

Private and Confidential
Mr Oliver Honeywill
Holborn Medical Centre
64 - 66 Lamb's Conduit Street
LONDON
WC1N 3NA

Improving Practice Questionnaire Report

Holborn Medical Centre

February 2014



1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

Mr Oliver Honeywill
Holborn Medical Centre
64 - 66 Lamb's Conduit Street
LONDON
WC1N 3NA

t 0845 5197493
f 01392 824767

e enquiries@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

15 February 2014

Dear Mr Honeywill

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Of a total of 260 patients who responded to this survey, 251 filled out a paper questionnaire and 9 completed a questionnaire online. 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=167172>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	28	103	73	46	6
Q2 Telephone access	13	42	82	69	44	10
Q3 Appointment satisfaction	19	45	74	64	48	10
Q4 See practitioner within 48hrs	56	60	60	34	33	17
Q5 See practitioner of choice	46	62	75	31	20	26
Q6 Speak to practitioner on phone	19	45	75	57	31	33
Q7 Comfort of waiting room	9	63	99	54	27	8
Q8 Waiting time	29	66	93	35	22	15
Q9 Satisfaction with visit	3	14	62	77	82	22
Q10 Warmth of greeting	1	11	45	81	100	22
Q11 Ability to listen	4	12	50	70	102	22
Q12 Explanations	4	11	58	72	95	20
Q13 Reassurance	7	17	51	74	87	24
Q14 Confidence in ability	5	17	45	77	94	22
Q15 Express concerns/fears	4	15	49	78	91	23
Q16 Respect shown	3	8	42	75	113	19
Q17 Time for visit	8	22	57	75	80	18
Q18 Consideration	7	12	52	72	73	44
Q19 Concern for patient	4	13	44	69	80	50
Q20 Self care	2	13	51	72	77	45
Q21 Recommendation	7	11	44	58	93	47
Q22 Reception staff	7	22	66	62	71	32
Q23 Respect for privacy/confidentiality	12	16	75	59	66	32
Q24 Information of services	9	28	70	51	56	46
Q25 Complaints/compliments	11	27	81	42	35	64
Q26 Illness prevention	4	20	82	61	40	53
Q27 Reminder systems	11	24	69	47	46	63
Q28 Second opinion / comp medicine	9	25	66	49	33	78

