

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

March 2013



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

27 March 2013

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.

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=152612>

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

Yours sincerely



Helen Powell
Survey Manager

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

Introduction

About the IPQ

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

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

Extensive published validation studies (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	9	44	109	85	25	4
Q2 Telephone access	19	60	98	71	26	2
Q3 Appointment satisfaction	20	77	91	61	21	6
Q4 See practitioner within 48hrs	66	84	61	34	15	16
Q5 See practitioner of choice	42	99	77	32	9	17
Q6 Speak to practitioner on phone	13	65	96	53	28	21
Q7 Comfort of waiting room	11	53	126	59	22	5
Q8 Waiting time	17	74	105	48	22	10
Q9 Satisfaction with visit	1	32	85	81	62	15
Q10 Warmth of greeting	0	23	80	89	70	14
Q11 Ability to listen	1	27	73	86	74	15
Q12 Explanations	3	24	73	90	69	17
Q13 Reassurance	3	25	85	92	54	17
Q14 Confidence in ability	1	25	79	91	67	13
Q15 Express concerns/fears	5	18	89	87	61	16
Q16 Respect shown	0	15	78	89	77	17
Q17 Time for visit	10	39	77	77	56	17
Q18 Consideration	1	22	89	81	56	27
Q19 Concern for patient	2	25	82	72	63	32
Q20 Self care	0	27	86	76	55	32
Q21 Recommendation	2	29	76	75	63	31
Q22 Reception staff	9	41	94	66	47	19
Q23 Respect for privacy/confidentiality	5	37	89	80	40	25
Q24 Information of services	6	45	104	61	31	29
Q25 Complaints/compliments	4	48	110	53	21	40
Q26 Illness prevention	5	38	114	59	24	36
Q27 Reminder systems	5	43	95	64	33	36
Q28 Second opinion / comp medicine	10	34	101	40	21	70

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

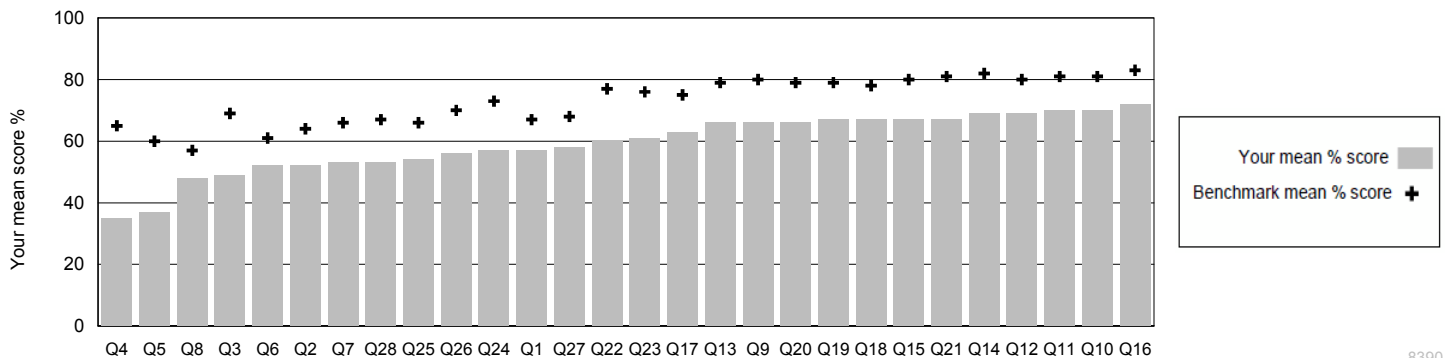
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	57	67	40	63	67	71	99
Q2 Telephone access	52	64	22	55	64	72	99
Q3 Appointment satisfaction	49	69	35	64	69	74	99
Q4 See practitioner within 48hrs	35	65	22	57	64	72	99
Q5 See practitioner of choice	37	60	23	52	60	68	99
Q6 Speak to practitioner on phone	52	61	31	54	61	67	99
Q7 Comfort of waiting room	53	66	21	61	66	72	100
Q8 Waiting time	48	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	66	80	48	76	80	84	99
Q10 Warmth of greeting	70	81	47	78	82	86	99
Q11 Ability to listen	70	81	49	78	82	86	100
Q12 Explanations	69	80	47	76	81	85	100
Q13 Reassurance	66	79	48	75	79	83	100
Q14 Confidence in ability	69	82	47	78	83	86	100
Q15 Express concerns/fears	67	80	48	76	80	84	100
Q16 Respect shown	72	83	45	80	84	88	100
Q17 Time for visit	63	75	45	70	75	79	100
Q18 Consideration	67	78	47	74	78	82	100
Q19 Concern for patient	67	79	43	75	79	83	100
Q20 Self care	66	79	51	75	80	83	99
Q21 Recommendation	67	81	46	77	81	85	100
About the staff							
Q22 Reception staff	60	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	61	76	42	72	76	80	100
Q24 Information of services	57	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	54	66	38	62	66	70	100
Q26 Illness prevention	56	70	19	66	69	73	100
Q27 Reminder systems	58	68	42	63	67	72	99
Q28 Second opinion / comp medicine	53	67	37	63	67	71	99
Overall score	59	73	44	69	73	77	100

