

Private and Confidential

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Improving Practice Questionnaire Report

Gossops Green Medical Centre

March 2013



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06 March 2013

Dear Mrs Hatcher

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=150512>

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 (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	5	17	63	55	22	2
Q2 Telephone access	24	58	46	25	11	0
Q3 Appointment satisfaction	7	22	58	42	27	8
Q4 See practitioner within 48hrs	14	58	42	26	19	5
Q5 See practitioner of choice	36	53	39	19	13	4
Q6 Speak to practitioner on phone	20	29	62	35	11	7
Q7 Comfort of waiting room	1	16	62	48	35	2
Q8 Waiting time	3	35	68	38	18	2
Q9 Satisfaction with visit	0	10	46	50	57	1
Q10 Warmth of greeting	0	10	39	59	55	1
Q11 Ability to listen	0	10	43	49	60	2
Q12 Explanations	0	11	37	58	55	3
Q13 Reassurance	2	11	41	56	51	3
Q14 Confidence in ability	2	12	29	55	64	2
Q15 Express concerns/fears	1	12	37	55	52	7
Q16 Respect shown	0	8	30	60	64	2
Q17 Time for visit	2	15	34	54	57	2
Q18 Consideration	0	12	44	59	46	3
Q19 Concern for patient	1	9	42	62	47	3
Q20 Self care	0	12	48	58	44	2
Q21 Recommendation	1	13	45	56	47	2
Q22 Reception staff	2	15	51	48	47	1
Q23 Respect for privacy/confidentiality	3	14	51	44	49	3
Q24 Information of services	6	17	52	43	40	6
Q25 Complaints/compliments	7	24	62	36	21	14
Q26 Illness prevention	5	23	64	42	23	7
Q27 Reminder systems	9	21	59	40	23	12
Q28 Second opinion / comp medicine	6	32	41	33	16	36

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

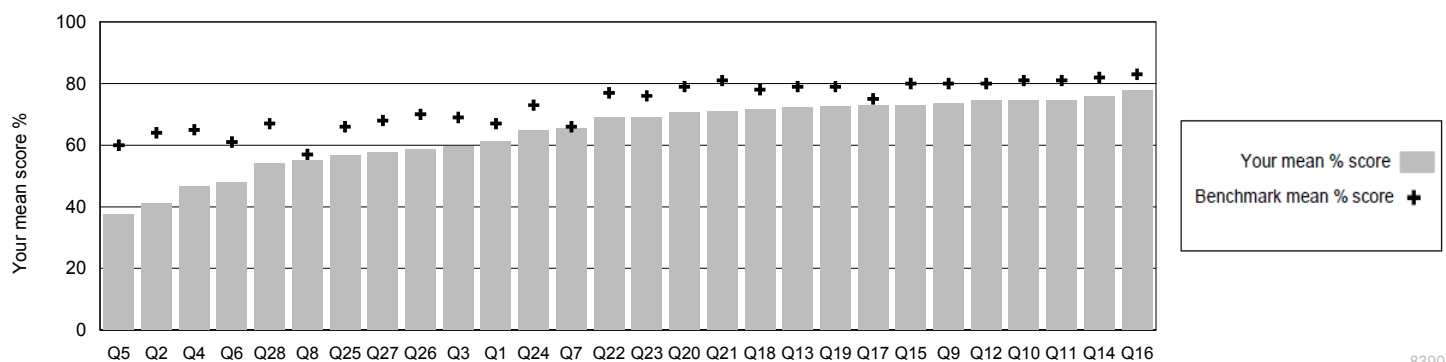
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	61	67	40	63	67	71	99
Q2 Telephone access	41	64	22	55	64	72	99
Q3 Appointment satisfaction	60	69	35	64	69	74	99
Q4 See practitioner within 48hrs	47	65	22	57	64	72	99
Q5 See practitioner of choice	38	60	23	52	60	68	99
Q6 Speak to practitioner on phone	48	61	31	54	61	67	99
Q7 Comfort of waiting room	65	66	21	61	66	72	100
Q8 Waiting time	55	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	74	80	48	76	80	84	99
Q10 Warmth of greeting	74	81	47	78	82	86	99
Q11 Ability to listen	75	81	49	78	82	86	100
Q12 Explanations	74	80	47	76	81	85	100
Q13 Reassurance	72	79	48	75	79	83	100
Q14 Confidence in ability	76	82	47	78	83	86	100
Q15 Express concerns/fears	73	80	48	76	80	84	100
Q16 Respect shown	78	83	45	80	84	88	100
Q17 Time for visit	73	75	45	70	75	79	100
Q18 Consideration	72	78	47	74	78	82	100
Q19 Concern for patient	73	79	43	75	79	83	100
Q20 Self care	71	79	51	75	80	83	99
Q21 Recommendation	71	81	46	77	81	85	100
About the staff							
Q22 Reception staff	69	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	69	76	42	72	76	80	100
Q24 Information of services	65	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	57	66	38	62	66	70	100
Q26 Illness prevention	59	70	19	66	69	73	100
Q27 Reminder systems	58	68	42	63	67	72	99
Q28 Second opinion / comp medicine	54	67	37	63	67	71	99
Overall score	64	73	44	69	73	77	100