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

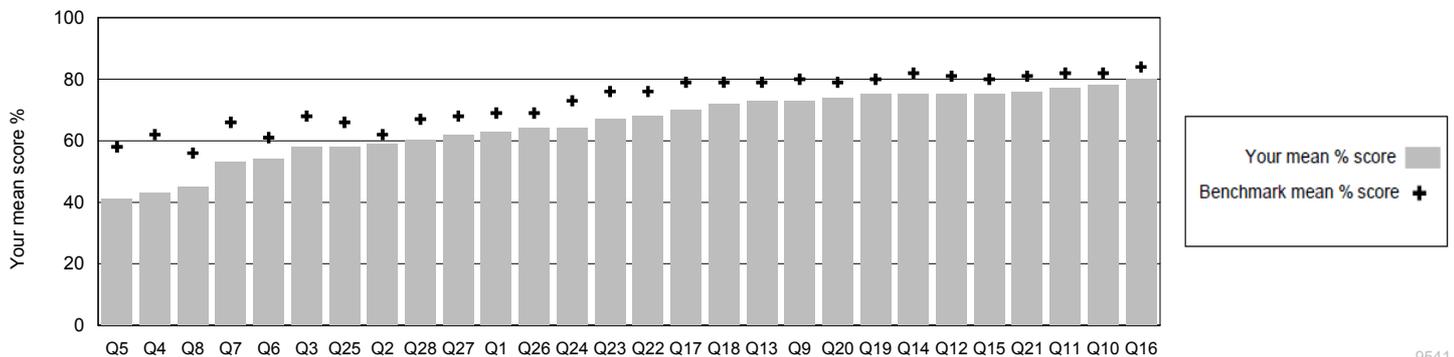
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	63	69	23	64	68	73	92
Q2 Telephone access	59	62	13	53	63	71	92
Q3 Appointment satisfaction	58	68	23	63	68	74	92
Q4 See practitioner within 48hrs	43	62	18	54	62	70	96
Q5 See practitioner of choice	41	58	22	48	57	65	95
Q6 Speak to practitioner on phone	54	61	25	54	61	67	92
Q7 Comfort of waiting room	53	66	27	60	66	71	90
Q8 Waiting time	45	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	73	80	41	76	81	85	97
Q10 Warmth of greeting	78	82	45	78	82	86	96
Q11 Ability to listen	77	82	46	78	83	87	97
Q12 Explanations	75	81	42	77	81	85	97
Q13 Reassurance	73	79	41	75	80	84	98
Q14 Confidence in ability	75	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	80	84	49	80	85	88	98
Q17 Time for visit	70	79	38	75	80	84	96
Q18 Consideration	72	79	41	75	79	83	98
Q19 Concern for patient	75	80	43	76	80	84	97
Q20 Self care	74	79	38	75	79	83	97
Q21 Recommendation	76	81	41	78	82	86	99
About the staff							
Q22 Reception staff	68	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	67	76	43	72	76	80	96
Q24 Information of services	64	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	58	66	31	62	66	70	96
Q26 Illness prevention	64	69	34	64	68	72	96
Q27 Reminder systems	62	68	27	63	68	72	96
Q28 Second opinion / comp medicine	60	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 (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	63	67	23	64	68	71	88
Q2 Telephone access	59	56	13	47	58	65	78
Q3 Appointment satisfaction	58	65	23	62	65	69	85
Q4 See practitioner within 48hrs	43	57	18	52	58	64	83
Q5 See practitioner of choice	41	49	22	44	48	55	84
Q6 Speak to practitioner on phone	54	57	25	52	57	63	85
Q7 Comfort of waiting room	53	64	27	60	65	69	86
Q8 Waiting time	45	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	73	80	41	76	81	84	91
Q10 Warmth of greeting	78	82	45	78	83	85	93
Q11 Ability to listen	77	82	46	79	83	87	94
Q12 Explanations	75	81	42	77	81	85	92
Q13 Reassurance	73	80	41	76	80	84	91
Q14 Confidence in ability	75	82	43	79	83	86	92
Q15 Express concerns/fears	75	80	45	77	81	84	91
Q16 Respect shown	80	84	56	81	85	88	93
Q17 Time for visit	70	79	38	75	80	83	91
Q18 Consideration	72	79	46	75	79	83	89
Q19 Concern for patient	75	80	46	76	80	84	90
Q20 Self care	74	78	38	75	79	83	89
Q21 Recommendation	76	81	41	78	82	86	91
About the staff							
Q22 Reception staff	68	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	67	73	43	70	73	76	90
Q24 Information of services	64	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	58	63	31	60	64	66	86
Q26 Illness prevention	64	66	34	63	66	69	86
Q27 Reminder systems	62	65	27	62	65	68	86
Q28 Second opinion / comp medicine	60	64	30	61	64	68	87
Overall score	65	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

