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## **Improving Practice Questionnaire Report**

Wrekenton Medical Group

March 2014



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04 March 2014

Dear Mr Pritchard

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=169938>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

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## Introduction

### About the IPQ

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

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

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

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

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	1	24	71	130	120	3
Q2 Telephone access	3	15	97	127	102	5
Q3 Appointment satisfaction	8	21	93	115	107	5
Q4 See practitioner within 48hrs	30	57	90	84	84	4
Q5 See practitioner of choice	35	72	100	85	50	7
Q6 Speak to practitioner on phone	11	51	111	93	60	23
Q7 Comfort of waiting room	1	29	115	127	75	2
Q8 Waiting time	21	67	111	88	46	16
Q9 Satisfaction with visit	2	6	48	120	171	2
Q10 Warmth of greeting	0	2	51	108	187	1
Q11 Ability to listen	2	4	43	105	192	3
Q12 Explanations	2	5	44	110	184	4
Q13 Reassurance	2	5	50	114	176	2
Q14 Confidence in ability	2	5	38	107	193	4
Q15 Express concerns/fears	1	7	47	110	181	3
Q16 Respect shown	0	3	40	105	197	4
Q17 Time for visit	1	13	48	106	175	6
Q18 Consideration	2	6	54	110	164	13
Q19 Concern for patient	2	4	60	106	161	16
Q20 Self care	1	8	54	116	152	18
Q21 Recommendation	2	6	43	100	179	19
Q22 Reception staff	1	14	70	131	127	6
Q23 Respect for privacy/confidentiality	0	22	76	116	126	9
Q24 Information of services	9	19	82	125	101	13
Q25 Complaints/compliments	9	28	97	116	69	30
Q26 Illness prevention	4	27	106	109	77	26
Q27 Reminder systems	9	34	100	110	68	28
Q28 Second opinion / comp medicine	6	29	97	96	71	50

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

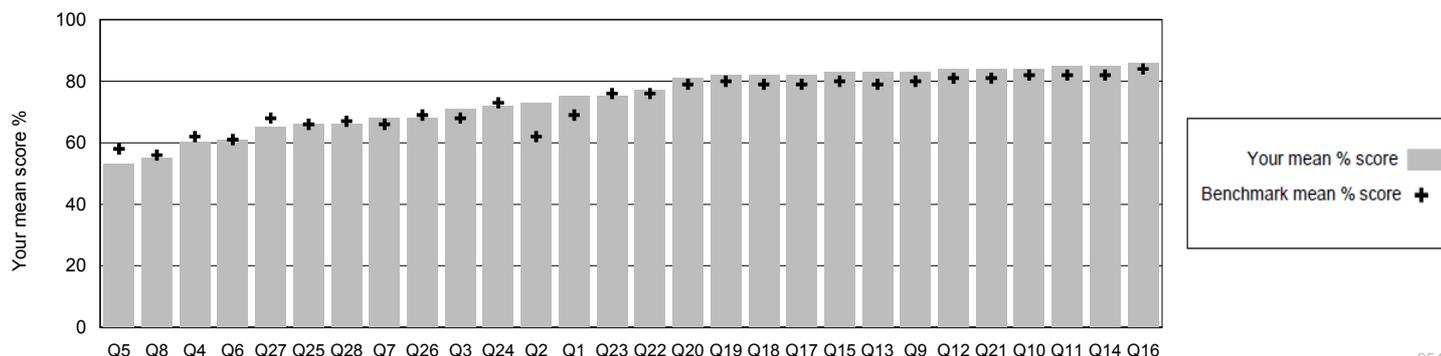
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	75	69	23	64	68	73	92
Q2 Telephone access	73	62	13	53	63	71	92
Q3 Appointment satisfaction	71	68	23	63	68	74	92
Q4 See practitioner within 48hrs	60	62	18	54	62	70	96
Q5 See practitioner of choice	53	58	22	48	57	65	95
Q6 Speak to practitioner on phone	61	61	25	54	61	67	92
Q7 Comfort of waiting room	68	66	27	60	66	71	90
Q8 Waiting time	55	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	83	80	41	76	81	85	97
Q10 Warmth of greeting	84	82	45	78	82	86	96
Q11 Ability to listen	85	82	46	78	83	87	97
Q12 Explanations	84	81	42	77	81	85	97
Q13 Reassurance	83	79	41	75	80	84	98
Q14 Confidence in ability	85	82	43	79	83	87	99
Q15 Express concerns/fears	83	80	45	76	81	85	96
Q16 Respect shown	86	84	49	80	85	88	98
Q17 Time for visit	82	79	38	75	80	84	96
Q18 Consideration	82	79	41	75	79	83	98
Q19 Concern for patient	82	80	43	76	80	84	97
Q20 Self care	81	79	38	75	79	83	97
Q21 Recommendation	84	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	77	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	75	76	43	72	76	80	96
Q24 Information of services	72	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	65	68	27	63	68	72	96
Q28 Second opinion / comp medicine	66	67	30	62	67	71	96
Overall score	75	73	35	69	73	77	95