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

8390

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

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



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	57	65	43	62	65	69	83
Q2 Telephone access	52	56	25	49	58	65	79
Q3 Appointment satisfaction	49	65	43	61	65	70	81
Q4 See practitioner within 48hrs	35	60	34	54	60	66	82
Q5 See practitioner of choice	37	52	27	46	52	58	79
Q6 Speak to practitioner on phone	52	57	37	52	57	63	85
Q7 Comfort of waiting room	53	64	41	60	64	69	86
Q8 Waiting time	48	54	29	49	55	60	79
About the practitioner							
Q9 Satisfaction with visit	66	79	55	76	80	83	90
Q10 Warmth of greeting	70	81	57	78	81	84	92
Q11 Ability to listen	70	81	58	78	82	85	94
Q12 Explanations	69	80	58	77	80	83	92
Q13 Reassurance	66	79	57	75	79	82	91
Q14 Confidence in ability	69	82	60	79	82	85	93
Q15 Express concerns/fears	67	80	60	76	80	83	90
Q16 Respect shown	72	83	62	80	84	87	93
Q17 Time for visit	63	74	55	71	74	78	90
Q18 Consideration	67	78	53	74	78	81	91
Q19 Concern for patient	67	79	55	75	79	82	91
Q20 Self care	66	78	55	75	78	82	88
Q21 Recommendation	67	81	55	77	81	84	93
About the staff							
Q22 Reception staff	60	73	52	70	74	77	93
Q23 Respect for privacy/confidentiality	61	73	51	70	73	76	88
Q24 Information of services	57	70	50	66	70	73	87
Finally							
Q25 Complaints/compliments	54	63	42	60	63	66	81
Q26 Illness prevention	56	67	46	64	67	70	85
Q27 Reminder systems	58	65	44	62	65	68	84
Q28 Second opinion / comp medicine	53	65	42	62	64	67	83
Overall score	59	71	50	67	71	74	84

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

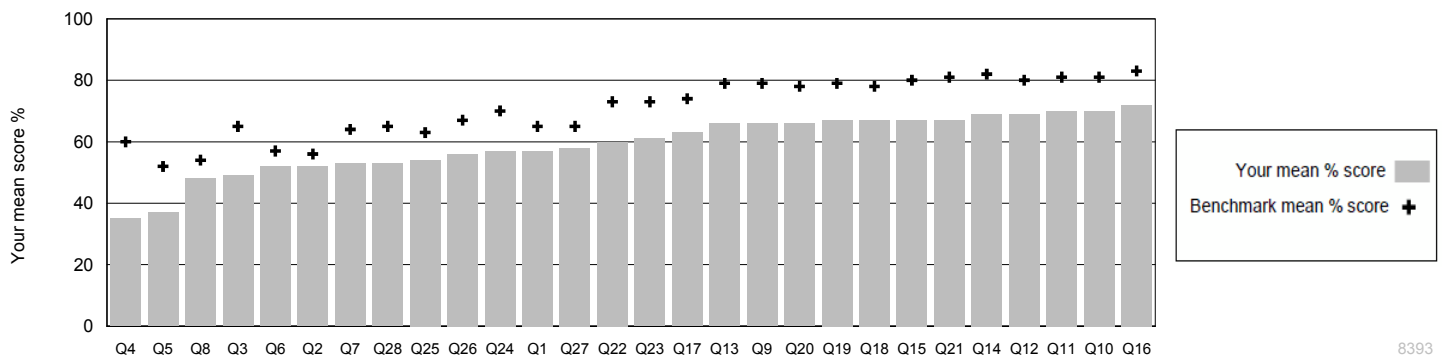
8393

*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (10001-12000 patients)



