

Private and Confidential
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Improving Practice Questionnaire Report

The Earlsfield Practice

February 2013



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15 February 2013

Dear Ms Pace

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=143434>

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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Explanation of quartiles
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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	10	88	115	57	5
Q2 Telephone access	55	68	74	47	28	7
Q3 Appointment satisfaction	5	29	83	95	64	3
Q4 See practitioner within 48hrs	22	57	71	58	48	23
Q5 See practitioner of choice	18	50	70	72	41	28
Q6 Speak to practitioner on phone	14	39	80	53	46	47
Q7 Comfort of waiting room	5	24	102	79	62	7
Q8 Waiting time	11	52	99	67	44	6
Q9 Satisfaction with visit	0	8	42	83	142	4
Q10 Warmth of greeting	2	7	33	90	144	3
Q11 Ability to listen	1	12	28	85	150	3
Q12 Explanations	1	14	36	97	128	3
Q13 Reassurance	2	13	40	93	128	3
Q14 Confidence in ability	1	8	37	83	146	4
Q15 Express concerns/fears	4	10	43	82	137	3
Q16 Respect shown	0	10	30	76	159	4
Q17 Time for visit	3	12	46	84	130	4
Q18 Consideration	2	12	47	90	116	12
Q19 Concern for patient	1	18	31	94	124	11
Q20 Self care	0	17	44	89	115	14
Q21 Recommendation	0	16	36	67	147	13
Q22 Reception staff	17	28	84	90	42	18
Q23 Respect for privacy/confidentiality	6	26	80	94	54	19
Q24 Information of services	10	29	85	80	48	27
Q25 Complaints/compliments	13	22	91	79	28	46
Q26 Illness prevention	4	30	85	94	33	33
Q27 Reminder systems	11	31	75	88	38	36
Q28 Second opinion / comp medicine	5	21	75	65	32	81

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

Your patient feedback

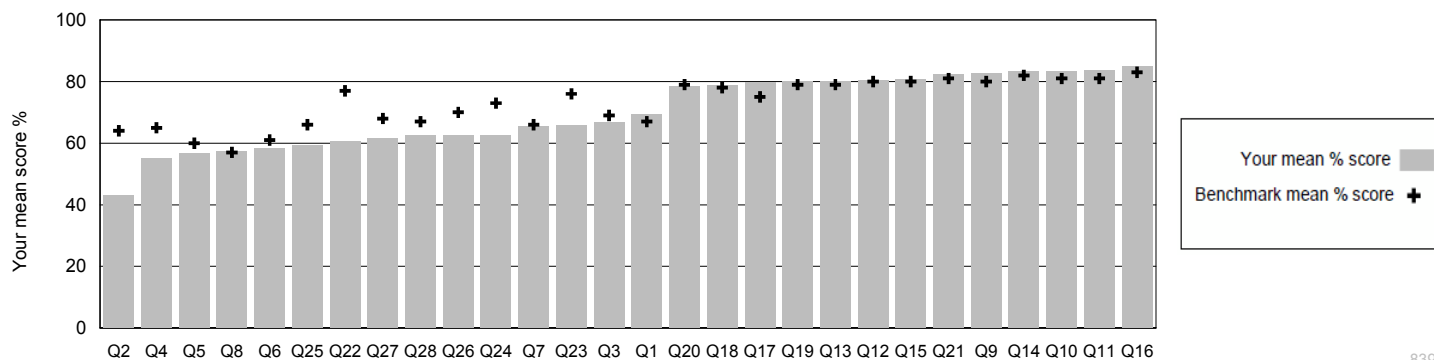
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	67	40	63	67	71	99
Q2 Telephone access	43	64	22	55	64	72	99
Q3 Appointment satisfaction	67	69	35	64	69	74	99
Q4 See practitioner within 48hrs	55	65	22	57	64	72	99
Q5 See practitioner of choice	57	60	23	52	60	68	99
Q6 Speak to practitioner on phone	58	61	31	54	61	67	99
Q7 Comfort of waiting room	66	66	21	61	66	72	100
Q8 Waiting time	57	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	83	80	48	76	80	84	99
Q10 Warmth of greeting	83	81	47	78	82	86	99
Q11 Ability to listen	84	81	49	78	82	86	100
Q12 Explanations	81	80	47	76	81	85	100
Q13 Reassurance	80	79	48	75	79	83	100
Q14 Confidence in ability	83	82	47	78	83	86	100
Q15 Express concerns/fears	81	80	48	76	80	84	100
Q16 Respect shown	85	83	45	80	84	88	100
Q17 Time for visit	80	75	45	70	75	79	100
Q18 Consideration	79	78	47	74	78	82	100
Q19 Concern for patient	80	79	43	75	79	83	100
Q20 Self care	78	79	51	75	80	83	99
Q21 Recommendation	82	81	46	77	81	85	100
About the staff							
Q22 Reception staff	61	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	66	76	42	72	76	80	100
Q24 Information of services	63	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	59	66	38	62	66	70	100
Q26 Illness prevention	62	70	19	66	69	73	100
Q27 Reminder systems	61	68	42	63	67	72	99
Q28 Second opinion / comp medicine	62	67	37	63	67	71	99
Overall score	71	73	44	69	73	77	100