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

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\*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



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## 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
<b>About the practice</b>							
Q1 Opening hours satisfaction	75	67	23	64	68	71	88
Q2 Telephone access	73	56	13	47	58	65	78
Q3 Appointment satisfaction	71	65	23	62	65	69	85
Q4 See practitioner within 48hrs	60	57	18	52	58	64	83
Q5 See practitioner of choice	53	49	22	44	48	55	84
Q6 Speak to practitioner on phone	61	57	25	52	57	63	85
Q7 Comfort of waiting room	68	64	27	60	65	69	86
Q8 Waiting time	55	54	26	49	54	59	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	83	80	41	76	81	84	91
Q10 Warmth of greeting	84	82	45	78	83	85	93
Q11 Ability to listen	85	82	46	79	83	87	94
Q12 Explanations	84	81	42	77	81	85	92
Q13 Reassurance	83	80	41	76	80	84	91
Q14 Confidence in ability	85	82	43	79	83	86	92
Q15 Express concerns/fears	83	80	45	77	81	84	91
Q16 Respect shown	86	84	56	81	85	88	93
Q17 Time for visit	82	79	38	75	80	83	91
Q18 Consideration	82	79	46	75	79	83	89
Q19 Concern for patient	82	80	46	76	80	84	90
Q20 Self care	81	78	38	75	79	83	89
Q21 Recommendation	84	81	41	78	82	86	91
<b>About the staff</b>							
Q22 Reception staff	77	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	75	73	43	70	73	76	90
Q24 Information of services	72	70	31	67	70	73	88
<b>Finally</b>							
Q25 Complaints/compliments	66	63	31	60	64	66	86
Q26 Illness prevention	68	66	34	63	66	69	86
Q27 Reminder systems	65	65	27	62	65	68	86
Q28 Second opinion / comp medicine	66	64	30	61	64	68	87
<b>Overall score</b>	<b>75</b>	<b>71</b>	<b>35</b>	<b>68</b>	<b>72</b>	<b>75</b>	<b>87</b>

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

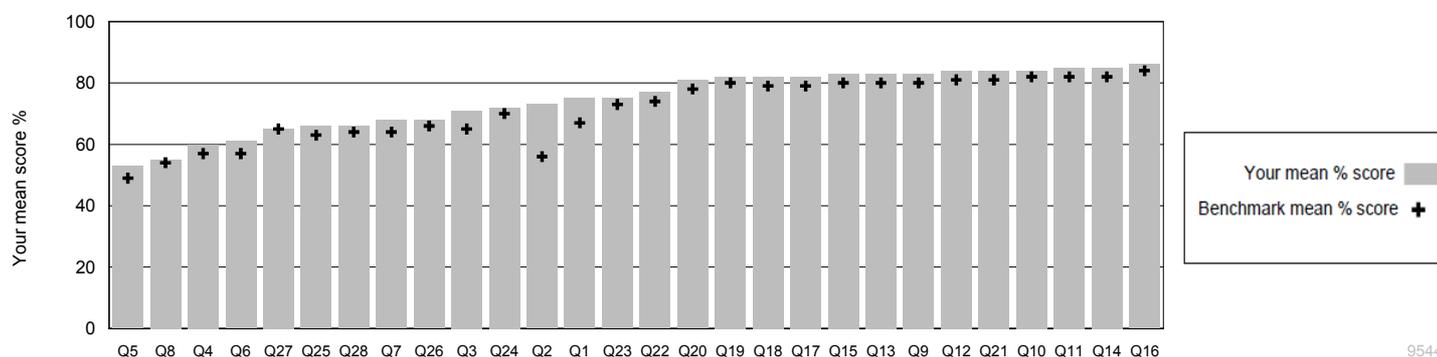
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\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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 (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	Maximum
<b>Age</b>								
Under 25	33	74	70	42	66	70	75	91
25 - 59	177	75	70	35	67	70	74	87
60 +	120	73	73	24	70	73	76	87
Blank	19	80	69	50	63	69	74	86
<b>Gender</b>								
Female	219	75	71	32	67	71	74	87
Male	106	74	73	45	69	73	77	88
Blank	24	79	69	49	65	69	74	89
<b>Visit usual practitioner</b>								
Yes	206	75	74	35	71	74	77	89
No	105	74	68	35	64	68	72	84
Blank	38	74	70	53	65	70	73	83
<b>Years attending</b>								
< 5 years	75	76	72	28	68	72	76	88
5 - 10 years	64	73	71	40	67	71	75	91
> 10 years	185	74	72	48	69	72	75	86
Blank	25	78	69	49	65	69	73	85