8393

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	68	58	69	51	65	69	73	89
25 - 59	148	59	70	47	66	70	73	82
60 +	30	67	73	52	70	73	76	87
Blank	30	56	69	37	64	69	74	88
Gender								
Female	158	57	70	49	67	70	74	83
Male	84	64	72	50	69	72	75	86
Blank	34	57	69	45	65	69	74	89
Visit usual practitioner								
Yes	91	64	73	51	70	73	76	87
No	123	55	67	47	64	67	71	85
Blank	62	61	69	51	65	69	73	83
Years attending								
< 5 years	134	58	71	51	68	71	75	85
5 - 10 years	62	59	70	50	67	70	74	86
> 10 years	47	63	71	48	68	71	75	84
Blank	33	58	69	48	65	69	73	96

*Based on data from 271 practices carrying out 339 surveys between April 2008 and March 2012 with 25 or more responses. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

8395

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	07/10/2008	10/09/2007	16/05/2006
Q1 Opening hours satisfaction	57	64	59	61
Q2 Telephone access	52	55	52	51
Q3 Appointment satisfaction	49	64	65	63
Q4 See practitioner within 48hrs	35	58	65	65
Q5 See practitioner of choice	37	50	51	49
Q6 Speak to practitioner on phone	52	55	51	48
Q7 Comfort of waiting room	53	53	54	54
Q8 Waiting time	48	54	52	50
Q9 Satisfaction with visit	66	77	74	77
Q10 Warmth of greeting	70	76	74	79
Q11 Ability to listen	70	78	77	79
Q12 Explanations	69	77	76	80
Q13 Reassurance	66	75	72	77
Q14 Confidence in ability	69	77	75	80
Q15 Express concerns/fears	67	73	75	79
Q16 Respect shown	72	80	80	83
Q17 Time for visit	63	66	70	68
Q18 Consideration	67	72	74	73
Q19 Concern for patient	67	74	76	74
Q20 Self care	66	--	--	--
Q21 Recommendation	67	75	77	77
Q22 Reception staff	60	62	67	71
Q23 Respect for privacy/confidentiality	61	66	66	70
Q24 Information of services	57	63	64	65
Q25 Complaints/compliments	54	57	62	59
Q26 Illness prevention	56	64	61	63
Q27 Reminder systems	58	58	59	62
Q28 Second opinion / comp medicine	53	58	64	60
Overall score	59	66	67	68

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

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

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

Your patient feedback

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

Comments about how the practice could improve

- Very nice receptionists.
- Can you change for poor service because sometimes we are waiting for more than half an hour after appointment time. Because if I need to any appointment like tomorrow so I can because they say few days later that one I don't like it.
- Should open Saturdays.
- Would like to book same day appointments.
- Fewer patients, it seems impossible to get an appointment within a reasonable time i.e. 3 days! It should be next day.
- Staff could be more helpful at times.
- Sometimes I have to wait weeks to have a GP appointment. I also had a very bad experience with the receptionists: although I had seen a GP and I handed them out the referral paper after seeing the GP, they forgot to refer me to the antenatal UCLH department when I fell pregnant. I called the practice: the receptionist told me I was referred, I waited, and waited. Nothing. I called when 12 weeks pregnant. The receptionist told me (I quote: I will never forget this) "we have nothing to do with the hospital" and I had to call the hospital myself. This is a very arrogant way to speak to patients, and - more importantly- a potentially very serious error that nobody ever even acknowledged, let alone apologised for. Because of the incompetence of the reception, I was not seen for the first 12 weeks of my pregnancy (apart from a GP visit that should have triggered the referral). This could have had disastrous consequences because my condition was not monitored during a crucial time for this condition.
- At times the reception staff are not very professional. Confidentiality is difficult as you're often asked to repeat things in a louder voice.
- Less waiting times as everywhere I'm sure.
- Re-instate/properly establish a patient panel to take up concerns e.g. continuing turnover of doctors/nurses, the new imposed contracts, the top-down restrictive, the threat of back-door privatisation.
- Have nurses able to sign off contraception prescriptions so you don't have to wait around for a doctor to be free.
- Seeking a second opinion and complementary medicine was not mentioned.
- I was late on one of my appointment for 20 minutes, I know it was my fault however the receptionists told me to wait because they would check if the nurse would be able to see me, I've waited for another 20 minutes but they never came back to tell me what happened. I hope next time they can tell me so that I will not wait and then the nurse did not see me.
- Never see same doctor twice.
- I need to make 3 monthly appointments for vitamin B12 injections but I can only book appointments 1 month ahead. You do not have a reminder system for this, so my appointments are often late.
- The practice is very good and I am very satisfied with the service provided. I wish that I could get an appointment sooner than 2 weeks.
- Where is the nearest chemist? Can I not get my pills now? (annoying as all chemists have now shut and will not be able to get them soon).
- It took 2 weeks for appointment - too long.
- Evenings if you have an appointment you have to wait for quite long. At times the waiting time is more than half an hour.
- I always feel rushed in my appointment.
- Generally I am really happy with the service I receive from this practice. When I or my children have needed to see a doctor in an emergency/urgent situation I have always been able to get an appointment. The only thing which has been a problem is getting an appointment quickly for something which is not urgent but is keeping my children out of nursery. In my children's case it is usually some non-specific rash or skin problem.

