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Improving Practice Questionnaire Report

Holborn Medical Centre

August 2016



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08 August 2016

Dear Mr Honeywill

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.

A guidance template for discussion of these local survey findings and an action plan have also 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=193573>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	23	58	56	39	3
Q2 Telephone access	13	42	53	47	24	2
Q3 Appointment satisfaction	7	26	46	61	40	1
Q4 See practitioner within 48hrs	28	50	33	26	32	12
Q5 See practitioner of choice	21	49	43	30	23	15
Q6 Speak to practitioner on phone	17	32	57	36	26	13
Q7 Comfort of waiting room	6	28	70	52	23	2
Q8 Waiting time	11	35	58	44	27	6
Q9 Satisfaction with visit	3	8	30	53	84	3
Q10 Warmth of greeting	0	9	28	53	88	3
Q11 Ability to listen	3	6	24	45	98	5
Q12 Explanations	0	6	33	51	89	2
Q13 Reassurance	3	6	29	59	81	3
Q14 Confidence in ability	2	8	24	54	90	3
Q15 Express concerns/fears	0	10	25	51	87	8
Q16 Respect shown	2	2	24	46	104	3
Q17 Time for visit	6	12	27	47	85	4
Q18 Consideration	3	8	25	53	73	19
Q19 Concern for patient	4	8	26	46	78	19
Q20 Self care	3	5	31	50	73	19
Q21 Recommendation	3	8	21	48	82	19
Q22 Reception staff	7	6	35	61	56	16
Q23 Respect for privacy/confidentiality	2	8	39	61	55	16
Q24 Information of services	4	12	37	57	42	29
Q25 Complaints/compliments	5	14	48	49	28	37
Q26 Illness prevention	1	19	44	51	30	36
Q27 Reminder systems	7	17	36	49	41	31
Q28 Second opinion / comp medicine	6	12	34	41	24	64

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

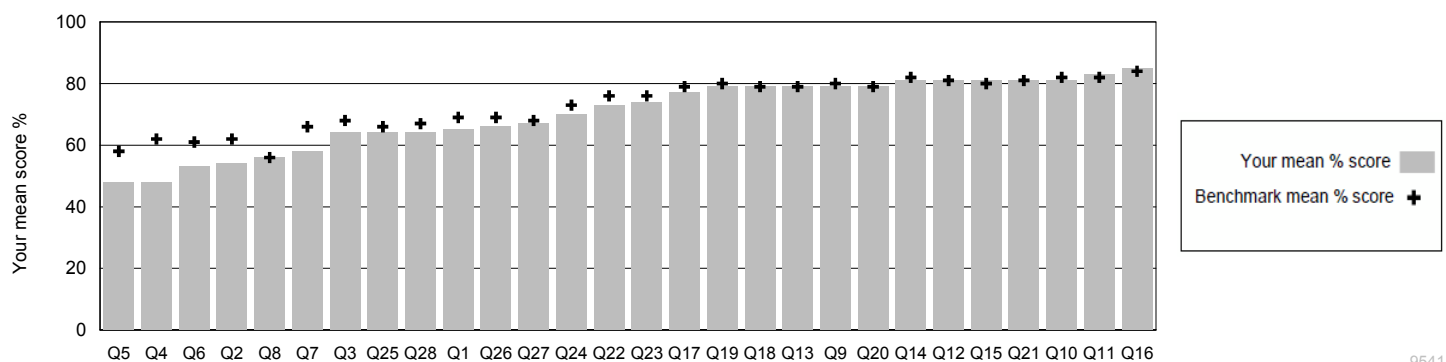
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	65	69	23	64	68	73	92
Q2 Telephone access	54	62	13	53	63	71	92
Q3 Appointment satisfaction	64	68	23	63	68	74	92
Q4 See practitioner within 48hrs	48	62	18	54	62	70	96
Q5 See practitioner of choice	48	58	22	48	57	65	95
Q6 Speak to practitioner on phone	53	61	25	54	61	67	92
Q7 Comfort of waiting room	58	66	27	60	66	71	90
Q8 Waiting time	56	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	79	80	41	76	81	85	97
Q10 Warmth of greeting	81	82	45	78	82	86	96
Q11 Ability to listen	83	82	46	78	83	87	97
Q12 Explanations	81	81	42	77	81	85	97
Q13 Reassurance	79	79	41	75	80	84	98
Q14 Confidence in ability	81	82	43	79	83	87	99
Q15 Express concerns/fears	81	80	45	76	81	85	96
Q16 Respect shown	85	84	49	80	85	88	98
Q17 Time for visit	77	79	38	75	80	84	96
Q18 Consideration	79	79	41	75	79	83	98
Q19 Concern for patient	79	80	43	76	80	84	97
Q20 Self care	79	79	38	75	79	83	97
Q21 Recommendation	81	81	41	78	82	86	99
About the staff							
Q22 Reception staff	73	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	74	76	43	72	76	80	96
Q24 Information of services	70	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	64	66	31	62	66	70	96
Q26 Illness prevention	66	69	34	64	68	72	96
Q27 Reminder systems	67	68	27	63	68	72	96
Q28 Second opinion / comp medicine	64	67	30	62	67	71	96
Overall score	70	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 (10001-12000 patients)

