

Private and Confidential

Ms Isabelle Pallix
The Lawson Practice
St Leonard's
85 Nuttall Street
London
N1 5HZ

Improving Practice Questionnaire Report

The Lawson Practice

February 2012



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

Ms Isabelle Pallix
The Lawson Practice
St Leonard's
85 Nuttall Street
London
N1 5HZ

t 0845 5197493
f 01392 824767

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

14 February 2012

Dear Ms Pallix

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or reports@cfep.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 (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	1	23	87	108	108	8
Q2 Telephone access	25	45	88	100	68	9
Q3 Appointment satisfaction	12	28	80	109	96	10
Q4 See practitioner within 48hrs	31	55	98	62	71	18
Q5 See practitioner of choice	17	55	79	78	88	18
Q6 Speak to practitioner on phone	8	46	93	78	75	35
Q7 Comfort of waiting room	7	28	95	95	99	11
Q8 Waiting time	22	55	111	90	41	16
Q9 Satisfaction with visit	0	7	63	91	167	7
Q10 Warmth of greeting	1	9	46	91	182	6
Q11 Ability to listen	1	8	39	78	201	8
Q12 Explanations	1	9	58	96	160	11
Q13 Reassurance	1	14	59	97	148	16
Q14 Confidence in ability	1	15	47	77	181	14
Q15 Express concerns/fears	2	10	57	97	161	8
Q16 Respect shown	0	9	43	72	206	5
Q17 Time for visit	0	22	58	98	146	11
Q18 Consideration	2	13	69	94	144	13
Q19 Concern for patient	1	12	62	99	144	17
Q20 Self care	1	9	63	98	143	21
Q21 Recommendation	1	9	42	89	170	24
Q22 Reception staff	7	22	60	126	105	15
Q23 Respect for privacy/confidentiality	5	18	73	112	111	16
Q24 Information of services	7	22	79	107	94	26
Q25 Complaints/compliments	6	30	96	102	59	42
Q26 Illness prevention	3	38	92	98	73	31
Q27 Reminder systems	1	28	71	102	97	36
Q28 Second opinion / comp medicine	7	26	83	90	61	68

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

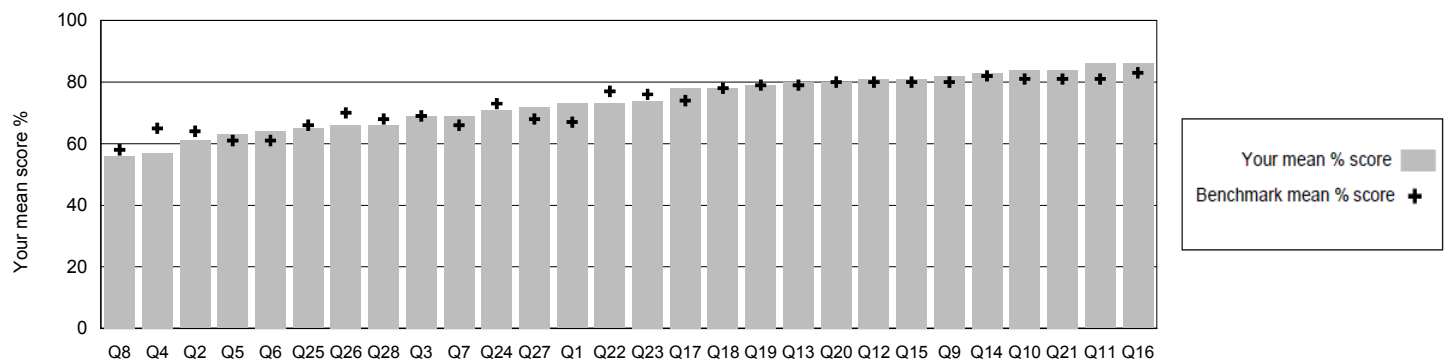
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	73	67	44	62	66	71	99
Q2 Telephone access	61	64	24	56	64	72	99
Q3 Appointment satisfaction	69	69	37	64	69	74	99
Q4 See practitioner within 48hrs	57	65	25	57	65	72	99
Q5 See practitioner of choice	63	61	24	53	60	69	99
Q6 Speak to practitioner on phone	64	61	31	54	61	67	99
Q7 Comfort of waiting room	69	66	31	61	66	72	100
Q8 Waiting time	56	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	82	80	49	76	80	84	99
Q10 Warmth of greeting	84	81	50	78	82	86	99
Q11 Ability to listen	86	81	50	78	82	86	100
Q12 Explanations	81	80	49	77	81	84	100
Q13 Reassurance	80	79	49	75	79	83	100
Q14 Confidence in ability	83	82	50	79	83	86	100
Q15 Express concerns/fears	81	80	50	76	80	84	100
Q16 Respect shown	86	83	50	80	84	88	100
Q17 Time for visit	78	74	46	70	74	79	100
Q18 Consideration	78	78	48	74	78	82	100
Q19 Concern for patient	79	79	48	75	79	83	100
Q20 Self care	80	80	51	78	81	85	99
Q21 Recommendation	84	81	46	77	81	85	100
About the staff							
Q22 Reception staff	73	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	74	76	45	72	76	80	100
Q24 Information of services	71	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	65	66	42	62	66	71	100
Q26 Illness prevention	66	70	46	66	69	73	100
Q27 Reminder systems	72	68	43	63	67	72	99
Q28 Second opinion / comp medicine	66	68	44	63	67	72	99
Overall score	74	73	46	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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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