Your patient feedback

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

Comments about how the practice could improve

- This practice is deeply overrun with patients. I often have routine appointments cancelled, rescheduled etc. This causes havoc for responsible working adults. I wait weeks and weeks to see a nurse for routine, obligatory visits. The nurses do not provide care beyond 9-5, too inconvenient.
- The staff (reception) is extremely impolite, they need better customer service.
- Less waiting time to schedule an appointment. Emergency appointments very difficult to get unless you call at 8:55am, sometimes not possible. Could you open on Thursdays afternoon?
- Sometimes quite difficult to get appointments sooner - equally if you're working long hours.
- More appointments regular doctors.
- Please train the receptionists - staff have little concern for privacy and are, at times, aggressive if one declines to answer a personal question about one's medical condition. I have been given a strong impression that they would prevent access to medical staff unless I answered their questions. I felt able to deal with this - others might not.
- Would like to see continuity instead of too many changing faces.
- This practice is very good and I am very glad that I am a patient here.
- Improve waiting time and improve some of the attitude of the reception staff (eye contact and warmth of greeting etc).
- Better atmosphere with reception staff - friendly/approachable. (Music). More advice and practice of second opinion/complementary medicine.
- Overall service is very good. I hope that waiting time reduces to not more than 15-20 minutes.
- Reception rude sometimes.
- Actually give appointment.
- Shorter waiting times for appointment.
- Really hard to get an appointment.
- Would be better if I could see same doctor.
- The seats could do with better seating.
- Opening hours? The Thursday early closure and lack of weekend surgeries is a bit awkward and sometimes, and waiting 2 weeks for an advanced appointment is a bit long I think.
- Excellent service today.
- Reception staff have improved considerably over the years, but it is my impression that they are run off their feet and I can't see, given the layout of the surgery, how they could possibly manage to have a confidential conversation. Also, considering the queues and confusion of some patients, they don't have time to deal with all patients with exceptional courtesy - that is, I witnessed staff becoming stressed by the pressure a confused/stubborn patient was putting on them.
- Appointment system still confusing. Opening hours need to be reconsidered - closing on Thursday and limited evening provision is not catering to needs of patients. Would like Saturday opening. If the NHS does not do this the private sector will and is doing. Explain if seeing a locum doctor and differences this could have on treatment referrals, prescriptions etc. Explain about 10 minute appointments at 20 minute appointments and availability. Counselling services to be available for extended hours so meeting needs of patients.
- I have found it difficult to see a GP when the matter was rather urgent, whilst being called in for asthma test even if my asthma condition is very mild and under control. Would help to be able to see same GP each time.
- The key thing is doctors aptitudes. As GP's I have found two doctors (one now gone) outstanding. They gave the impression of lovely people and liking their job! Very important.