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

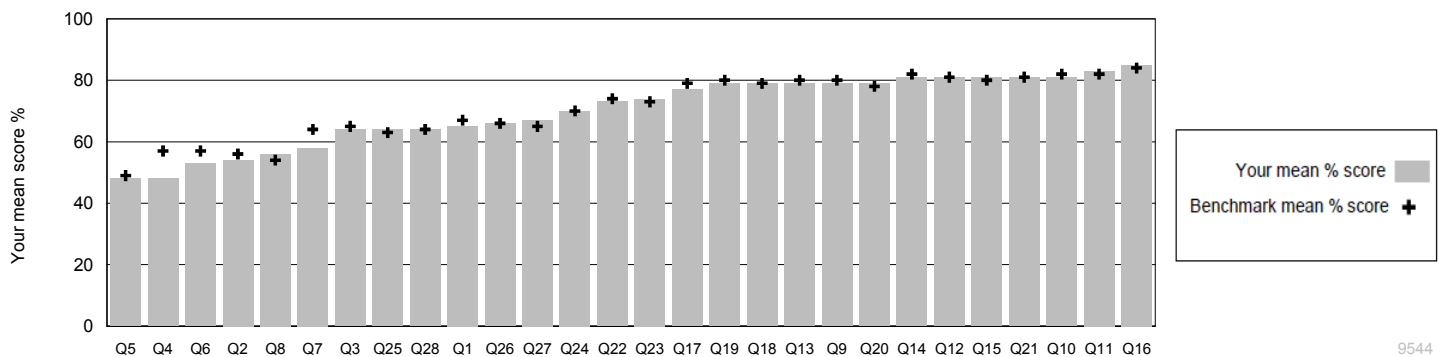
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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
Age								
Under 25	28	66	70	42	66	70	75	91
25 - 59	95	72	70	35	67	70	74	87
60 +	32	76	73	24	70	73	76	87
Blank	26	60	69	50	63	69	74	86
Gender								
Female	107	71	71	32	67	71	74	87
Male	49	72	73	45	69	73	77	88
Blank	25	64	69	49	65	69	74	89
Visit usual practitioner								
Yes	75	73	74	35	71	74	77	89
No	70	70	68	35	64	68	72	84
Blank	36	66	70	53	65	70	73	83
Years attending								
< 5 years	67	68	72	28	68	72	76	88
5 - 10 years	24	71	71	40	67	71	75	91
> 10 years	64	74	72	48	69	72	75	86
Blank	26	66	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.

9544

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	03/02/2014	21/03/2013	10/11/2008
Q1 Opening hours satisfaction	65	63	57	64
Q2 Telephone access	54	59	52	55
Q3 Appointment satisfaction	64	58	49	64
Q4 See practitioner within 48hrs	48	43	35	58
Q5 See practitioner of choice	48	41	37	50
Q6 Speak to practitioner on phone	53	54	52	55
Q7 Comfort of waiting room	58	53	52	53
Q8 Waiting time	56	45	48	54
Q9 Satisfaction with visit	79	73	66	77
Q10 Warmth of greeting	81	78	70	76
Q11 Ability to listen	83	77	70	78
Q12 Explanations	81	75	69	77
Q13 Reassurance	79	73	66	75
Q14 Confidence in ability	81	75	69	77
Q15 Express concerns/fears	81	75	67	73
Q16 Respect shown	85	80	72	80
Q17 Time for visit	77	70	63	66
Q18 Consideration	79	72	67	72
Q19 Concern for patient	79	75	67	74
Q20 Self care	79	74	66	--
Q21 Recommendation	81	76	67	75
Q22 Reception staff	73	68	60	62
Q23 Respect for privacy/confidentiality	74	67	61	66
Q24 Information of services	70	64	57	63
Q25 Complaints/compliments	64	58	54	57
Q26 Illness prevention	66	64	56	64
Q27 Reminder systems	67	62	58	58
Q28 Second opinion / comp medicine	64	60	53	58
Overall score	70	65	59	66

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

*Dates in the table relate to date questionnaires were received by CFEP.