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

*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (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	69	65	43	62	65	69	83
Q2 Telephone access	43	56	25	49	58	65	79
Q3 Appointment satisfaction	67	65	43	61	65	70	81
Q4 See practitioner within 48hrs	55	60	34	54	60	66	82
Q5 See practitioner of choice	57	52	27	46	52	58	79
Q6 Speak to practitioner on phone	58	57	37	52	57	63	85
Q7 Comfort of waiting room	66	64	41	60	64	69	86
Q8 Waiting time	57	54	29	49	55	60	79
About the practitioner							
Q9 Satisfaction with visit	83	79	55	76	80	83	90
Q10 Warmth of greeting	83	81	57	78	81	84	92
Q11 Ability to listen	84	81	58	78	82	85	94
Q12 Explanations	81	80	58	77	80	83	92
Q13 Reassurance	80	79	57	75	79	82	91
Q14 Confidence in ability	83	82	60	79	82	85	93
Q15 Express concerns/fears	81	80	60	76	80	83	90
Q16 Respect shown	85	83	62	80	84	87	93
Q17 Time for visit	80	74	55	71	74	78	90
Q18 Consideration	79	78	53	74	78	81	91
Q19 Concern for patient	80	79	55	75	79	82	91
Q20 Self care	78	78	55	75	78	82	88
Q21 Recommendation	82	81	55	77	81	84	93
About the staff							
Q22 Reception staff	61	73	52	70	74	77	93
Q23 Respect for privacy/confidentiality	66	73	51	70	73	76	88
Q24 Information of services	63	70	50	66	70	73	87
Finally							
Q25 Complaints/compliments	59	63	42	60	63	66	81
Q26 Illness prevention	62	67	46	64	67	70	85
Q27 Reminder systems	61	65	44	62	65	68	84
Q28 Second opinion / comp medicine	62	65	42	62	64	67	83
Overall score	71	71	50	67	71	74	84