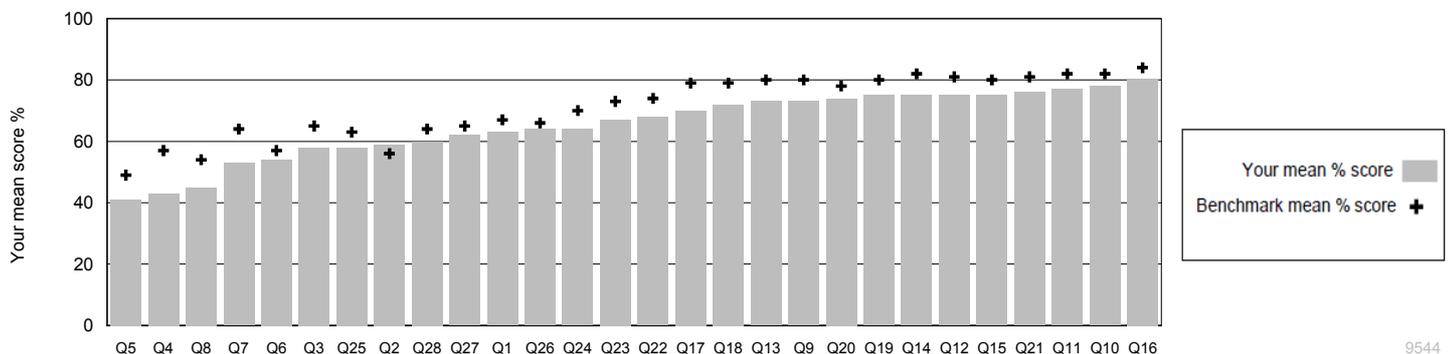
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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	51	67	70	42	66	70	75	91
25 - 59	140	66	70	35	67	70	74	87
60 +	26	64	73	24	70	73	76	87
Blank	43	63	69	50	63	69	74	86
Gender								
Female	153	65	71	32	67	71	74	87
Male	62	67	73	45	69	73	77	88
Blank	45	63	69	49	65	69	74	89
Visit usual practitioner								
Yes	95	68	74	35	71	74	77	89
No	97	64	68	35	64	68	72	84
Blank	68	63	70	53	65	70	73	83
Years attending								
< 5 years	102	68	72	28	68	72	76	88
5 - 10 years	40	62	71	40	67	71	75	91
> 10 years	72	65	72	48	69	72	75	86
Blank	46	62	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	21/03/2013	10/11/2008	01/11/2007
Q1 Opening hours satisfaction	63	57	64	59
Q2 Telephone access	59	52	55	52
Q3 Appointment satisfaction	58	49	64	65
Q4 See practitioner within 48hrs	43	35	58	65
Q5 See practitioner of choice	41	37	50	51
Q6 Speak to practitioner on phone	54	52	55	51
Q7 Comfort of waiting room	53	52	53	54
Q8 Waiting time	45	48	54	52
Q9 Satisfaction with visit	73	66	77	74
Q10 Warmth of greeting	78	70	76	74
Q11 Ability to listen	77	70	78	77
Q12 Explanations	75	69	77	76
Q13 Reassurance	73	66	75	72
Q14 Confidence in ability	75	69	77	75
Q15 Express concerns/fears	75	67	73	75
Q16 Respect shown	80	72	80	80
Q17 Time for visit	70	63	66	70
Q18 Consideration	72	67	72	74
Q19 Concern for patient	75	67	74	76
Q20 Self care	74	66	--	--
Q21 Recommendation	76	67	75	77
Q22 Reception staff	68	60	62	67
Q23 Respect for privacy/confidentiality	67	61	66	66
Q24 Information of services	64	57	63	64
Q25 Complaints/compliments	58	54	57	62
Q26 Illness prevention	64	56	64	61
Q27 Reminder systems	62	58	58	59
Q28 Second opinion / comp medicine	60	53	58	64
Overall score	65	59	66	67

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

*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?