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?

- Terrible communication and waiting time for appointments. No email. Doctors impossible to speak to. Patronising bedside manner, very paternalistic.
- No not really. Most people take their treatment for granted and can be rather offhand.
- Better hours and more ease of contacting reception and shorter notice hours!
- Some of the reception staff, in particular the person on the reception desk yesterday, was completely and unnecessarily rude and disrespectful of my situation when trying to make an appointment for my daughter and I (back to back) and I was only able to get one on Tuesday and one on Friday, meaning two trips, they said they also worked full time. They know nothing of my situation and I fail to see how their comparison was necessary. I have a daughter that has a life limiting condition and she alone goes between 3 different hospitals and I also have my own medical conditions. How dare the receptionist try to insinuate that they are coping just fine with full time work while I was struggling! I was asking for help.
- Sometimes it is difficult to get hold of the doctors/nurse. I also feel like the waiting time for appointments are extremely long. Might have something to do with the NHS in general.
- Can't see how.
- It might be trivial but your artwork selection could reflect the area you work in and change. Perhaps get in touch with the Mary Ward Art department for a rolling programme of exhibitions.
- Not closing on Thursday afternoons.
- Nicer waiting areas.
- I am delighted that once again I can see the same doctor at each visit.
- Shorter waiting time to see doctor/nurse.
- Sometimes it's hard to see same doctor (helping continuity of treatment) because of waiting times.
- Keep your good doctors. A few good doctors have left recently which is a shame.
- Appointments a big problem as wait very long. The online system is good but not enough appointments.
- More doctor.
- I wish that the receptionist would not ask the patient about their illness when they try to make an appointment with a doctor.
- It's much improved.
- More sooner appointments please. Having to wait two weeks is not good enough.
- Service with a smile on the reception desk.
- Reception today is ok.
- To have availability to see the doctor earlier and to make prescriptions for collection on the same day.
- Ensure that all staff at the reception desk, as well as all doctors and nurses are respectful, polite and considerate of your individual circumstances at all times. There often seems to be a lack of empathy and an unwillingness to take the time to listen properly and advise effectively without looking at the clock or appearing irritated or agitated!
- It would be good if there were a few more children's books in the waiting area.
- Answer telephone quicker (expensive to be 'on hold' for ages when not in work/receipt of benefits).
- If we were environmental friendly - and opening window.
- Calling in the morning to book an appointment needs to be improved as you can be put on hold for an hour or over. Most of the time I end up coming to the surgery to book appointment.

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?

- Fantastic care since I have joined this surgery.
- Bring back triage.
- Could be easier to get through on the phone.
- Either a weekend calling service or longer weekend hours.
- I feel the receptionists can be very rude at times and when I call to arrange an appointment I feel that they think my case is not always serious enough and therefore refuse to give me an appointment. Also they always ask why I need an appointment which invades my privacy.
- Clearly state to pick up prescriptions after appointment next door!
- Getting doctors to run on time as every time I come they are running late. Being able to see a doctor of the same gender.
- I would like to be able to speak to a doctor by telephone as sometimes the problem can be solved rather than coming in taking an appointment where someone more urgent may need it.
- The staff change very quickly. You don't often see the same doctor. When you build a relationship with a doctor they leave.
- Regular phone service (answer).
- Clear timetable for nurse/baby clinic - on occasion baby clinic has been closed but this is not communicated in advance.
- The opening hours could be extended. However, I do realise doctors need time to catch up with admin type of work too.
- Nope, so far so good.
- Better emergency appointment opportunities.
- Booked in for 3pm appointment (at approximately 2.50) using self check in. 3.15 - still waiting, but no apology/acknowledgement that I was waiting.
- Ease of booking appointments ahead of time can improve.
- Always such a long time before an appointment can be made over the phone - usually 2+ weeks. This can be very frustrating.
- Reception is always very helpful and kind. Very difficult to get an appointment with a doctor of my choice; have seen a different doctor almost every appointment so difficult to establish rapport/consistent care.
- An indication of waiting times on a board perhaps. Give out surveys and make it clear they should be filled in at the end of the visit - people were filling them in in the waiting room.
- On this occasion I saw a GP of my choice. If this were possible more often - especially for elderly patient, it would be an improvement.
- The practice gives excellent service.
- Improve waiting times for appointments. Fix lock on ground floor toilet - very stiff!
- Increased hours - Thursday pm and Saturday am. Greater emphasis on seeing same doctor consistently.
- Could be more proactive.
- Better telephone service. Took me a while to rebook my appointment.
- The reception staff are always very well informed and are incredibly helpful, polite and welcoming. I have yet to experience any reason to comment on improvements.
- Maybe put some fans/AC units in the basement waiting area.

