrs	5	10	21	23	29	3
Q5 See practitioner of choice	5	8	27	28	23	0
Q6 Speak to practitioner on phone	3	4	25	36	18	5
Q7 Comfort of waiting room	3	9	42	23	14	0
Q8 Waiting time	14	34	22	14	3	4
Q9 Satisfaction with visit	0	1	11	26	51	2
Q10 Warmth of greeting	0	0	7	26	57	1
Q11 Ability to listen	0	0	6	24	60	1
Q12 Explanations	0	1	5	32	51	2
Q13 Reassurance	0	0	8	34	47	2
Q14 Confidence in ability	0	0	3	27	60	1
Q15 Express concerns/fears	0	0	6	35	48	2
Q16 Respect shown	0	1	0	26	62	2
Q17 Time for visit	0	0	9	35	45	2
Q18 Consideration	0	1	6	31	51	2
Q19 Concern for patient	0	1	7	28	53	2
Q20 Self care	0	1	8	29	48	5
Q21 Recommendation	0	1	7	18	62	3
Q22 Reception staff	2	7	17	30	34	1
Q23 Respect for privacy/confidentiality	3	5	19	33	31	0
Q24 Information of services	2	8	21	37	23	0
Q25 Complaints/compliments	5	6	22	28	18	12
Q26 Illness prevention	0	9	27	29	16	10
Q27 Reminder systems	5	9	24	26	17	10
Q28 Second opinion / comp medicine	2	6	18	28	18	19

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

Your patient feedback

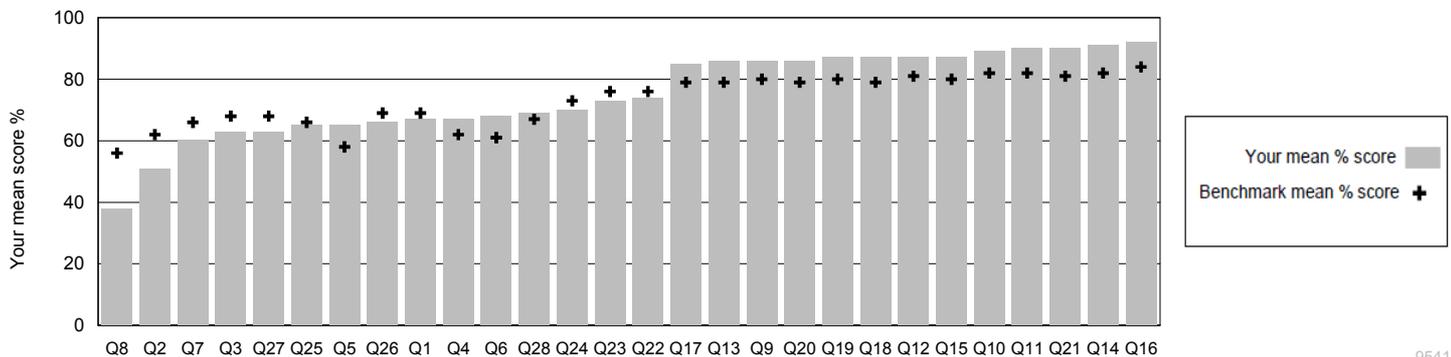
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	69	23	64	68	73	92
Q2 Telephone access	51	62	13	53	63	71	92
Q3 Appointment satisfaction	63	68	23	63	68	74	92
Q4 See practitioner within 48hrs	67	62	18	54	62	70	96
Q5 See practitioner of choice	65	58	22	48	57	65	95
Q6 Speak to practitioner on phone	68	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	86	80	41	76	81	85	97
Q10 Warmth of greeting	89	82	45	78	82	86	96
Q11 Ability to listen	90	82	46	78	83	87	97
Q12 Explanations	87	81	42	77	81	85	97
Q13 Reassurance	86	79	41	75	80	84	98
Q14 Confidence in ability	91	82	43	79	83	87	99
Q15 Express concerns/fears	87	80	45	76	81	85	96
Q16 Respect shown	92	84	49	80	85	88	98
Q17 Time for visit	85	79	38	75	80	84	96
Q18 Consideration	87	79	41	75	79	83	98
Q19 Concern for patient	87	80	43	76	80	84	97
Q20 Self care	86	79	38	75	79	83	97
Q21 Recommendation	90	81	41	78	82	86	99
About the staff							
Q22 Reception staff	74	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	73	76	43	72	76	80	96
Q24 Information of services	70	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	65	66	31	62	66	70	96
Q26 Illness prevention	66	69	34	64	68	72	96
Q27 Reminder systems	63	68	27	63	68	72	96
Q28 Second opinion / comp medicine	69	67	30	62	67	71	96
Overall score	75	73	35	69	73	77	95