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

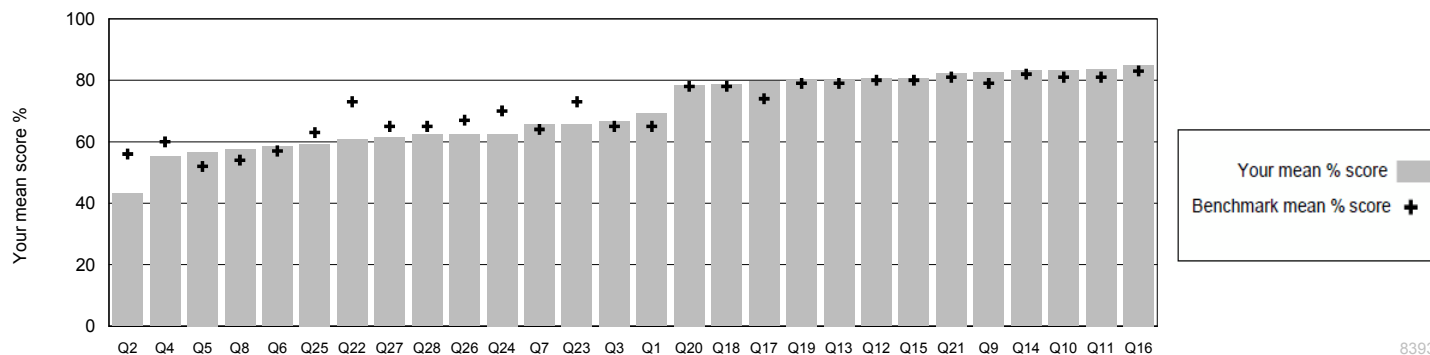
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*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 with 25 or more responses.

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	17	74	69	51	65	69	73	89
25 - 59	166	69	70	47	66	70	73	82
60 +	70	74	73	52	70	73	76	87
Blank	26	70	69	37	64	69	74	88

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	163	70	70	49	67	70	74	83
Male	85	72	72	50	69	72	75	86
Blank	31	69	69	45	65	69	74	89

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	165	75	73	51	70	73	76	87
No	75	65	67	47	64	67	71	85
Blank	39	64	69	51	65	69	73	83

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	73	66	71	51	68	71	75	85
5 - 10 years	83	69	70	50	67	70	74	86
> 10 years	96	76	71	48	68	71	75	84
Blank	27	68	69	48	65	69	73	96

*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 with 25 or more responses.

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

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

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

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	21/07/2008	01/09/2007	04/08/2006
Q1 Opening hours satisfaction	69	62	59	60
Q2 Telephone access	43	53	54	50
Q3 Appointment satisfaction	67	63	64	60
Q4 See practitioner within 48hrs	55	55	56	54
Q5 See practitioner of choice	57	53	56	52
Q6 Speak to practitioner on phone	58	55	53	48
Q7 Comfort of waiting room	66	68	66	66
Q8 Waiting time	57	60	57	53
Q9 Satisfaction with visit	83	80	80	80
Q10 Warmth of greeting	83	80	80	81
Q11 Ability to listen	84	82	81	82
Q12 Explanations	81	80	78	81
Q13 Reassurance	80	79	76	79
Q14 Confidence in ability	83	81	80	82
Q15 Express concerns/fears	81	79	79	79
Q16 Respect shown	85	84	83	84
Q17 Time for visit	80	72	74	74
Q18 Consideration	79	77	78	79
Q19 Concern for patient	80	78	79	80
Q20 Self care	78	--	--	--
Q21 Recommendation	82	80	81	82
Q22 Reception staff	61	73	73	70
Q23 Respect for privacy/confidentiality	66	73	73	70
Q24 Information of services	63	69	69	64
Q25 Complaints/compliments	59	64	62	60
Q26 Illness prevention	62	66	66	65
Q27 Reminder systems	61	62	62	59
Q28 Second opinion / comp medicine	62	65	64	61
Overall score	71	70	70	69