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

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

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (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	61	66	46	62	66	70	84
Q2 Telephone access	41	61	22	54	62	68	85
Q3 Appointment satisfaction	60	67	41	63	68	72	87
Q4 See practitioner within 48hrs	47	62	33	55	63	69	90
Q5 See practitioner of choice	38	57	28	50	57	63	85
Q6 Speak to practitioner on phone	48	59	36	53	59	64	80
Q7 Comfort of waiting room	65	65	36	60	66	71	90
Q8 Waiting time	55	55	25	50	55	60	79
About the practitioner							
Q9 Satisfaction with visit	74	80	49	76	80	84	93
Q10 Warmth of greeting	74	81	47	78	81	85	94
Q11 Ability to listen	75	82	49	78	82	86	95
Q12 Explanations	74	80	47	77	81	84	94
Q13 Reassurance	72	79	49	76	79	83	92
Q14 Confidence in ability	76	82	47	79	82	86	95
Q15 Express concerns/fears	73	80	50	77	80	84	95
Q16 Respect shown	78	83	45	81	84	87	96
Q17 Time for visit	73	74	47	70	75	79	94
Q18 Consideration	72	78	47	74	78	82	91
Q19 Concern for patient	73	79	50	75	79	83	93
Q20 Self care	71	78	51	76	79	82	92
Q21 Recommendation	71	81	46	78	82	85	95
About the staff							
Q22 Reception staff	69	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	69	74	47	71	75	78	90
Q24 Information of services	65	71	44	68	72	75	88
Finally							
Q25 Complaints/compliments	57	65	43	62	65	68	83
Q26 Illness prevention	59	68	19	65	69	71	84
Q27 Reminder systems	58	66	46	63	66	70	84
Q28 Second opinion / comp medicine	54	66	48	63	66	69	85
Overall score	64	72	46	69	72	75	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

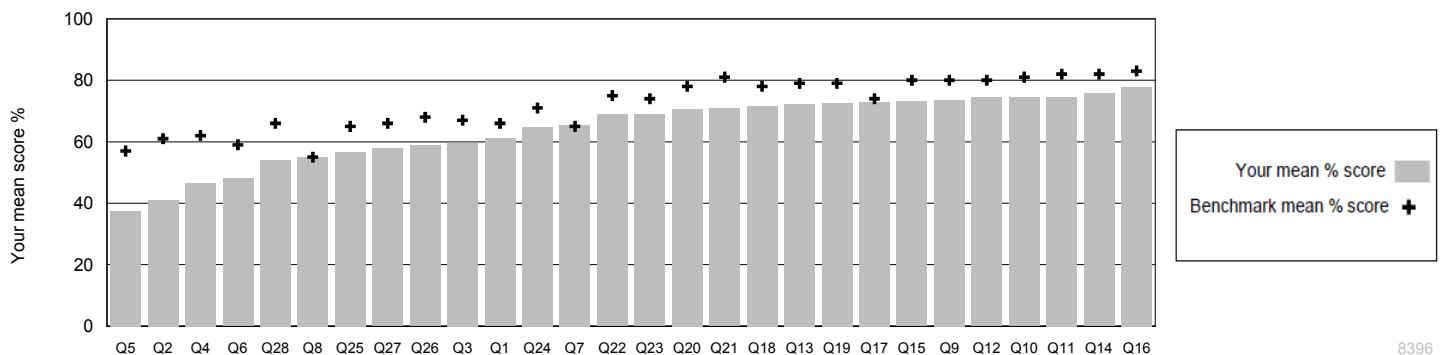
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*Based on data from 532 practices carrying out 665 surveys between April 2008 and March 2012 with 25 or more responses.