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

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

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



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (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	67	71	42	66	72	77	91
Q2 Telephone access	51	71	35	64	73	80	91
Q3 Appointment satisfaction	63	73	38	67	74	80	92
Q4 See practitioner within 48hrs	67	69	31	61	69	77	93
Q5 See practitioner of choice	65	68	33	60	69	76	92
Q6 Speak to practitioner on phone	68	65	38	58	66	72	92
Q7 Comfort of waiting room	60	70	44	64	71	76	90
Q8 Waiting time	38	61	35	53	61	69	90
About the practitioner							
Q9 Satisfaction with visit	86	81	54	76	82	87	97
Q10 Warmth of greeting	89	82	57	77	83	88	96
Q11 Ability to listen	90	82	55	77	83	88	97
Q12 Explanations	87	81	57	76	82	87	97
Q13 Reassurance	86	80	56	75	80	85	96
Q14 Confidence in ability	91	82	58	78	83	88	96
Q15 Express concerns/fears	87	80	55	75	80	86	96
Q16 Respect shown	92	84	58	79	85	89	97
Q17 Time for visit	85	80	56	75	81	86	96
Q18 Consideration	87	79	54	74	80	85	98
Q19 Concern for patient	87	80	54	76	81	86	97
Q20 Self care	86	79	52	74	80	85	97
Q21 Recommendation	90	82	54	77	83	88	97
About the staff							
Q22 Reception staff	74	81	52	77	82	87	96
Q23 Respect for privacy/confidentiality	73	80	55	76	81	85	96
Q24 Information of services	70	77	50	72	78	83	96
Finally							
Q25 Complaints/compliments	65	70	42	65	71	76	96
Q26 Illness prevention	66	72	48	68	73	78	96
Q27 Reminder systems	63	72	50	66	72	77	96
Q28 Second opinion / comp medicine	69	71	45	66	71	76	96
Overall score	75	76	50	71	77	82	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

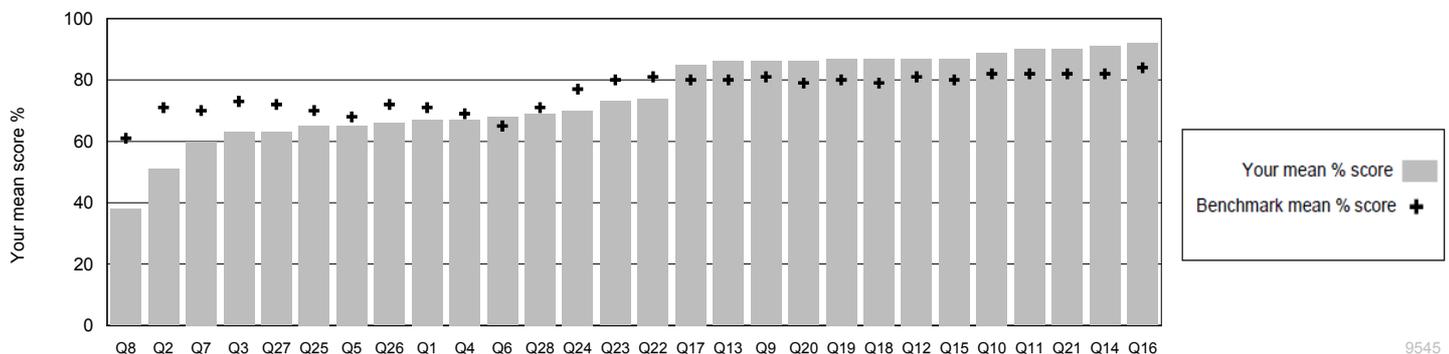
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*Based on data from 185 practices carrying out 248 surveys between April 2010 and March 2013 with 25 or more responses.