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

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

Comments about how the practice could improve

- There is always waiting time in the waiting room even for an early appointment.
- Better ability to book appointments - 8:00am phone system approach understaffed and impersonal/not fit for purpose.
- More appointments available online.
- Excellent service.
- Telephone appointments difficult to get but online service works well.
- I would like to have the phone call answered within 1/2 hour after calling to make an appointment took 35 minutes it would be nice to say you are held in a queue.
- Good level of service delivery.
- Always friendly and helpful.
- The practice is very good.
- I have no complaints. The practice has always looked after my family very well.
- I have always been very happy with doctors and the practice nurse here and can't think of any improvements to suggest.
- Due to high demand, sometimes difficult to get on the day appointments.
- The reception staff are very rude.
- It is very difficult to contact the surgery by phone. It is not an obvious queue system so unsure when call will be answered.
- Answering telephone quicker. 5 minutes on hold.
- There is need to improve the system of giving appointments on phone as well as online. Sometimes there is no response on phone particularly in the afternoon. In any case the response on phone is very slow.
- Has improved over the years.
- More appointments.
- Telephone could be answered quicker.
- The practice is already very good. Needs no improvement.
- Make patients respect the notice "no mobiles in surgery", they are being used constantly! The automatic app gadget on wall is not doing his or her job, e.g. not booked in while you think you are.
- Have someone on reception at all times instead of waiting to come out from the back office after ringing the bell. A friendly face wouldn't go amiss.
- All at practice are very good.
- Letter received said to call for appointment. My wife tried to call several times but was unable to get through. Checked online and made booking via website. Perhaps letter to include use of online booking in letters sent out?
- I was sent a letter asking me to phone to arrange an appointment, but there was no answer when I tried to phone (over several days, at different times). I had to go online to make an appointment, stated it was for the NHS health check but this ended up being a wasted appointment as it is not the doctor who does this test. So have had to go twice - I would not have if someone had answered the phone! Or if email facility?
- The behaviour of one of the practice nurses is often unhelpful and sometimes unprofessional. Often very difficult to get through on the telephone, although reception staff try hard to be helpful whenever you speak with them.
- Waiting room could be warmer.

Your patient feedback

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

Comments about how the practice could improve

- The appointments line (phone) is always busy and very booked to get through, this is my only gripe.
- At front desk - Bad tempered patient, very rude gets very crowded in this area.
- Appointment by telephone could improve.
- As service is excellent, no improvement needed.
- The practice works very well for me!
- More lines open first thing in the morning as access to the practice via telephone is very difficult. I have often tried to get through for more than 1 hour. The welcome/helpful approach/response of reception staff should be a focus of more training. Unfortunately receptionists often can be very short and unhelpful, which may mean they are under too much pressure?
- No, it's very good I am satisfied with the services.
- It is very difficult to make an appointment by phone - it is very often not answered for long periods of time. Prescriptions often seem to go astray.
- Can there be normal TV playing in the waiting room rather than adverts or information TV. I've had a couple of waits that have lasted 45 minutes or more and that would really help!
- I am very pleased with my doctor for the number of years.
- Better answering of phone.
- In the past service over the phone at reception has been poor. But, there has been a noticeable improvement recently. Being able to speak to doctor over the phone is great.
- Friendly smile at reception would be nice and a better telephone queuing system early morning.
- Think check-in and online booking plus text reminders were very good. Would make online booking information known to more (I know a lot didn't know about it).
- Will be nice if the practice answers the phone, not take so long to answer.
- Just make it easier to get an appointment.
- Less waiting time on the telephone. Clone this doctor?
- The process of booking an appointment for a young baby and young child is very very poor. Surely you can have more than 1 person answer the phone at 08:00am?
- Impossible to get through on the telephone.
- No issues with the surgery.
- Mostly good - to increase familiarity with the rest of the surgery, perhaps a "get to know" your surgery poster of who is who because we are not familiar with the rest of the doctors when our family doctor is away.
- Online appointments available further in advance. Online system easier to see.
- It took me 15 minutes, when I phoned in at 8:00 this morning, for someone to answer. I started calling before 8:00 got through around 8:03 and made an appointment by 8:15.
- By getting a TV.
- By getting a TV.
- I am not aware of the process to make compliments or complaints. I am not aware of the process to seek a second opinion.
- Telephone is always busy when calling for appointment. Be good to book your doctor in advanced.
- There everything is good.