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 (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	9	63	69	45	65	70	74	90
25 - 59	71	65	71	48	67	71	75	85
60 +	65	65	75	38	71	75	78	93
Blank	19	63	70	39	65	70	75	95
Gender								
Female	98	61	71	44	68	72	75	87
Male	48	70	73	50	70	73	77	88
Blank	18	66	70	39	65	71	76	94
Visit usual practitioner								
Yes	77	66	74	39	71	74	77	88
No	51	62	68	37	64	69	72	84
Blank	36	64	70	45	66	70	75	93
Years attending								
< 5 years	25	67	72	43	68	72	76	90
5 - 10 years	29	64	71	52	67	72	75	87
> 10 years	90	63	72	50	69	73	76	88
Blank	20	67	70	30	65	71	75	92

*Based on data from 532 practices carrying out 665 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	24/07/2008	02/08/2007	03/05/2006
Q1 Opening hours satisfaction	61	57	57	60
Q2 Telephone access	41	42	56	51
Q3 Appointment satisfaction	60	59	62	63
Q4 See practitioner within 48hrs	47	56	59	61
Q5 See practitioner of choice	38	51	58	57
Q6 Speak to practitioner on phone	48	58	60	62
Q7 Comfort of waiting room	65	59	64	69
Q8 Waiting time	55	62	63	65
Q9 Satisfaction with visit	74	74	69	73
Q10 Warmth of greeting	74	77	67	74
Q11 Ability to listen	75	77	69	75
Q12 Explanations	74	75	69	75
Q13 Reassurance	72	77	69	74
Q14 Confidence in ability	76	78	71	75
Q15 Express concerns/fears	73	75	71	73
Q16 Respect shown	78	79	73	76
Q17 Time for visit	73	68	64	68
Q18 Consideration	72	75	65	73
Q19 Concern for patient	73	76	67	71
Q20 Self care	71	--	--	--
Q21 Recommendation	71	77	70	76
Q22 Reception staff	69	61	69	68
Q23 Respect for privacy/confidentiality	69	67	67	67
Q24 Information of services	65	67	69	70
Q25 Complaints/compliments	57	62	63	65
Q26 Illness prevention	59	64	67	69
Q27 Reminder systems	58	62	63	62
Q28 Second opinion / comp medicine	54	64	64	59
Overall score	64	67	65	68