Your patient feedback

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

Comments about how the practice could improve

- Reliability - I was supposed to be referred to somebody else, I was told a maximum of 2 weeks, 1 month later I called up after hearing nothing and was told I would be called back - nobody called me back. So a few days later I called again and only then had the doctor sent a fax to the hospital for my referral but that was over 3 weeks after my first appointment with the doctor, so a referral that should have only taken a maximum of 2 weeks I am still waiting on - 6 weeks later. I would not have been referred at all if I had not called up to chase it up as the doctor had obviously just forgotten. I am not happy with my most recent experience at the medical centre. Prescriptions - I had been given a prescription by my doctor that pharmacies were no longer stocking as it was no longer being made. I called up to try and get a new prescription but they said I would have to come in and 'hopefully' the doctor on call might be able to write me a new prescription or else I would have to wait even longer - I was not happy about this especially after it took me over 2 weeks to even get an appointment with the doctor. Appointment availability - when I call up to book an appointment with the doctor there is never any availability for at least 2 weeks - this is unacceptable.
- The practice has not followed up on referrals. I have waited months for an appointment with a specialist and heard nothing. Being passed between doctors at the surgery, instead of seeing one regularly, does not help build a continuity of care and means these things fall through more cracks.
- If it was possible to book a double appointment it might save on waiting times.
- Longer opening hours including Saturdays. Returning to the old booking system where you were able to get an appointment on the day, rather than having to wait weeks - current system is totally ridiculous - not all problems would be deemed an emergency, but neither can they wait weeks - there's no middle ground, particularly if you want consistency in seeing the doctor who is familiar with your case. More time allocated to appointments - people who work find it hard to get to the surgery, so may have more than one thing to talk about, you are literally shut up and shoved out if your allocated time is up.
- One member of staff is always very helpful!!
- To be able to get an appointment quicker than a week.
- None, it's fine as it is.
- Increase the number of GP's. More use of telephone and enquiries. Better phone appointment systems - we used to be able to have same week appointments!
- Online appointments would be appreciated.
- Improve appointments, make them shorter to wait.
- Improve doctor waiting lists. Don't let so many patients be seen by so few doctors.
- Online system for booking appointments. Same day availability online checking.
- I have just joined this practice and have been fortunate not to need many of it's services.
- No, pretty perfect.
- One staff member on reception can be rude.
- Everything seems a bit more rushed these days and the wait for an appointment appears too long - i.e. over 7 days.
- Prioritisation system to allocate/offer short notice availability of appointments from cancellations.
- Just need more appointments!
- When a patient calls and asks for a same day appointment, an effort should be made to give an appointment with a selected physician. This is incredibly important to patients with a very complicated medical history who may have to reiterate lengthy demands to a doctor who is unaware and who will not have time to look at lengthy notes. I realise that this is not always possible, but the effort should be made.
- Opening hours are so limited that sometimes it's hard for even contacting the medical centre through the phone.
- Saturday opening hours.

Your patient feedback

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

Comments about how the practice could improve

- Although I wish I could see one doctor every time I come to the surgery, I would say this is an excellent surgery. Could do with a lick of paint.
- The choice of members to press when calling the practice can be confusing when one is unwell, but I appreciate that the service is trying to help patients speak to the right person, but it still can be confusing especially when ill after listening to the 'opening hours' message which is long if you don't need the information.
- More doctors. Receptionists seem very rushed off their feet.
- Not many appointments.
- Practice email address would be good.
- Same day appointments please.
- Rooms are too cold in winter.
- I have no complaints.
- It is a great practice and I like the doctor especially 2 doctors. The only very down side, I think, it's the reception. People at the reception are always extremely professional, however their manners quite often are not very kind, sometimes it seems you are bothering them by asking things and I'm talking about appointments not specific things. Quite awkward.
- I know it's tough to be at the front desk but I miss the warmth sometimes thus I prefer to call. Everything else is great.
- Very good.
- To charge people a 10 pounds per visit, to be able to cut the queues and the time wasters .
- Generally happy, but would like to have more appointments available at short notice. Would be good if the blood pressure machine was more reliable - seems to be off half the time I visit.
- 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.