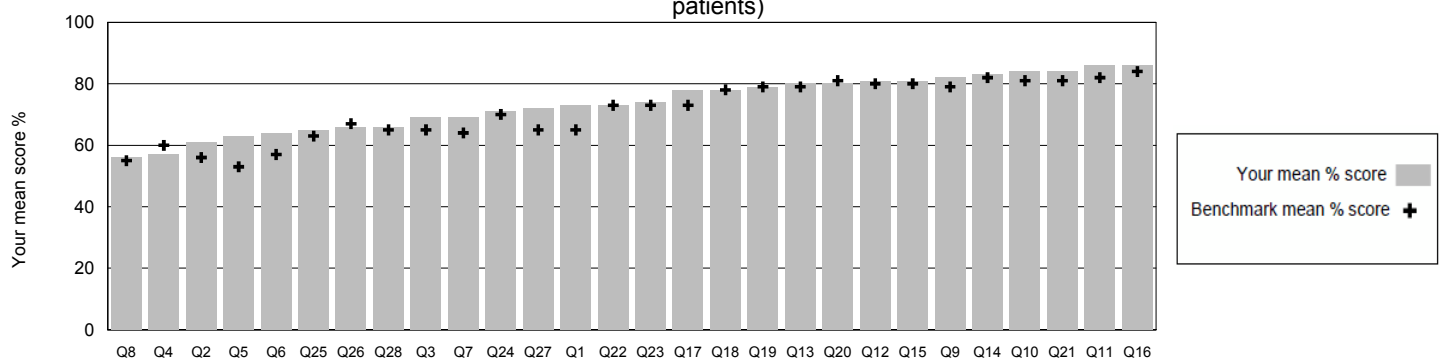
Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	73	65	52	61	65	69	82
Q2 Telephone access	61	56	25	49	58	63	79
Q3 Appointment satisfaction	69	65	44	61	66	70	81
Q4 See practitioner within 48hrs	57	60	35	54	61	67	82
Q5 See practitioner of choice	63	53	28	47	53	59	81
Q6 Speak to practitioner on phone	64	57	37	52	58	63	85
Q7 Comfort of waiting room	69	64	41	60	64	69	80
Q8 Waiting time	56	55	31	49	55	59	73
About the practitioner							
Q9 Satisfaction with visit	82	79	66	76	80	83	90
Q10 Warmth of greeting	84	81	68	78	81	84	92
Q11 Ability to listen	86	82	68	78	82	85	93
Q12 Explanations	81	80	68	77	80	83	91
Q13 Reassurance	80	79	65	76	79	82	91
Q14 Confidence in ability	83	82	70	79	82	85	93
Q15 Express concerns/fears	81	80	66	77	80	83	90
Q16 Respect shown	86	84	71	81	84	87	93
Q17 Time for visit	78	73	58	69	73	77	89
Q18 Consideration	78	78	63	74	78	81	91
Q19 Concern for patient	79	79	63	75	79	82	91
Q20 Self care	80	81	75	77	81	84	88
Q21 Recommendation	84	81	68	77	81	84	93
About the staff							
Q22 Reception staff	73	73	55	70	74	76	93
Q23 Respect for privacy/confidentiality	74	73	60	70	73	75	88
Q24 Information of services	71	70	57	67	70	73	87
Finally							
Q25 Complaints/compliments	65	63	51	60	63	66	78
Q26 Illness prevention	66	67	52	64	67	70	78
Q27 Reminder systems	72	65	51	62	65	68	78
Q28 Second opinion / comp medicine	66	65	53	62	65	67	79
Overall score	74	71	58	67	71	74	81