\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	07/03/2008	19/12/2006	29/06/2005
Q1 Opening hours satisfaction	75	68	73	72
Q2 Telephone access	73	71	72	69
Q3 Appointment satisfaction	71	72	71	70
Q4 See practitioner within 48hrs	60	64	58	56
Q5 See practitioner of choice	53	63	60	61
Q6 Speak to practitioner on phone	61	62	62	62
Q7 Comfort of waiting room	68	62	65	62
Q8 Waiting time	55	57	56	61
Q9 Satisfaction with visit	83	83	85	87
Q10 Warmth of greeting	84	85	86	88
Q11 Ability to listen	85	87	87	88
Q12 Explanations	84	85	86	88
Q13 Reassurance	83	85	86	86
Q14 Confidence in ability	85	86	88	89
Q15 Express concerns/fears	83	84	85	87
Q16 Respect shown	86	87	88	90
Q17 Time for visit	82	79	79	80
Q18 Consideration	82	82	82	86
Q19 Concern for patient	82	83	83	86
Q20 Self care	81	--	--	--
Q21 Recommendation	84	86	86	87
Q22 Reception staff	77	74	76	74
Q23 Respect for privacy/confidentiality	75	74	75	75
Q24 Information of services	72	73	72	72
Q25 Complaints/compliments	66	67	68	69
Q26 Illness prevention	68	73	73	75
Q27 Reminder systems	65	71	70	72
Q28 Second opinion / comp medicine	66	71	70	71
Overall score	75	76	76	77

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

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

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

## Your patient feedback

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

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

- Manager is wonderful, staff are brilliant working within appointment restraints.
- Saturday morning surgery would be good.
- Introduce a patient forum!
- Open 7 days a week.
- Sometimes the waiting time is a lot.
- Being able to get an earlier appointment with the doctor of my choice.
- Explain if your appointment might be late.
- Pre-bookable appointments for non emergencies are very poor and restrictive for people who work full time!
- Good relations with staff on desk at reception. Nurses all very helpful.
- No comment - all is as it should be!
- Weekend opening and later evenings until 8pm if possible.
- Online repeat prescriptions and appointments.
- Always satisfied.
- Happy with everything, thank you.
- In my opinion this is an excellent, well run practice. Staff are supportive, caring and extremely professional.
- Everyone one of the staff helpful.
- As a diabetes sufferer I feel that the practice could provide a 3 month follow up rather than 6 month.
- Allow more appointment times quicker (sometimes when I phone for an appointment within 24/48 hours I can't get one til the week after).
- None.
- Improve waiting room times.
- The staff were great.
- Everything here is amazing.
- Being able to make appointment within 7 days. Not having to ring at 7am for appointment. Be able to make urgent appointment for that day, non urgent within 7 days.
- Improve likelihood of appointment on day of call.
- To telephone at 7am is sometimes awkward - however I understand why.
- While talking to reception staff in privacy it can be hard when other callers into the practice stand right beside you at reception desk (sign of wait here could be of help). Some people are very aware but some just don't seem to think.
- None.
- To be open on a Saturday even just til lunchtime.
- Doesn't need improving.
- Given NHS changes, a wonderful practice.
- None.