-- 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

- Hate the telephone system - expensive to use and phoning for appointments can cost up to £1 a call and quite often no appointments available.
- Fair.
- Patients waiting room- The speaker system could be improved - only one speaker, voice often distorted or too soft. Very difficult to understand room number. Also, I suggest use of a web site so that patients can either contact this site or send out emails. At the moment we are not informed of changes etc.
- Waiting area/seating needs to be relooked at - feel as if I am attending meeting and do not want to offend anyone in case I look at them too long!
- On line appointment system. Replace the premium 0844 with a local telephone number. The receptionists not to deal with patients at front desk, plus answer the telephone and leave caller at length on hold! More versatile hours, information board placed in an area whereby you cannot read at any time as space has to be left for privacy of patients. Why do we need to go through options on the phone when it appears the same person answers the phone. Some information about practice, what services they provide - e.g. health checks etc.
- Easier booking of appointments and more appointments for not the day you ring e.g. 2 - 3 days in advance.
- Update the sound system for blind and deaf people.
- Making appointments in advance. Direct telephoning.
- Change phone number.
- I find it very hard to get an appointment over the phone e.g. morning, there are all gone by the time you get through.
- Water machine for waiting room.
- The inability to get appointments ahead for doctor of choice were not good. Having to go and queue outside at 8.30 in the morning not good. Also the telephone number with 0844 prefix is very expensive!!
- Should have notified all its patients when new surgery opened about its practices. My understanding of new surgeries opened was all patients were given a manifesto. We had nothing - still do not know what the aims are!!
- I feel it would be helpful to book an appointment in advance (especially if it is a female related problem with a preference for a female doctor) with a doctor of choice to follow up a problem already discussed, especially if the problem is non-urgent but necessary.
- Reception staff always helpful and friendly.
- More reception staff. Better telephone system.
- You do know that the 0844 number to get on the phone to this practice is against the law. Just thought I would point this out.
- We should be allowed to see our own doctor when requested. Appointments should be made available when requested.
- When you phone up you wait 15 minutes then the phone is picked up and you are asked to hold then you are told you are through to the surgery and put on hold again. Then told emergencies only. Not on.
- I really liked receiving a text message for my appointment. It was very helpful - staff are very friendly and understanding - when feeling unwell it is nice to have a smiley face at the front.
- I say this with a lot of restraint, but stop hiring junior doctors they do not seem to have confidence in themselves or their diagnosis and ask questions like "what would you have me do?" Secondly longer opening hours for people who need a doctor but cannot get time off work.
- Remove the high rate telephone number off the service and replace with local number.
- Is some time to get through in the morning to book an appointment, e.g. if you call at 9.00am they will say we are fully booked.
- More doctors appointments, usually all gone by 8.40.

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

- Was not notified in writing of my previous doctor leaving practice, as I had not visited surgery for a while, I found out from other people. Do not always want to have to explain to receptionist why I need an appointment. People in waiting room can hear conversations from reception.
- Not having an 0844 number to call as very expensive.
- Not being left on hold on the phone for so long.
- Would like to be able to make an appointment with a doctor for a few days time when an urgent appointment is not needed.
- Give appointment at all times not only 8.30 - 2.00 for people who work.
- Perhaps opening Saturday morning.
- Open on Saturday perhaps and/or later in evenings?
- I have always been happy with the people at this surgery. They have looked after me well for over 30 years.
- When wet weather occurs or similiar, could the surgery not open its doors before booking an appointment, to enable anyone to sit in the waiting room, for example elderly people. (Early in the morning).
- Not so much being held up on phone and revert to normal phone number.
- Repeat prescriptions on computer practice internet for patient access and ordering.
- More doctors.
- I tried every day from December 27th to get an appointment with my doctor without success until 30th January I was taken to hospital with pneumonia. Only once did I speak to triage nurse who prescribed an antibiotic. It would be good to be able to get an appointment when concerned about one's health!
- Going back to old telephone number.
- Being able to prebook appointments when you need a review. Not always possible to phone at 8.30 and sit in a queue.
- Need to avoid keeping people on "hold" when calling.
- Cut out 0844 number it is expensive and receptionist pick up and say "will you hold" and keep you waiting a while. We should be able to phone any time to book an appointment in advance and not told to phone in the morning. We are not all able to sit at home 8.30 in the morning to be told all the appointments have gone. The only way is to get to the surgery at 8.30. Most of us do work. Why not have the old fashioned first come first served. At least you know where you are. Every day there should be a doctor for a designate time to take calls, which would save us and you time. Also open on Saturdays.
- More additional late openings.
- When phoning the practice, I believe a premium number, you listen to information which we all know. When you eventually get through every time you are told to hold on. Sometimes each call can cost £3. In an emergency found this all extremely stressful.
- I do not like the telephone arrangements and being put on hold.
- I have no problems at all and in the past have also been treated with excellence!
- It would be good if patients would be able to pre-book an appointment with the doctor a couple of days in advance for non-urgent routine checks.
- Tanoy not always clear.
- Provide 0845 or local number, as 0844 number normally proves very expensive at the end of each month.