- I had both excellent and awful care here: I spoke to the Practice for not being examined by various GPs in 5 consecutive appointments. A GP partner called me back and said (quote) ' You do not want to make doctors enemy, do you?. I find that intimidating. Another occasion he said ' (Quote) ' We will keep sending you home' {no investigation}. What followed tormented me. Receptionist: at times misuse their access to the GPs which jeopardizes Doc-pat relationship. A receptionist who sensed I was going to complain about her unprovoked rudeness messaged a GP while I was still in the waiting room. The GP genuinely believed her. That upset me, and my relationship with the Doctor never been the same.
- The Practice Nurse does not need to repeat the same assessment made the Doctors. Two doctors assessed me already and asked me similar questions before they asked me to book an appointment with the Practice nurse to have swab. It is just time consuming and inconvenient to be asked the same questions third time round. I pointed out to her that you can have a look the Doctors note.
- Generally I find one doctor outstanding, but difficult to make appointments with him. A couple of others tried to be helpful too. Reception staff are of a mixed of ability. Some are polite, but there is something that made me concerned. I overheard a receptionist making derogatory comments on the Somali community. I wrote to the Practice about this, but have not heard back.
- Over an hour waiting time.
- The reception service is appalling. It is quite unfortunate as compare to the service that we received before (which was good) and now not. If appointments are running late we should be informed!
- The waiting time for appointments is far too long.
- Sometimes it is very difficult to obtain an appointment within a reasonable time made i.e. can be 5-6 days which is too long.
- The service is great. Don't improve no need for it it's great as it is.
- Waiting time is too long sometimes over an hour which should be looked into and try to make some changes.
- Opening hours on the weekend (even if they're reduced). Phone consultations on the weekend if appointments are not possible.
- Longer evening hours. Doctors should see patient on time. Appoint should be available in 48 hours.
- Administration, management and patient communication leave a lot to be desired. Reception staff prioritise computer activity over greeting patients. This is discourteous, verging on insulting at times.
- Have evening appointments every night. Be able to see the same doctor all the time!
- 25 minute wait was experienced.
- The half day closure on Thursdays is an unacceptable anachronism.
- It will be nice if the appointment arranged with our doctor in a reasonable time, within few day or a week, not within a month!
- Always hard to get an appointment within a reasonable time frame.
- Reception often get frustrated - need more patience.
- Firstly the receptionist need customer service training for sure, secondly I don't understand why they ask 'what's the reason for the appointment' when you book a routine appointment, I could understand if it's a emergency one. Why are the receptionist so rude when patient ask to see certain doctor, and can never offer an appropriate time and date for an appointment. This can really stress patients. Waiting for a routine appointment for over two weeks is ridiculous that is unacceptable.
- Better smear test. I went to the hospital to get my test. Nurse didn't seem confident or understanding. The room needs to look better in its appearance.
- Delay in getting an appointment.

Your patient feedback

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Any comments about how this practice could improve its service?

- Longer opening hours on Thursdays.
- Very difficult to get through on the phone. Much easier to make appointment in person. Would be really helpful if bloods would be done in the practice.
- Improved waiting room material especially for children.
- Reception staff could be more considerate of patient's privacy, regarding talking about sensitive illness in front of other patients in the reception area.
- The doctors and nurse are wonderful. The reception staff are sometimes not nice at all. Why do they want everybody to know you age.
- When calling for an emergency appointment. Being told this is available as opposed to just being told there is no appointments.
- They're a friendly doctor. Thank you.
- Children toys are poor.
- Really good service, doctors/nurses really seem genuinely concerned with problems - would be nicer to have more appointments available in the same week as booking one.
- A lovely surgery, I could not fault any aspect as myself and my children have always been seen quickly in emergencies and treated very well.
- This is my first visit here - no complaints impressed at how I got a last minute appointment.
- Some of the receptionist's manners are appalling such as chewing gum. The waiting time spent to see a doctor can be very long. Patients are expected to arrive for their appointment on time so doctors should call them on time.
- If the appointment is important but not an emergency, it's hard to get an appointment in the same week you called.
- Not losing my medical letters (previous visit). Open on Thursday.
- Shorter waiting lists to see doctors.
- By keeping to time of appointments made. It has been known to run 20-45 minutes behind.
- I felt looked down by the nurse and a couple of registrar Doctors. I made complaints to the Practice about my concerns, both of the times, I was ignored.
- Be able to be seen quicker and to see the same doctor.
- Maybe some good music in the waiting room!
- I have 2 autistic children. One can speak and is terrified of doctors and needles. One can't speak and doesn't like new people/experiences. I suppose in an ideal world, these 2 could do with building a relationship with one doctor by seeing them regularly. The non-verbal boy goes to the dentist every 2 months and can now tolerate a scraping. So relationships do help. Perhaps a cheaper way of helping would be for receptionist to note and smooth appointments for special needs as waiting increases the chance of it all going wrong, particularly with injections.
- None same day appointments available.
- Easier to contact on phone. Ability to do more online? Also: practice is always running late. Most important. More realistic appointment lengths? I waited over 15 minutes.
- Time could have been saved talking to the doctor on the phone instead of needing to come to the surgery just for results of blood tests. When my own GP was around all I needed was to talk to them about queries and advice instead of having to wait for appointments. I am a healthcare professional myself I do not wish to take away other more needy patient's appointment time. Appointment system is not good. You could be dead before getting to see a doctor or waiting/wasting your time at local hospital's A&E department.
- Saturday morning appointments. 8am appointments before work.

