

Private and Confidential

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Improving Practice Questionnaire Report

Southmead and Henbury Family Practice
Combined Report

March 2014



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27 March 2014

Dear Mr Mann

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

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

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

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

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=172683>

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

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1) P1

Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1) P2

Your mean percentage scores and benchmarks by practice list size (table 3, graph 2) P3

Your patient demographics (table 4) P4

Your patient comments P5

Supporting documents

Details of score calculation

Explanation of quartiles

Page by page guide to the interpretation of your report

Sample questionnaire

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 | 11 | 55 | 141 | 141 | 63 | 3 |
| Q2 Telephone access | 26 | 106 | 132 | 96 | 50 | 4 |
| Q3 Appointment satisfaction | 30 | 71 | 124 | 108 | 76 | 5 |
| Q4 See practitioner within 48hrs | 79 | 106 | 103 | 66 | 51 | 9 |
| Q5 See practitioner of choice | 45 | 78 | 146 | 81 | 53 | 11 |
| Q6 Speak to practitioner on phone | 30 | 79 | 138 | 95 | 55 | 17 |
| Q7 Comfort of waiting room | 5 | 59 | 155 | 127 | 58 | 10 |
| Q8 Waiting time | 28 | 97 | 137 | 89 | 48 | 15 |
| Q9 Satisfaction with visit | 2 | 35 | 112 | 141 | 112 | 12 |
| Q10 Warmth of greeting | 0 | 24 | 110 | 128 | 135 | 17 |
| Q11 Ability to listen | 2 | 24 | 105 | 133 | 135 | 15 |
| Q12 Explanations | 1 | 18 | 114 | 136 | 127 | 18 |
| Q13 Reassurance | 3 | 29 | 110 | 138 | 115 | 19 |
| Q14 Confidence in ability | 4 | 19 | 103 | 133 | 137 | 18 |
| Q15 Express concerns/fears | 3 | 22 | 107 | 142 | 123 | 17 |
| Q16 Respect shown | 0 | 16 | 98 | 129 | 155 | 16 |
| Q17 Time for visit | 7 | 30 | 104 | 132 | 121 | 20 |
| Q18 Consideration | 1 | 21 | 131 | 132 | 105 | 24 |
| Q19 Concern for patient | 2 | 26 | 114 | 133 | 115 | 24 |
| Q20 Self care | 2 | 24 | 123 | 123 | 107 | 35 |
| Q21 Recommendation | 2 | 26 | 103 | 128 | 128 | 27 |
| Q22 Reception staff | 3 | 26 | 114 | 126 | 131 | 14 |
| Q23 Respect for privacy/confidentiality | 3 | 33 | 112 | 121 | 130 | 15 |
| Q24 Information of services | 6 | 36 | 127 | 103 | 110 | 32 |
| Q25 Complaints/compliments | 14 | 54 | 139 | 108 | 54 | 45 |
| Q26 Illness prevention | 2 | 51 | 130 | 133 | 64 | 34 |
| Q27 Reminder systems | 17 | 60 | 131 | 106 | 61 | 39 |
| Q28 Second opinion / comp medicine | 7 | 52 | 118 | 104 | 57 | 76 |