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 (2001-4000 patients)



9545

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	5	79	73	46	67	73	80	95
25 - 59	55	73	75	50	71	76	81	94
60 +	28	80	78	47	74	79	83	96
Blank	3	-	-	-	-	-	-	-
Gender								
Female	53	73	76	48	70	77	82	93
Male	34	80	77	51	73	77	82	95
Blank	4	-	-	-	-	-	-	-
Visit usual practitioner								
Yes	69	76	77	50	73	78	82	95
No	13	70	72	38	66	72	79	93
Blank	9	76	74	49	68	73	80	99
Years attending								
< 5 years	14	74	76	51	71	77	81	93
5 - 10 years	13	74	75	49	70	76	81	95
> 10 years	60	76	76	48	72	77	82	96
Blank	4	-	-	-	-	-	-	-

*Based on data from 185 practices carrying out 248 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.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	18/12/2013	11/08/2004
Q1 Opening hours satisfaction	67	67	62
Q2 Telephone access	51	51	60
Q3 Appointment satisfaction	63	66	65
Q4 See practitioner within 48hrs	67	64	59
Q5 See practitioner of choice	65	67	62
Q6 Speak to practitioner on phone	68	65	50
Q7 Comfort of waiting room	60	65	55
Q8 Waiting time	38	44	47
Q9 Satisfaction with visit	86	86	79
Q10 Warmth of greeting	89	89	82
Q11 Ability to listen	90	91	82
Q12 Explanations	87	86	81
Q13 Reassurance	86	86	77
Q14 Confidence in ability	91	91	83
Q15 Express concerns/fears	87	86	79
Q16 Respect shown	92	90	83
Q17 Time for visit	85	83	73
Q18 Consideration	87	84	76
Q19 Concern for patient	87	88	78
Q20 Self care	86	86	--
Q21 Recommendation	90	92	83
Q22 Reception staff	74	76	80
Q23 Respect for privacy/confidentiality	73	77	75
Q24 Information of services	70	72	70
Q25 Complaints/compliments	65	66	62
Q26 Illness prevention	66	68	67
Q27 Reminder systems	63	68	63
Q28 Second opinion / comp medicine	69	67	66
Overall score	75	76	70

-- 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.

Any comments about how this practice could improve its service?

- Saturday appointments.
- Quality of some out of hours doctors are poor and don't provide adequate service. Feels like falling ill on a Friday is the worst possible day. Another doctor is fantastic.
- Weekend/evening opening please. Different system for booking appointments (coming in at 8, not always possible).
- It would be great if you can use 0800 or 020 number in telephone call to book appointment or speak to doctor.
- As regards blood test results and cholesterol checks, etc. the doctor should be calling to talk to you, not the receptionists. No confidentiality on conversation in reception area or when keying in.
- Dislike the 0844 telephone calling system. I can phone abroad for less than calling the surgery.
- The waiting time should definitely improve. We are waiting too much. If the law says it must be a 10 minute appointment, it should be 10 minutes. I do not understand why we are waiting even 40-60 minutes to be seen by a doctor.
- This doctor and their team have always given me a great standard of service! I have told the doctor I'd hate the day they retire or any of their staff move on.
- Very fortunate to have such a caring practice.
- Generally very good. The only problem is getting appointments by telephone.
- Not applicable, because the service is very good.
- I find it is okay as it is.
- This doctor is world class.
- At times it's difficult to get the reception by using the telephone.
- I need to wait 5 weeks for a blood test, why?! I found the reception dirty, crowded and I don't think it's a place for fridges and food. I certainly would not like to work in these conditions - take a look at another health centre. That's what we should have.
- Generally and overall, it's standard is excellent in all fields except referring to the consultant for further investigation and repeat prescriptions in an emergency.
- More appointment times available. Be able to book appointments in advance, e.g. for two weeks time.
- Improve listening skills. Demonstrate patience with clients. Provide clear and accurate information, promote choice. Treat patient with respect and dignity.
- Shorten the telephone message when waiting to be connected to Enterprise Practice.
- If the doors can be opened early. In bad weather (showers and rain), it would be better if the patients can wait inside rather than outside.
- I generally receive very good service.
- I haven't experienced any of the 'finally' section so cannot give a fair judgement.
- Less waiting time would be nice, I would like to given appointment for health checks. I think we have great doctors in this surgery and hence I would not move even though I changed address.
- Blood test appointment times - i.e. if non-fasting blood test appointments only available mid morning - early afternoon meaning you have to take the time off work. If possible to have a walk-in clinic?
- Receptionist staff could be a little nicer.
- Available appointment for children at any time and not be told to bring them to A&E or to a drop in centre in Edgware, it not convenient.
- Better appointment system for working patients, i.e. later evening.