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 is difficult to have the continuity of a GP you see regularly although individually the doctors I have seen are all very good. It has been difficult to get an appointment with the same doctor without a long wait. Perhaps it just is different - I need to get used to having different doctors within the practice. It has been fine seeing a different doctor recently on issues started with another doctor. If I had the choice I'd like to have a GP once knows and who knows you over years. However I think this is a great medical practice and they put great effort into my wellbeing. Thank you.
- There were no nurses available to give me a vaccination on the day I needed it, so I was referred to a private clinic. I don't understand how it is possible that there are no nurses available, and I don't understand why I could not have been referred to another NHS centre instead.
- The appointments shouldn't be measure by time. I had to come twice in same day because we ran out of time.
- Only registered very recently so difficult to say.
- Personal questions are asked by receptionist in an open area in front of other people.
- Visiting patient, thanks for seeing me.
- By making it easier to make appointments in reasonable time period and by making sure its support staff are well informed.
- Triage by receptionist felt inadequate.
- Get test results quicker. A week is a long time to wait if you need treatment.
- Not sure really. I am happy with the service.
- Booking appointments by telephone used to be difficult, so I call in. Practice's opening hours are ok for me, but I believe that a practice GP should be available 24/7.
- Longer opening hours.
- More privacy at reception/more understanding attitude to patients. Shorter waiting times for non-urgent appointments.
- Staff not to worry about improvement, but concentrate on continuing excellence.
- More magazines/reading material.
- Duty staff (doctors) sometimes not prepared to take a call if my doctor is absent. This seems to be cultural and depends who is on duty.
- Same day appointments.
- I really feel strongly that this practice should be allowed to refer patients to the Royal London hospital for integrated medicine (for homeopathy etc) I also understand that this is not a decision made by this practice alone.
- I didn't receive confirmation by text as I'd been told I would. When I called to check my appointment the phone rang for a long time and when it was answered I was put on hold for nearly 10 minutes until I gave up. I had a meeting to attend and couldn't wait.
- No its top worker are so good helpful.
- Excellent service.
- It's good just keep going.
- Booking same day/drop in - evenings or/and Saturdays.
- Can only see a GP quickly in an emergency otherwise over 2 week wait to see normal GP.
- Too much turnover of doctors. Too many junior doctors. No continuity. No sense the practice is looking out for me.
- Constant changing of GP's is disruptive to patient care and the inability to see a GP regularly or quickly is not helpful.

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?