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

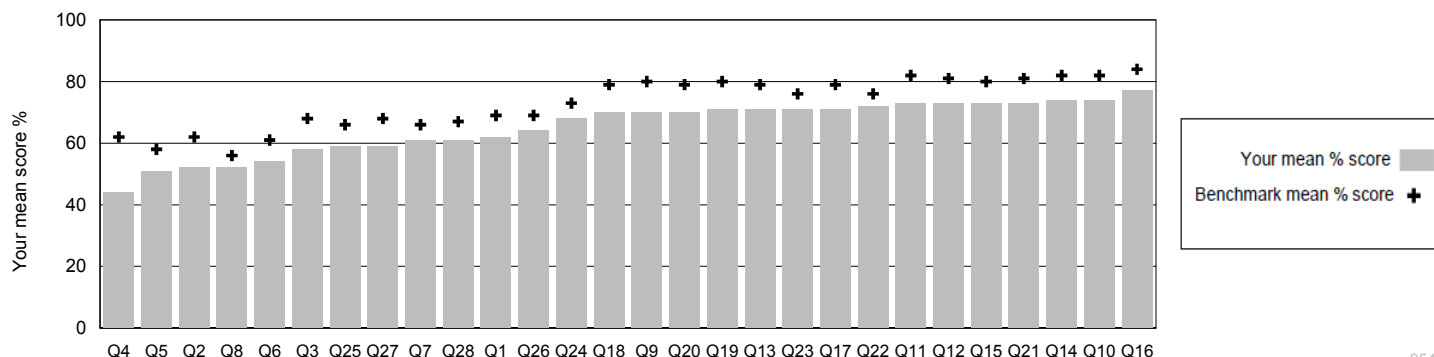
| | Your mean score (%) | Benchmark data (%)* | | | | | |
|---|---------------------|-------------------------|-----|----------------|--------|----------------|-----|
| | | National mean score (%) | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 62 | 69 | 23 | 64 | 68 | 73 | 92 |
| Q2 Telephone access | 52 | 62 | 13 | 53 | 63 | 71 | 92 |
| Q3 Appointment satisfaction | 58 | 68 | 23 | 63 | 68 | 74 | 92 |
| Q4 See practitioner within 48hrs | 44 | 62 | 18 | 54 | 62 | 70 | 96 |
| Q5 See practitioner of choice | 51 | 58 | 22 | 48 | 57 | 65 | 95 |
| Q6 Speak to practitioner on phone | 54 | 61 | 25 | 54 | 61 | 67 | 92 |
| Q7 Comfort of waiting room | 61 | 66 | 27 | 60 | 66 | 71 | 90 |
| Q8 Waiting time | 52 | 56 | 25 | 50 | 56 | 62 | 90 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 70 | 80 | 41 | 76 | 81 | 85 | 97 |
| Q10 Warmth of greeting | 74 | 82 | 45 | 78 | 82 | 86 | 96 |
| Q11 Ability to listen | 73 | 82 | 46 | 78 | 83 | 87 | 97 |
| Q12 Explanations | 73 | 81 | 42 | 77 | 81 | 85 | 97 |
| Q13 Reassurance | 71 | 79 | 41 | 75 | 80 | 84 | 98 |
| Q14 Confidence in ability | 74 | 82 | 43 | 79 | 83 | 87 | 99 |
| Q15 Express concerns/fears | 73 | 80 | 45 | 76 | 81 | 85 | 96 |
| Q16 Respect shown | 77 | 84 | 49 | 80 | 85 | 88 | 98 |
| Q17 Time for visit | 71 | 79 | 38 | 75 | 80 | 84 | 96 |
| Q18 Consideration | 70 | 79 | 41 | 75 | 79 | 83 | 98 |
| Q19 Concern for patient | 71 | 80 | 43 | 76 | 80 | 84 | 97 |
| Q20 Self care | 70 | 79 | 38 | 75 | 79 | 83 | 97 |
| Q21 Recommendation | 73 | 81 | 41 | 78 | 82 | 86 | 99 |
| About the staff | | | | | | | |
| Q22 Reception staff | 72 | 76 | 29 | 72 | 77 | 81 | 96 |
| Q23 Respect for privacy/confidentiality | 71 | 76 | 43 | 72 | 76 | 80 | 96 |
| Q24 Information of services | 68 | 73 | 29 | 68 | 73 | 77 | 96 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 59 | 66 | 31 | 62 | 66 | 70 | 96 |
| Q26 Illness prevention | 64 | 69 | 34 | 64 | 68 | 72 | 96 |
| Q27 Reminder systems | 59 | 68 | 27 | 63 | 68 | 72 | 96 |
| Q28 Second opinion / comp medicine | 61 | 67 | 30 | 62 | 67 | 71 | 96 |
| Overall score | 65 | 73 | 35 | 69 | 73 | 77 | 95 |