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

- Needs to improve appointment system, also needs to change expensive 0844 number to 01293 - so call can be cheaper because of long waiting time to know that all appointments have gone and call back and pay bill again tomorrow, or allow to book on email.
- On the whole, quite happy with the service considering sometimes difficult conditions. Note - tannoy system some patients find difficult to decipher.
- When waiting outside the building for an appointment before 8.30am there is no protection from bad weather. Why not let us in to the waiting room at these times.
- Water dispenser for both waiting rooms.
- Speed up telephone appointments, was on phone 7/8 minutes before I got through.
- Except for the length of time it takes to get through to the surgery by telephone which can at times take up to 15 minutes before answering, which somehow needs to be improved. The rest of the service is excellent.
- Needs patient forum set up. Proper display of information, not leaflets on window sill, stuck to windows or on counter top.
- No it is very good whatever it does it is the best surgery I have been to.
- Privacy at reception desk. Non local telephone number
- Would be helpful to be able to make an appointment to see a doctor if an appointment is not needed on that day, as very difficult to see a doctor on a return visit.
- Open on a Saturday morning for workers to see a doctor/nurse.
- Good as it is. Thank you.
- Could be made easier for getting appointments sometimes have rung at 8.30 and already no appointments.
- Please switch the telephone number to a local call.
- Previously I have heard from a few patients that we hardly get appointments and if we get mostly we are told to take paracetamol or aspirin tablets, which meant there are not given a chance to go for a blood test or xray etc for details.
- Having a no charge telephone line quite often kept on hold when ringing charge for doing so, has twice exceeded £1.
- Excellent staff at the reception, always with a smile and very polite. Very happy the way surgery is operating.
- Tannoy system not very efficient . When making appointments, can be beyond normal time for problem to be relevant.

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

- At the moment the only way to guarantee a same day appointment appears to be by queueing up outside in the open air from just after 8am otherwise, one either cannot get through by phone or when you do then all of the appointments have already been taken.
- Explain what is wrong with one better.
- Would be nice to ask for blood test not to be told not necessary.
- It would be nice to be able to get an appointment for the doctor of choice instead of the gamble of getting an appointment early in the morning.
- No comments as I feel the service is excellent and all members of the practice are efficient, kind and caring. I feel lucky to be a patient at this practice.
- Nurses very good.
- More doctors who are not junior or fresh out of FY1 to reduce waiting times.
- Phone system.
- Good service by nurse and doctors.
- Open on Saturdays perhaps and/or later in evenings?
- Could smile!
- Easier to see a doctor not to be questioned at desk about personal problems.
- The receptionist was very supportive to me when I needed to book a review when I told her I found it hard to phone when I am at work.
- Smile bit more.
- Maybe extend some time listening to the patient what is wrong, speak to them then decide. Thanks.
- Excellent.
- The electronic booking board in reception does not give any privacy.
- No very good.
- In general is good as it is.
- I have found the service excellent till now as I am new in this country and till now I have been treated very well as I explained my disease the doctor co-operated very much to find the disease.
- I wish we could get an appointment on the same day - sometimes!
- When dealing with an injury or wound there is not even a plaster or rudimentary bandage available.

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 = 164

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	17	63	55	22	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (17 \times 25) + (63 \times 50) + (55 \times 75) + (22 \times 100)}{(164 - 2)} = 9,900/162$$

Your mean percentage score for Q1 = 61%

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	61

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



Certificate of Completion

This is to certify that

Gossops Green Medical Centre

Hurst Close
Gossops Green
Crawley
RH11 8TY

Practice List Size: 6500

Surveys Completed: 164

has completed the

Improving Practice Questionnaire

Completed on 06 March 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.