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?

- It would be helpful to have a 'fast track' NHS staff appointment system.
- Quicker response times.
- Good overall service - no complaints.
- Nothing to improve on.
- Is there an 'online' appointment booking system in place?
- The reception staff could be more welcoming. Takes too long to get an appointment.
- I appreciate the efficiency and care given - I have seen a number of GPs and all have been excellent.
- Holborn Medical Centre has always been very responsive and helpful to me and my family.
- I rang at 9.00 and was seen at 11.30 for 20 minutes. Difficult to improve on that.
- I asked to give details about my consultation to the doctor but the person on the phone was insistent to know.
- Appointment time reduce?
- Bring back my two lovely doctors.
- The doctors could spend more that 10 minutes speaking to the patients and not to their computers.

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 again, I think it works very well - we/they are very lucky to have you.
- Take my worries more seriously, don't pass anything off as an exaggeration!
- Recommend patients more test in order to get to the bottom of the patient's illnesses. Sometimes the doctors assume a test or two is enough. Find other solutions in an appointment time frame.
- This medical practice is exemplary and so is the doctor I have just seen.
- One doctor is a very good and caring doctor - better than some of the other doctors I have seen here.
- Having the time to listen in appointments. The doctors try hard but this is always important.
- None - the clinical care is always exceptional.
- Give more time to the patient to express themselves on their illness.
- By making 10 minutes to 15 appointment time is not enough.
- Doctor is excellent.
- Patient request for the doctor because they feel more comfortable to them.
- Satisfied.
- Stay around longer - always good doctors! (Just stay too short).
- Most of the doctors are very patient, give time to raise concern that I might have.
- No, actually doctor here are very good and help.
- Thank you so much for the support and care which I have received at this practice.
- I have never seen the same doctor so some have been helpful and some have been not so helpful. I have been prescribed the same medication 5 times over the last 7 months and it's not working, and I feel sometimes no one wants to help.
- Would be good to see a regular doctor as you see a different doctor every time.
- More time with patient - but this is tricky as overstretched with patients.
- Wholly satisfied.
- One doctor is an excellent, thorough doctor. I have seen him once before and was impressed by his thoroughness and warmth. He left me feeling he had listened to me thoroughly on both occasions and was very helpful.
- Don't know what to say.
- Everything is pretty good!
- By far, one of the doctors has been the best and most reassuring doctor I've seen in the centre.
- Doctor did help by referring me to another doctor and providing testing. Seemed uninterested and impatient, though I felt they were trying to help. Not warm.
- I was very pleased with the practice and the doctor. I skipped some of the questions because as a new patient I didn't have a chance to experience some services. However, my first experience today was excellent in all respects.
- Excellent already.
- I have every confidence in the doctors/nurses I have seen.
- No - all very good.
- No - excellent all round.

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?

- None - already excellent!
- Read notes before visit, forgot key information.
- The doctor/nurse could have maybe spent more time on the appointment.
- I think it is difficult to suggest how either the practice or the various doctors/nurses I have seen over the years could improve. I regard the surgery as exemplary in terms of the services it provides.
- Very happy with Holborn Medical Centre and their doctors and staff.
- Always nice to come here.
- Not often change doctor?
- By taking on less patients so the doctors could spend more time talking to the patients problems and not rushing them out of the room.

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 = 181

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	23	58	56	39	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (23 \times 25) + (58 \times 50) + (56 \times 75) + (39 \times 100)}{(181 - 3)} = 11,575/178$$

Your mean percentage score for Q1 = 65%

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	65

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>
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