- Easier to book an appointment as this seems more and more difficult nowadays. Time with doctor also seems to be shorter.
- Sterilise waiting area more often. Keep surgery cold to as not spread illness between patients. Improved system to manage urgency. Better computer system for staff.
- Today I had an excellent overall experience. Everyone was very polite/pleasant and explained things well. Thank you. Only negative would be the waiting areas could be nicer/brighter and better designed. I'm a designer so I notice this kind of thing.
- Appointment times need to improve promptly. Better waiting times. Receptionist need to be better trained, more polite, and helpful towards all matters.
- Earlier phone opening for booking appointment.
- Maintain today's friendly and helpful attitude at reception. Consider ways of making the reception area less public.
- Take more time, show more patience when asked a question. Sending patient home more confused than when they came in. I've lost a lot of confidence in this practice, and I'm assured by people I've spoken to that most practices are the same.
- Phoning doctor of choice should be considered.
- Telephone contact is appalling. Told there are no appointments yet waiting rooms are empty. No weekend service and half day on a Thursday! Sometimes find it difficult to understand receptionists owing to accents.

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?

- A receptionist hijacked my medical record. She phoned me 8.30 am asking about smear test, then arguing with me. Reading out my medical notes in front of a queue of patients. CD containing scan that was sent for me to the practice mysteriously went missing. The receptionist supervisor and another receptionist searched and searched and told me 'accordingly to the notes receptionist got it. She might took with her by accident. Come back when she is in. Medical records should not be taken out of the clinic.
- The doctors and nurses provide a great service.
- The doctors at this practice are very pressed for time while they may be efficient given the resources it feels very depersonalised and not very comforting or kind. It's all too mechanistic and doesn't have the maturity and warmth of a family GP.
- No need for improvement they are all very very good.
- Doctors should check patient record before they see patient. Saves time.
- Medical staff (doctors) are excellent.
- More availability.
- Previously had a problem with one of the doctors. The surgery were very helpful in finding a solution that has enabled me to manage my illness with the help of the right doctor for me.
- It will be nice if the doctor give the patient more time to allow him/her to explain the situation better.
- No longer to wait, they should need improve is time check for patients.
- The one thing doctor/nurse can do it give time to their patients. and be a lot more welcoming and not make them feel like they don't have time to listen and want the patient to make it quick. Many occasions I went to the doctors and could not express myself cause as I walked in to the room I was practically push back out. Some of the doctors are so inconsiderate. One doctor is really bad with giving time to the patient. They should know better. The aim should be safety, kindness, teamwork and improving.
- Overall very pleasing doctors/nurses.
- GP excellent.
- The doctor will be missed whilst they are on their holidays! A very lovely and caring doctor.
- Excellent service - no recommendations.
- Overall the doctors at this practice are amazing and have helped me so much. However, one was not! I hope they were just having a bad day.
- None, they're brilliant!
- A more structured approach to receptionist triage and allocation of appointments.
- I think the nurse did the best they could under the circumstances because the NHS guidelines differ from CDC guidelines regarding which vaccinations are required. I think the NHS should change its guidelines to agree with the CDC.
- Some of the Doctors need to be humble. Doctors have enormous power over patients; there is no need for the senior doctors exercise all their power over patient.
- All excellent. Very good service from this practice. Very professional, approachable, medical, nursing and reception staff. Thank you.
- Every time I come here I see a different doctor (for the same illness) and have to repeat myself every time.
- No - excellent.
- Kind and considerate - and providing options and reassurance.

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?

- One of doctors that had appointment with this year cut short as we were coming to 10 minutes by saying I needed to book again, for discussing further - a bit abrupt!
- They're the best don't need to improve.
- They are excellent.
- Great doctor's surgery.
- Be given time to review cases before seeing patients and allotted time to follow up with patients without being contacted first.
- Stop looking at the computer screen so much! One doctor is excellent!
- Some not all, should show some humanity, I'm a patient not a customer I've lost confidence here, and think twice before trying to book an appointment.
- More time for specific visits.
- If I am on time I have to wait. If I am late I have to come back.

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 = 260

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	28	103	73	46	6

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (28 \times 25) + (103 \times 50) + (73 \times 75) + (46 \times 100)}{(260 - 6)} = 15,925/254$$

Your mean percentage score for Q1 = 63%

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	63

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"/>				
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

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

Practice List Size: 11278

Surveys Completed: 260

has completed the

Improving Practice Questionnaire

Completed on 15 February 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.