Your patient feedback

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

Comments about how the practice could improve

- I have no concerns with regards to this practice. Reception staff are always helpful, and I have no complaints with regard to my ongoing treatment by doctors and nurses.
- All good, except phone and making appointments.
- Online appointment booking. Very good and helpful although unable to book more than 2 appointments at a time. Needed a double appointment and I was unable to complete this online. Would suggest an email link to the surgery to contact be appointments. Thank you.
- Overall, I am happy with my GP practice however the reception staff are often grumpy and unfriendly, seem very stressed and annoyed at patients!
- More helpful, sympathetic and friendly reception staff. Needs to be easier to book appointments, answer the phone more quickly, be helpful and friendly and more accommodating. Waiting room and toilets are never clean looking - more children's toys and books needed, more up to date magazines and newspapers for adults. The local community (sports etc) on the notice boards. Don't make us wait so long to see the doctor/nurse - they are never on time.
- Answer phone quicker. Have more emergency appointments available.
- Improve the booking system. It is impossible to get to see the doctor of choice even if you phone 1 week - 10 days in advance, even 2 weeks previously. Having to phone on the day at 8am is ridiculous and archaic - 8am for most people is not a great time especially for families with children - who has time to wait on hold for 20 minutes when you are trying to get children ready for school, give them breakfast. Very inconvenient. Unhelpful.
- The reception staff needs training on using the systems, being more polite and listening to what the patient needs and wants better - They are consistently bad at customer service and consistently make mistakes with appointments.
- Everything is fine at the moment.
- Reception staff are rude, unhelpful and generally not clear or good to deal with. Having lived here for some years I think I have felt helped by them once! Appointment system unclear, told phone up 2 weeks before, do that and no appointments left.
- It is very difficult to get an early appointment with a nurse or doctor. The last 2 months, 3 times an appointment was made to have a doctor call me. It happened only once.
- Evening surgeries.
- I have always been very impressed with the surgery, its nurses and one doctor.
- Better phone access and extended opening hours.
- I thought it provided helpful and conscientious.
- Was good.
- I think this nurse and one doctor are exceptional! So kind and always go out of their way to help fit you in.
- My last appointment to see a doctor 10:20am. I was finally seen 11:10am. I feel that should there be some delay regarding appointment time, I would have been informed of this. I realise doctors are busy, the waiting time was not a problem if I had been told.
- No, very happy.
- Easier appointment booking.
- The reception staff are generally not very helpful. Anything they are asked to do seems to be a hassle. It is very difficult to get through to the surgery on the phone - I generally have to wait approximately 5 minutes. The first impression, I get on each visit to the surgery is that the staff are rude and are not interested in the patients.
- While I appreciate that at times there are no immediate appointments I feel that the reception staff could be a little more helpful/understanding. Countless times I have been in the reception area and have overheard dissatisfied patients. In my own experience - when it comes to securing an appointment for my young daughter - the service is excellent.