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?

- Lower cost of phone calls.
- Can improve by sending out reminders for blood tests at least once a year.
- Booking.
- They should open on weekends and waiting time very long at the moment.
- 8:30am appointments system is ridiculous. When you ring 8:30, or just 2 minutes after, all the appointments are gone. This is an unnecessary hassle when you are already feeling unwell. Also when booking an appointment, the phone system takes at least 10 minutes before you get through.
- Probably a Saturday morning opening which may ease the Monday morning rush.
- Reduce waiting times - 1 hour waits are not acceptable.
- Difficult to make appointments on the day. All appointments taken by 8:30am. Having small children not always able to come at 8am and wait for appointment.
- Possibly slightly longer hours.
- The Enterprise Practice doctors take care of the patient very perfectly and are very proactive to help the patient and helpful. They meet the patient warmly. I would recommend my friends and family to join Enterprise Practice.
- The only comments I would like to make is about the phone service. The 0845 service is too expensive when you used the landline. Sometimes when they give the GP practice landline, when you call it goes to 111 calls line which you don't get help. They really need to change the phone line.
- The appointment system, i.e. time of calling the practice for an appointment sometimes you hold for 5/10 minutes then all appointments are gone.
- Very good practice.
- To have a toy/play area for young children so they don't run around the waiting room making a noise and disturbance when people are feeling very poorly waiting to see the doctor. Might be nice to have more reading material for the waiting room. When you have a 20 minute wait, sometimes I have heard several people complaining about this!
- It would be great if I could phone at any time to make an appointment without having to compete at 8:30 in the morning.
- I think the staff are very friendly and polite. The staff are excellent.
- Using automatic email confirmation for appointments would be a great help. The 0844 number is extremely expensive for patients.
- Open later hours. More phone lines - I start calling the surgery at 8:27am for an appointment - it says 'surgery is closed' - I keep redialling using 2 phone lines simultaneously, at 8:30am exactly, it says I am position 8 in the queue. When I get through, appointments are all gone.

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?

- Maybe extra doctor would help the crush.
- Doctor is all excellent, it would be great help to patients if they are referred hospitals relevant departments for early diagnosis.
- Danger period for appointment duration. 10 minutes is too short and puts you on edge.
- None!
- None - two of the doctors are brilliant, both to myself and my son, thank you.
- Everything okay!
- This doctor is a complete doctor. Extremely satisfied with the standard of GPs and staff and quality of the surgery.
- The doctor is excellent in their skills but could share their persons/interpersonal skills with their staff. Provide training for staff.
- If there were some days early start and some days open until late so that people at work can attend, instead of having a day off.
- Availability more than 3 days per week.
- I'm happy with both the doctors I always choose to see.
- Both doctors at the practice are fantastic.
- Excellent doctor!
- They should send the specialist soon as possible.
- Doctors are excellent and very caring. I have always come away feeling that we are well looked after as a family and the best has been done for us.
- I could not expect any more from my doctor. Thank you.
- Doctor is excellent.
- No! They are excellent.
- I have no comment about the two doctors. Both are excellent doctors. They are very caring doctors.
- Two of the doctors are both excellent and do not need to improve at all.
- The doctor I saw today is very thorough and I would highly recommend them.
- No! This doctor is very patient, thorough and polite. A super GP and very understanding.
- The doctor was excellent as always. The practice staff were polite and efficient.
- I think two of the doctors are wonderful, but I think one other doctor could be more sympathetic and understanding and less abrupt.
- I think the doctor at the clinic are very responsible and they treat the family warmly and they are excellent.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 91

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	6	26	39	15	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (6 \times 25) + (26 \times 50) + (39 \times 75) + (15 \times 100)}{(91 - 3)} = 5,875/88$$

Your mean percentage score for Q1 = 67%

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	67

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"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<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

Enterprise Practice
Belmont Health Centre
516 Kenton Lane
Harrow
Middlesex
HA3 7LT

Practice List Size: 3670

Surveys Completed: 91

has completed the

Improving Practice Questionnaire

Completed on 16 December 2014



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.