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

9541

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

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



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

| | Your mean score (%) | Benchmark data (%)* | | | | | |
|---|---------------------|---------------------|-----|----------------|--------|----------------|-----|
| | | National mean score | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 62 | 67 | 45 | 64 | 67 | 71 | 78 |
| Q2 Telephone access | 52 | 53 | 15 | 46 | 52 | 60 | 77 |
| Q3 Appointment satisfaction | 58 | 64 | 33 | 60 | 64 | 69 | 81 |
| Q4 See practitioner within 48hrs | 44 | 56 | 23 | 50 | 56 | 63 | 80 |
| Q5 See practitioner of choice | 51 | 48 | 22 | 41 | 48 | 55 | 83 |
| Q6 Speak to practitioner on phone | 54 | 57 | 31 | 51 | 57 | 63 | 76 |
| Q7 Comfort of waiting room | 61 | 62 | 47 | 57 | 63 | 68 | 83 |
| Q8 Waiting time | 52 | 53 | 28 | 49 | 53 | 58 | 74 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 70 | 80 | 60 | 76 | 80 | 84 | 94 |
| Q10 Warmth of greeting | 74 | 81 | 62 | 78 | 81 | 85 | 95 |
| Q11 Ability to listen | 73 | 82 | 65 | 78 | 82 | 86 | 96 |
| Q12 Explanations | 73 | 80 | 63 | 76 | 81 | 85 | 95 |
| Q13 Reassurance | 71 | 79 | 61 | 75 | 80 | 83 | 94 |
| Q14 Confidence in ability | 74 | 82 | 65 | 79 | 83 | 86 | 95 |
| Q15 Express concerns/fears | 73 | 80 | 62 | 76 | 80 | 84 | 94 |
| Q16 Respect shown | 77 | 84 | 68 | 80 | 84 | 87 | 95 |
| Q17 Time for visit | 71 | 78 | 59 | 74 | 79 | 83 | 93 |
| Q18 Consideration | 70 | 78 | 59 | 74 | 78 | 82 | 92 |
| Q19 Concern for patient | 71 | 79 | 60 | 75 | 79 | 83 | 93 |
| Q20 Self care | 70 | 78 | 61 | 74 | 78 | 82 | 92 |
| Q21 Recommendation | 73 | 81 | 60 | 78 | 81 | 85 | 95 |
| About the staff | | | | | | | |
| Q22 Reception staff | 72 | 72 | 50 | 69 | 71 | 76 | 84 |
| Q23 Respect for privacy/confidentiality | 71 | 72 | 51 | 69 | 72 | 76 | 83 |
| Q24 Information of services | 68 | 68 | 45 | 65 | 69 | 72 | 80 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 59 | 62 | 34 | 58 | 62 | 66 | 76 |
| Q26 Illness prevention | 64 | 65 | 42 | 62 | 65 | 68 | 79 |
| Q27 Reminder systems | 59 | 64 | 38 | 60 | 64 | 68 | 80 |
| Q28 Second opinion / comp medicine | 61 | 63 | 42 | 60 | 63 | 67 | 77 |
| Overall score | 65 | 70 | 48 | 67 | 70 | 74 | 86 |

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

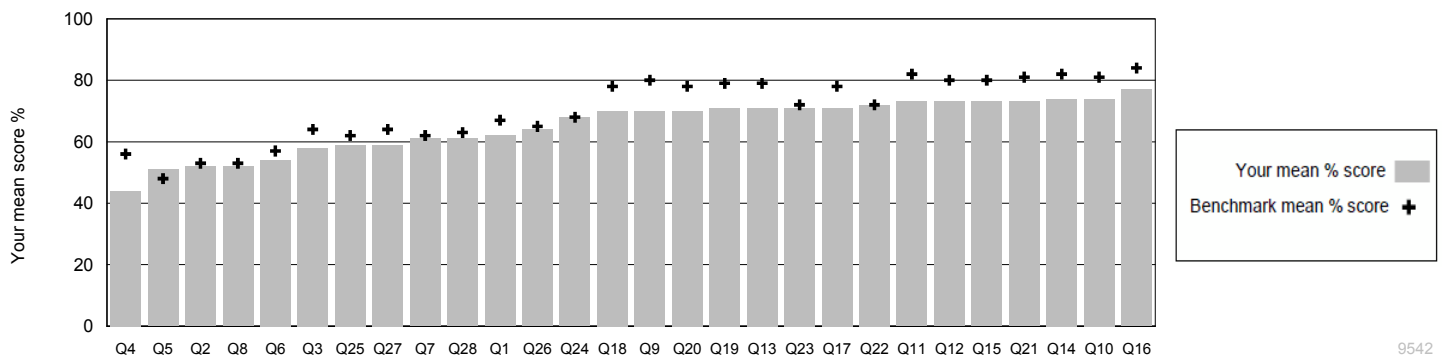
9542

*Based on data from 93 practices carrying out 135 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 (>12000 patients)