Comments about how the doctor/nurse could improve

- They need to improve time to time check for patient.
- When I came for an emergency appointment I felt that the doctor really rushed me and although I know they had lots of patients to see I really don't think that it would have harmed to take a couple more minutes to ask some basic questions.
- The nurses are generally lovely and do their job fine. The doctors are generally efficient and listen to me.
- I was given only 10 minutes to see the doctor, and after voicing all my concerns, rudely told that I would need to make another appointment if I wanted to continue the discussion. Everything felt rushed and I came out feeling worse than when I came in. I waited two weeks to see the doctor, and I only was given 10 minutes of attention. Very disappointed.
- Doctor has been amazing - so supportive and spends time listening and maintaining eye contact rather than looking at the computer screen like some doctors!
- Find all staff professional and caring. Don't change!
- The nurse I saw was excellent - no improvement needed.
- It is very difficult to book an appointment with my doctor of choice and I often have to wait weeks (other doctors do not have a knowledge of my medical conditions).
- Very satisfied with doctors and nurses.
- None - very good.
- Let me ask more questions.
- The nurse gave me lots of information and was very helpful and clear about what I should do. The only minor change I would request was that I was not sure what decision I should make based on the information. I had to prompt them to help me decide - I felt this should have been automatic.
- They are only focused on treating common ailments, no specialist interest, no ability to help with sleeping problems and spinal pain - no respect for self diagnosis or self monitoring.
- Doctors are great.
- I am happy with doctors and nurses but it is a bit inconvenient to see a different one every time.
- I wish all the doctors were like them!
- Be more dedicated to the profession.
- The first time I came the doctor asked like he just wanted to get me in and out as quickly as possible, and didn't really listen. I know it was the end of the day, but I was quite concerned and a little scared so more time and patience would have been appreciated.
- Doctors and nurses are very good here.
- The nurse was unable to find any equipment on my visit. Although very friendly, was unable to find anything.
- Would prefer to see the same GP more often.
- The doctor was very helpful.
- Excellent nurse - kind, informative and competent.
- Any medical letters requested should be followed up or recorded immediately. I waited 3 weeks for one then found out the doctor had not done it, they'd forgotten.
- More clear about alternative options for treatment; focus on fixing issues instead of hands-off, waiting approach. Better communication after test results - calling patient instead of us having to keep checking.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- Am not aware I have a usual clinician. Also, I had to wait 2 weeks for this appointment. I'm seeing stress here in how the reception staff are supported. Maybe a different queuing system with more staff at busy times would help. This is a busy surgery - care quality good when you get to see a doctor - hard part is getting the appointment.
- Inconsistency of standards between doctors not helped by high turnover and locum doctors use. Appears to be insufficient doctors for the number of patients and frequency of treatment required. A few experienced doctors have a high standard. Receptionists are generally friendly and helpful although have inconsistencies regarding privacy e.g. the name of my test and results were given openly shared with patients in waiting room.
- One GP told me it was impossible to get acupuncture through the NHS, when in fact my NHS physiotherapist told me it wasn't true and did acupuncture himself!
- I have had two appointments in recent weeks regarding chest infection. I've seen 2 doctors, the first was cold and unwelcoming. They did not, I feel, examine me properly. I had received antibiotics whilst away and the attitude of that doctor was in stark contrast to my first visit here. The second doctor here - examined me properly and gave me clear advice and antibiotics. Satisfactory but - rushed and under pressure.
- I was disappointed at my last antenatal appointment when the doctor did not measure my fundus height or listen for my baby's heartbeat. The reason given was: we usually get it wrong. If this is the case, why is antenatal care shared with GPs? I would much rather see my midwife.
- Doctors have no real idea of how a person is coping - the help is superficial and boxes are ticked. There is no care or feeling shown, it's all too mechanical. The knowledge is not wide ranging or in-depth and yet the patient is not always referred to an expert when they should be, resulting in yet more visits and time off work, not to mention worry and stress - surely it would be more cost effective to refer rather have numerous appointments.
- They could ask more questions about your illness rather than you ask questions that you may forget to reach the answers.
- None, fine as is.
- No - pretty perfect.
- I consider one doctor to be first rate, they invariably show care, diagnostic skill and have an excellent manner.
- The staff are marvellous.
- None at all!
- Sticking to appointment times!
- Although the reception is not that great, people who answer the phone is great. Great service overall and I have nothing to say about the doctor, over the past years.
- Nothing. I really enjoyed the visit with this doctor. Great GP.
- First class doctors, I have enjoyed every one of them.
- Again, generally happy, but I would be even happier if I could get to know any one particular doctor. I am not especially unwell, but I would like to think they might retain some background information, which might make dealing with some of the aches and pains a bit quicker.
- None

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 = 276

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	9	44	109	85	25	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(9 \times 0) + (44 \times 25) + (109 \times 50) + (85 \times 75) + (25 \times 100)}{(276 - 4)} = 15,425/272$$

Your mean percentage score for Q1 = 57%

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	57

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

8390

*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

Poor Fair Good Very good Excellent

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

About the staff

Poor Fair Good Very good Excellent

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

Finally

Poor Fair Good Very good Excellent

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

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

Any comments about how the doctor/nurse could improve?

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

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

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: 11000

Surveys Completed: 276

has completed the

Improving Practice Questionnaire

Completed on 27 March 2013



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.