Your patient feedback

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

Comments about how the practice could improve

- When I attempted to use the out of hours number on the website recently, I discovered this is out of date as the practice is using the 111 service.
- Very clean, efficient and friendly.
- Reception staff could be warmer and empathic - like the nurse. It is very difficult to get appointments or to get through by phone. It is slightly easier when it is a baby.
- When I needed to make an appointment after seeing the doctor I had to wait whilst a trainee receptionist was taught how to manage the computer. I would prefer to announce my arrival at reception rather than use the "computer screen". I have not got a computer and take too much time working out what I need to do with the touch screen.
- It is very difficult to do the booking for a doctor over the phone in the morning, as the phone is always busy.
- Employ someone who will answer the phone. Employ reception staff who want to work with the public. Employ staff who know the systems. Install an efficient computer system. Always have someone at the desk in the entrance. Have longer opening hours.
- You wait a long time for the phone to be answered.
- Very good. I was able to get my appointment the day after I phoned.
- Repeat prescriptions.
- Considering the number of patients the practice had they do pretty well.
- If the early morning telephone could be more easily accessed. It's always busy and there is no ring back due to volume of patients told to ring before 8:30.
- None - I think this practice is fantastic. I'm very pleased with the service provided. Long may it continue.
- I'm sure you are all doing your best.
- The waiting area could be a little more comfortable. The information on display is excellent but feels a bit overwhelming - it's everywhere and not perhaps grouped by topic. Clearer headings of what information is by grouping it by subject would be more helpful.
- Shorter waiting times on telephone.
- You have a nice atmosphere in here, so I think you don't need to make any big changes.
- Reception staff are rude and discourteous. Trying to book an appointment is a nightmare and the reception staff could not be more unhelpful. They make you feel like you are a complete pain ringing to book an appointment. The appointment process is old fashioned, inefficient and unsatisfactory. You have to call at 8am on the dot and then are often on hold for 10-20 minutes to get an appointment.
- Very good. Thank you. I cannot fault the practice.
- Online appointments.
- Generally very satisfied.
- Reception staff should be friendlier.
- The telephone is never answered.
- I preferred the old system of being able to "walk in" on mornings if unwell and being seen by a doctor. Today I had to come at 8:00 as impossible to get through on phone, then return at 9:20. Not good if I had felt much worse than I actually did.
- Keep doing what you are doing and keep up the service and the internet appointments.
- The text reminder is too far in advance, or a second text should be sent the day before. The ability to book appointments online is great!

Your patient feedback

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

Comments about how the practice could improve

- The reception staff are always rude and there is no privacy. My appointment was cancelled and no notice given. You can never get through on the phone.
- The main thing is the manner at the reception is very poor as I already mentioned.
- Better and regular bathroom checks.
- It was a quick visit (and my first), so hard to comment on this in depth list of questions.
- The opening hours on the website are inaccurate. It says reception is open to 6:30 on a Tuesday and when I came to pick up my prescription at 6:15 it was closed. Slightly extended opening hours would be good as it is very difficult for me to get here before 6:30 after work.
- Phone calls for appointments need to be improved.
- Better waiting facilities!
- Answering of phone is very poor - sometimes that's 10+ minutes answer/ or multiple calls and staff on reception always seem a little flustered too - understaffed or undertrained?
- Getting a new telephone system.
- None - now we can make an appointment or repeat prescription online, the service is excellent.
- Don't know.
- Improve it's communication between doctors and staff. I have had potentially disastrous situations about which I should have formally complained, occur due to this.
- Most of the reception staff are unwelcoming, blunt and give the impression they don't want to be here. There is never anyone on the front desk and when you press the bell they seem to always finish their conversation before coming out. Customer service training is needed!
- This is the best doctors practice I have ever attended in London. Keep it up!