Holborn Medical Centre
64 - 66 Lamb's Conduit Street
London
WC1N 3NA

Practice List Size: 11350

Surveys Completed: 181

has completed the

Improving Practice Questionnaire

Completed on 08 August 2016



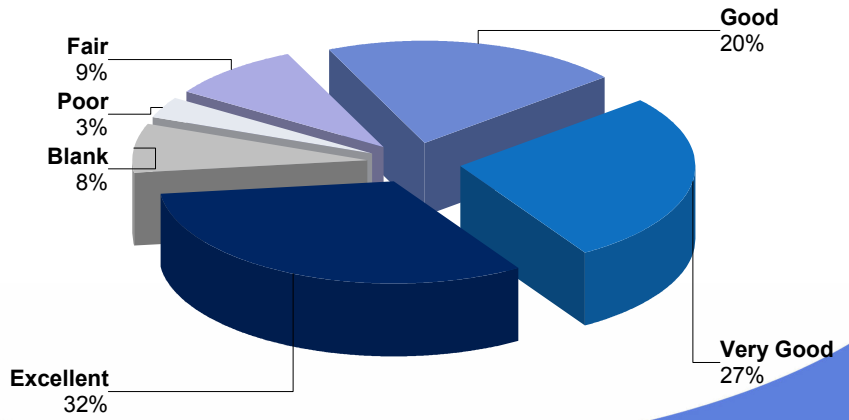
Michael Greco
Director



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.

80%

of all patient ratings about this practice were **good, very good or excellent**



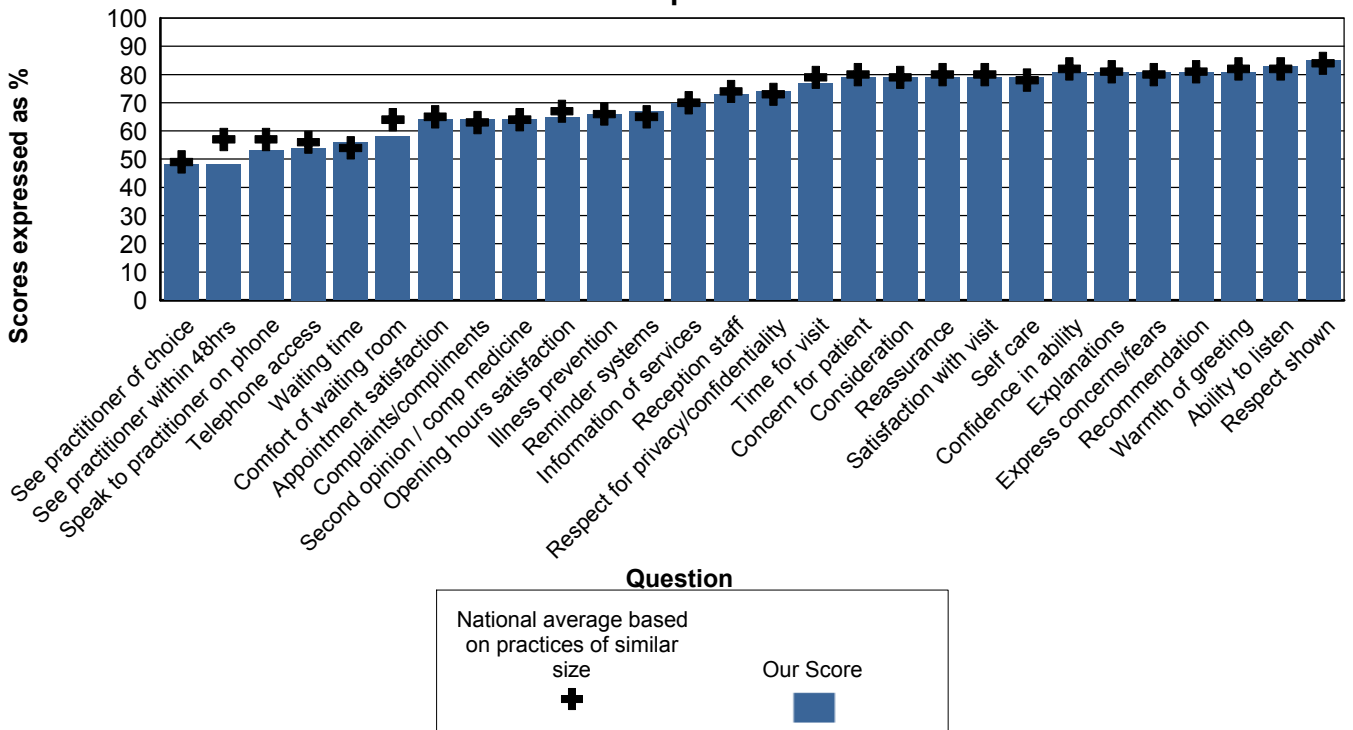
Thank you for your participation in this survey

Patient Experience Survey Results 2016/2017 Holborn Medical Centre



"Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you