9542

Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

| | Number of responses | Your mean score (%) | Benchmark data (%)* | | | | | |
|---------------------------------|---------------------|---------------------|-------------------------|---------|----------------|--------|----------------|---------|
| | | | National mean score (%) | Minimum | Lower Quartile | Median | Upper Quartile | Maximum |
| Age | | | | | | | | |
| Under 25 | 43 | 67 | 69 | 50 | 65 | 70 | 74 | 83 |
| 25 - 59 | 202 | 63 | 70 | 47 | 66 | 70 | 74 | 87 |
| 60 + | 139 | 68 | 72 | 50 | 69 | 72 | 75 | 85 |
| Blank | 30 | 63 | 69 | 51 | 64 | 69 | 74 | 89 |
| Gender | | | | | | | | |
| Female | 229 | 64 | 70 | 48 | 67 | 70 | 74 | 86 |
| Male | 149 | 69 | 72 | 49 | 68 | 72 | 75 | 84 |
| Blank | 36 | 61 | 69 | 49 | 65 | 69 | 74 | 85 |
| Visit usual practitioner | | | | | | | | |
| Yes | 261 | 67 | 73 | 53 | 70 | 73 | 76 | 86 |
| No | 96 | 63 | 68 | 44 | 64 | 68 | 72 | 84 |
| Blank | 57 | 63 | 69 | 47 | 65 | 69 | 74 | 86 |
| Years attending | | | | | | | | |
| < 5 years | 72 | 62 | 71 | 47 | 67 | 72 | 74 | 88 |
| 5 - 10 years | 67 | 67 | 70 | 47 | 66 | 71 | 75 | 86 |
| > 10 years | 239 | 67 | 71 | 49 | 67 | 71 | 75 | 85 |
| Blank | 36 | 58 | 69 | 50 | 64 | 69 | 73 | 85 |

*Based on data from 93 practices carrying out 135 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.

9542

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?

- To talk to reception I find at times not very private.
- Be able to make appointment in advance.
- I do not feel that a phone call instead of an appointment is beneficial at all.
- Answer the phone! Get a decent computer system it is always 'down'. Own doctor only available 2 days a week!
Better liaison with the pharmacy.
- The service is excellent already.
- Waiting time for an appointment is too long.
- Reception in the past has been very bad almost sound annoyed that you're calling for an appointment/also times and appointments availability.
- Be mindful when reception is asking for personal details over the counter as pharmacy customers and other patients are within earshot. Have not seen clear information on how to compliment/complain about service.
- Room 1 - Quite a serious matter, I was in the waiting room, and I could hear every word the patient was saying to their doctor! I tried to make a complaint, but it was not dealt with. I asked the receptionist if they could give my number to a senior staff member of the practice, but they never called me back!
- Bacon and egg roll and coffee.
- Allowing less than 48 hours to see a doctor when you really need to especially when not a known time waster.
- Have more people to answer telephone as I waited 14 minutes, even though I was number one in the queue, before anyone answered - very poor most times generally!!!
- Happy for the service so far.
- Q22. Sometimes, sadly ignored whilst conversing between themselves.
- Length time waiting on the phone is so long.
- Light music in waiting room.
- Bring back one doctor!
- Some of the reception staff could be more cooperative and friendly.
- Reduce the time in the waiting room.
- The only thing I would say is that I waited 2-3 weeks to see doctor but I should have been told I don't need to see them as I can refer myself to foot clinic.
- Staff needs to be more helpful and understanding when you talk to them not try to book you in whenever and get rid of you.
- One nurse is fantastic, they're very helpful and very friendly. A credit to the nurses.
- The early morning surgery on Fridays so much better if you are working. I feel the practice is finally catering for working people.
- Since new reception staff have arrived it is much better. Some can still be rude.
- No - although computer system had failed during my consultation.
- More people taking your calls at busy times.
- I feel it's hard to get appointments, I had to ring out of hours to make them see my daughter I feel if it is important they should be able to.
- To have a more confidential approach to reception (cubicle like boards where other patients cannot hear what you're saying).