## 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?

- Waiting room chairs. Close proximity of people's hair i.e. back to back so I sit on higher chairs but not so comfy.
- Never need a second opinion. Always fully satisfied.
- Time waiting. Not getting the opportunity to see family doctors as much as you wanted.
- Waiting hours need cutting down.
- Improve waiting time as appointments are never on time.
- None, very satisfactory.
- Results of blood tests etc should be given only to the patient not to other family member. They may be family but such results should remain private and confidential to the patient.
- I have always been satisfied with the staff and doctors at this practice.
- No, just keep up the good work.
- Staff here are not helpful. Bad attitude when trying to get appointment. Never had a full medical for 10 years and I am over 70.
- Being able to book appointments a day or two in advance would be an excellent improvement.
- Good, keep it up!
- Chemist is at times haphazard. Have to wait for stock. Errors made.
- Provide more late evening appointments for people who work. Sometimes you can't get an appointment for a week which is too long. Recently I couldn't get an appointment so I rang 3 times during the day to see if there were any cancellations - I felt as if I was bothering the receptionist - I think she was having a bad day. However generally the service at this practice is very good indeed and I think you all do a great job!
- Very happy with treatment and have no complaints.
- Happy with outcome etc.
- Change appointment system.
- None.
- Not really. Quicker appointment in some cases but usually they're really good.
- More private at reception. Everyone can hear receptionist.
- Try to cut down on waiting times on appointments. If you are given a time you should be seen at that time, not half an hour after the time.
- Up to date information leaflets - I picked up a leaflet from 2009. Entertainment for children in the waiting room i.e. colouring sheets, jigsaws.
- It isn't good enough when having to wait and you can not hear the buzz with the name.
- Listen to the patient more.
- Saturday opening please!
- Reinstate weekend hours, especially Saturday mornings.
- No reminders for diabetes review sent out in 6 years! - always in my diary.
- Perhaps to be able to book regular (e.g. monthly) appointments ahead. Presently it is only about 2 weeks ahead. Otherwise everything is excellent.
- Up to date information. Colouring sheets for children.

## 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?

- Unable to make appointment to see doctors. Sometimes 14 days. Reception staff can sometimes be abrupt.
- When ringing for an appointment the receptionist asks 'what the appointment is for' which I think for confidentiality reasons should not be asked!
- Very good staff. Can't fault them.
- All lovely nurses.
- More privacy at desk. Improve on should be able to see who want in a short time rather than waiting weeks.
- Very good.
- None.
- All fine.
- Often it's needed to give info about appointment bookings and who you need to see (and why) at the reception desk in earshot of a very quiet and often full waiting room.
- Everything is very good.
- No, really excellent. First class doctor.
- All the staff very helpful.
- None - excellent in every way.
- Always found practice to be A\*
- Preferably more late nights or half a day Saturday. An online appointment booking system.
- The practice is fabulous, couldn't get better, far better than any other practice I have been to or told about by my friends.
- Reception area poor for wheelchair users. Need a buzzer. People use disabled parking with no badges.
- Not really.
- More nursing appointments for smears, ears etc.
- None.

## 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?

- Waiting time between appointments.
- The doctor as usual was excellent.
- Cannot fault this doctor at all.
- Even when attending early morning appointments the doctors/nurses are often running late! e.g. 8am/8.15am appointments.
- Doctors are most helpful.
- First class, nothing to improve.
- Highly satisfied.
- No issues with courtesy of doctors seen. Seem very professional and will listen when needed.
- Thank you for excellent service.
- Very good.
- This doctor has to be the best doctor I've ever had.
- None whatsoever.
- Doesn't need improving.
- Improve time having to wait getting to see more of family doctor when asked for.
- None whatsoever!
- No.
- Doctors are fine.
- None. She is the only doctor I will see at this surgery.
- Excellent.
- More time, explore more options.
- Nothing, very friendly and helpful.
- No, usually ask in a caring, professional manner.
- None.
- Excellent service. First visit to this practice.
- Listen to what he says about his symptoms.
- We usually see one nurse and are entirely satisfied with our consultation.
- She was lovely, shame to see her leaving.
- She has always been excellent in every part of her job.
- Nurse was great.
- Very good.
- I rarely see the same doctor twice which isn't a massive problem but is harder to build a doctor - patient relationship and often have to explain the same things every appointment.
- I am completely happy with everything, 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.

### Any comments about how the doctor/nurse could improve?

- No, this doctor is fab!
- The doctor is very helpful.
- None, as our doctor is excellent in every way.
- Be available more often!
- Continue as she is.
- No improvement needed at all.
- This doctor is excellent at her job.
- None at all, very pleased indeed.

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 = 349

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	24	71	130	120	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (24 \times 25) + (71 \times 50) + (130 \times 75) + (120 \times 100)}{(349 - 3)} = 25,900/346$$

Your mean percentage score for Q1 = 75%

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	75

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

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

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## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

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

### Page 2

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

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

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

### Page 3

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

### Page 4

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

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

### Page 5

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

### Page 6

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

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

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

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

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

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

### About the practice

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

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

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

Please turn over ↶



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

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

### About the staff

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

### Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

# *Certificate of Completion*

This is to certify that

**Wrekenton Medical Group**

Wrekenton Health Centre  
Springwell Road  
Wrekenton  
Gateshead  
Tyne and Wear  
NE9 7AD

**Practice List Size: 10100**

**Surveys Completed: 349**

has completed the

## Improving Practice Questionnaire

Completed on 04 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.