Your patient feedback

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

Comments about how the doctor/nurse could improve

- This doctor is one I have seen childhood - very happy with their service.
- Excellent service.
- The doctor is excellent.
- There are 3 very good doctors there (one I'm not too impressed with one GP).
- Can't think of anything.
- I was very happy with my doctor, no need for improvement.
- Doctors doing just fine thank you!
- No complaints.
- Doctor was very helpful.
- None - I thought his professional manner was very good and very reassuring.
- This doctor is an 'old school' GP - kind, considerate and caring unlike other doctors who can sometimes be abrupt and unhelpful. The same doctor has the ability to provide reassurance and a genuine listening ear - this is a very important skill. He has these qualities.
- Just right.
- The doctor was fine.
- This doctor is amazing. I'm not sure where they could improve on their excellent professional manner.
- This doctor is a highly professional, warm, caring and extremely helpful GP. Her approach gives me the confidence to discuss the most personal matters with her. She clearly cares about her patients and enjoys being able to help. Her quality of care and attention is absolutely superb. An asset to this practice!
- My doctor is very good. She is very helpful, always give good advice.
- I have until recently had no need to consult my doctor who is relatively little known to me. However, I have found her very kind and thoughtful and she follows up requests quickly and efficiently.
- She's fantastic!
- There is no need for improvement in my mind.
- This doctor is the best. I feel very secure in her opinions about my illness. I would not change my doctor for anyone else. She makes you feel welcome, listens to you, respects you and takes time to explain things.
- Very happy with service.
- This doctor is great, probably the best doctor I've ever seen.
- This doctor is always easy to approach and provides the correct diagnosis. I'm extremely happy with her as my doctor.
- The surgery would benefit from this doctors best practice. This doctor is a fabulous doctor, the best I have encountered in years. She is thorough in her investigations and very efficient in her diagnosis. She has looked after me and my family for years and we have the greatest of confidence in her competence as a GP, she is extremely professional and kind of a blessing.
- It should not take 15 minutes to book a few free tests on that day. Also the receptionists often lack good manners and friendliness. They rarely say hello, rarely smile.
- No, she is perfect, couldn't ask for a better doctor. She's the doctor of the surgery.
- No, She is amazing. I couldn't ask for a better doctor.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- Service is great.
- I can't imagine any other doctors can be better or even the same as this doctor. She is the best. Professional - quick, effective and she's always right with her diagnosis, never a small mistake. Lots of friends and neighbours have the same opinion, we feel blessed to have her in our practice.
- This nurse has always been respectful, considerate, kind and attentive to my concerns with regard to my treatment. If there is room for improvement, I cannot identify any.
- Excellent nurse. Won't see anyone else so used to her giving my injections every 3 months.
- Say 'please' and 'thank you'!
- Ask if I have any concerns/problems.
- All fine.
- The nurse is very professional. The receptionists should be a bit more sympathetic and not be rude.
- I was satisfied with the service provided.
- Nursing staff are very good with information etc and guiding and keeping patients informed.
- Nope. Lovely.
- None. Very accommodating, did both twins in one appointment.
- Despite having a double appointment with the nurse, she seemed reluctant to do a repeat prescription for me as my appointment was full travel vaccinations. This was the only appointment I could get before Christmas due to the other nurse being on holiday.
- Nurse was lovely - she should just stay the same!
- The doctor was pleasant and helpful. This is my first visit to her. I could not make a considered recommendation.
- Make eye contact. Give more information. Make me feel that I'm not a nuisance.
- The doctors are doing exceptionally good job!
- No. All satisfactory.
- None. She's brilliant. I'm so pleased to have her as my regular GP.
- This doctor was excellent.
- I think the doctor is absolutely professional.
- Bedside manner.
- No. Perfect!
- It would be much better, if the doctor seen you on time, it's always waiting longer than your appointment.
- I was eventually satisfied and pleased by my doctor and where possible would request as a regular.
- To learn more about Psoriasis - got referred to so called specialist recently and they did not seem too concerned or have any medical knowledge on Psoriasis.
- Not especially. Was very good overall.
- To be available all week.
- None - very professional, whilst being respectfully caring.
- Don't 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.

Comments about how the doctor/nurse could improve

- When I ring this practice it often takes several minutes of ringing, a full-time phone answerer would be welcome.

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 = 279

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	10	88	115	57	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (10 \times 25) + (88 \times 50) + (115 \times 75) + (57 \times 100)}{(279 - 5)} = 18,975/274$$

Your mean percentage score for Q1 = 69%

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	69

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

8390

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

<p>How old are you in years?</p> <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

The Earlsfield Practice

2-4 Steerforth Street
LONDON
SW18 4HH

Practice List Size: 10800

Surveys Completed: 279

has completed the

Improving Practice Questionnaire

Completed on 15 February 2013



Michael Greco
Director



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