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?

- Air conditioning or fans in waiting room.
- There is only one doctor whom I think is very good, all the rest do not listen, are not concerned and extremely rude! There have been a couple of times I've seen a different doctor and I've come away in tears!
- The practice has changed over the years since I came here.
- Opening times are not very good for working and weekends hard to get hold of practice/information without a lot of phone calls.
- They are very good.
- More pre-health checks/well women clinics. More screening, e.g. smears for young women under 25. Better phone service - I tried to ring to cancel an appointment and couldn't get through so the consultation slot was wasted.
- Update waiting room, needs more children's toys, books.
- Can never get an appointment for that day or in that week.
- Get more appointments.
- More children's toys/books, children get bored waiting and end up running around which could cause possible falls by patients (my children included).
- Less waiting time to make an appointment, couple of weeks is no good if ill, you could be dead by then!!!
- More people on reception answering calls for appointments.
- More than one phone line.
- It would be ideal if I could get an appointment the same week rather than a week later.
- Faster appointments.
- Translators in the practice.
- Good!
- It's perfect.
- Training new staff should be done when patients have gone, not when they are signing in or speaking to receptionist.
- To be told prices of treatments before your are due to have them so you bring the right amount of money! (Especially as they have no card machine).
- Open weekends.
- I have only just joined the practice and I have been made to feel very welcome.
- More telephone staff especially for the mornings when it isn't uncommon to be holding the line for over half an hour waiting to speak to reception staff.
- Maybe have a ticket slot as can't always get appointment on day.
- Waiting time.
- To be able to see nurse for blood tests/investigations after seeing the doctor to avoid multiple visits to the surgery - a one stop clinic in other words. Provide its own out of hours service. My experience with 111 was appalling.
- It is very easy to get appointments. Doctors are willing to consider complementary therapies, which has improved to quality of my life, considering my diagnosis.
- Reduce the heating in the waiting area.
- None - my first visit. Quick, friendly reception staff. Virtually no wait to see GP. Felt listened to, really impressed!

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?

- A far better telephone service. Full Saturday appointments.
- Greater flexibility with appointments.
- I don't see the need for improvements. The service at this time is on the whole very very good.
- Answering phone more promptly.
- None - superb.
- Daily paper in waiting room?
- Waiting time for the phone call to be answered is sometimes too long.
- See your own doctor more readily? Email/computer contact with practice for appointments etc.
- Very happy with the practice as it is.
- Very good.
- A reminder service, if not already present.
- To make it easier to see a doctor.
- More hours set aside for fulltime workers who need slots, i.e. if a worker works 6am - 6pm, Monday - Sunday shifts and days off differ each week, set additional hours on a Saturday may still not be adequate. Update information leaflets available. Some are out of date!
- More appointment out of normal working hours for example later surgeries and Saturdays and Sundays for people who work. Surgeries on Friday afternoon not just emergencies.
- Snotty reception staff traditionally (which I see you are improving with great new staff).
- Phone call takes too long to answer.
- I was wondering if you can do something about it. I was seen by a consultant and almost one year that the result has not been passed to my GP. It's frightening really. Whilst I was seen by a consultant they were doing some text (mobile) I could not believe.
- Have male doctors at Willowtree!! Polite reception staff. Ability of some doctors to make decent diagnosis.
- Reduce the amount of time waiting to speak to someone when using the phone (queue time). Also to acknowledge patients upon arrival and not to carry on having a conversation.
- Later opening times during weekdays and Saturday morning appointments for people who find it hard to get doctors because of work commitments.
- Do not close for lunch.
- Please, do not employ anyone similar to an ex staff member. Everyone else cannot do enough for me or my family.
- Sometimes it is difficult to contact my GP but not on every occasion.
- Difficult to get through by phone in the morning, is not answered.
- Extended hours an improvement, sometimes wait Wednesday to Tuesday if doctor only available on Thursday or Tuesday. Maybe could suggest another doctor if available.
- Appointment system.
- Cup of tea and a bacon sandwich.

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?

- Longer time to speak to a doctor.
- My doctor is excellent.
- Straight forward procedure on this visit so no comment.
- Yes show a bit more concern when the patient obviously thinks there is something wrong.
- More phone lines.
- There's always room for improvement.
- Have more time with your doctor 10 minutes not enough if you have more than one thing you would like to have explained at one appointment.
- My doctor is fantastic, I wouldn't see anyone else if I couldn't see them.
- My doctor is excellent.
- Longer appointments offered if requested.
- One doctor is very caring you feel very relaxed with them they always give good advice when needed.
- When I have come here the nurses have all been very helpful and I've only seen one doctor I find them very nice and helpful too.
- Doctors these days are very rude and do not know what they're on about half the time! Very angry. Although I fully recommend one doctor.
- There are only two doctors I would see at this practice.
- Long opening hours/weekend practice.
- The doctor is very good.
- Nurse this morning - excellent! One doctor has been thorough/professional.
- Appointments are not good.
- Doctors not running late.
- Give more advice and listen more.
- All the doctor and staff are very good improve.
- When doctor/nurse leaves the call speaker should have the name of the new doctor/nurse by its door number.
- Eye contact would be nice and less time on the computer screen (as a rule), this time was fine.
- The specialist nurse was exceptional. Their care was sensitive and thorough.
- Give patients more time to talk about their illness and not say that we're given (not reminding us) only 10 minutes. I think a patient should be given more than 10 minutes with the GP.
- My doctor is no longer here and I do not feel the same about other GPs since being missed diagnosed and caused me to become very sick. This would not have happened had my old doctor still be able to work (best GP).
- Make appointments slightly longer.
- Not in my opinion. I have nothing but praise for all of them - even receptionists - some 3 years ago I had problems with receptionists - which was dealt with by the doctors.
- By not looking at their computer screen when being spoken to. Doctors and nurses.
- None - superb.

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?

- Good staffing, no need to improve.
- None - Very good and listened well. I have great respect for them as my doctor.
- As a patient I don't feel qualified to comment on how to run your practice.
- Very happy with my doctor.
- Excellent.
- Very good.
- Ensure patients get to see their own GPs if it's for a long term condition that requires an appointment, other irregular appointments less requirement to see own GP so much.
- The nurses in this practice are very dedicated and caring and definitely 'go the extra mile' for the patients.
- No comments. Actually you are doing a wonderful job.
- I had an appointment for 10:30. When I signed in at 10:25 the screen said waiting time zero minutes. I wasn't seen until 10:58 with no reason given. When treated by nurse I was then told that I would have to come back again to pick up my prescription. Surely if the nurse is competent to diagnose and treat, they can also sign a prescription?
- This doctor was very good but other doctors have been poor for several years.
- Both specialist nurse and GP have provided an excellent service to me and I feel totally confident in both.
- Increase the time the doctor spends with the patient.
- Able to leave message for a call back when staff become 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 = 414

| Questionnaire rating scale | Poor | Fair | Good | Very Good | Excellent | Blank/spoilt |
|----------------------------|------|------|------|-----------|-----------|--------------|
| Number of ratings | 11 | 55 | 141 | 141 | 63 | 3 |

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(11 \times 0) + (55 \times 25) + (141 \times 50) + (141 \times 75) + (63 \times 100)}{(414 - 3)} = 25,300/411$$

Your mean percentage score for Q1 = 62%

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 | 62 |

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

9541

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



| | |
|-----------------|-----------------|
| OFFICE USE ONLY | Org ID |
| | Survey ID |
| | Practitioner ID |

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Southmead and Henbury Family Practice

Southmead Health Centre
Ullswater Road
Southmead
Bristol
BS10 6DF

Practice List Size: 12500

Surveys Completed: 414

has completed the

Improving Practice Questionnaire

Completed on 27 March 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.