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

* Based on data from 256 practices surveyed between April 2008 and January 2011 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)



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	38	70	69	53	65	69	73	86
25 - 59	222	73	70	56	66	70	73	81
60 +	55	79	73	61	70	73	77	84
Blank	20	78	69	47	64	69	74	88
Gender								
Female	185	74	70	57	67	70	74	82
Male	126	73	72	60	69	72	75	82
Blank	24	74	69	46	65	69	74	87
Visit usual practitioner								
Yes	216	77	73	60	70	73	77	84
No	73	65	67	53	63	67	71	79
Blank	46	72	69	51	65	69	73	82
Years attending								
< 5 years	96	69	71	53	68	71	75	85
5 - 10 years	59	74	70	56	67	70	74	83
> 10 years	151	77	71	58	68	71	75	84
Blank	29	73	69	49	65	69	73	96

* Based on data from 256 practices surveyed between April 2008 and January 2011 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.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	09/12/2011	10/02/2009	09/01/2008	03/01/2007
Q1 Opening hours satisfaction	73	70	67	71
Q2 Telephone access	61	64	61	63
Q3 Appointment satisfaction	69	60	65	64
Q4 See practitioner within 48hrs	57	52	56	58
Q5 See practitioner of choice	63	52	55	59
Q6 Speak to practitioner on phone	64	52	54	55
Q7 Comfort of waiting room	69	58	61	63
Q8 Waiting time	56	46	46	50
Q9 Satisfaction with visit	82	72	79	74
Q10 Warmth of greeting	84	74	81	76
Q11 Ability to listen	86	74	83	74
Q12 Explanations	81	72	82	74
Q13 Reassurance	80	71	79	71
Q14 Confidence in ability	83	73	82	73
Q15 Express concerns/fears	81	73	82	73
Q16 Respect shown	86	76	84	77
Q17 Time for visit	78	64	72	65
Q18 Consideration	78	69	79	70
Q19 Concern for patient	79	71	79	71
Q20 Self care	80	--	--	--
Q21 Recommendation	84	74	83	74
Q22 Reception staff	73	70	73	70
Q23 Respect for privacy/confidentiality	74	71	73	73
Q24 Information of services	71	69	70	68
Q25 Complaints/compliments	65	62	61	64
Q26 Illness prevention	66	63	65	64
Q27 Reminder systems	72	62	67	68
Q28 Second opinion / comp medicine	66	60	66	63
Overall score	74	66	71	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

- Excellent service.
- Newer magazines.
- There is always room for improvement. For me personally it's perfect. Thank you.
- I'm very happy how your practice is run.
- It is very good at present.
- Better waiting times - I wated a whole hour!
- I am always pleased when I go for my appointment.
- So far so good.
- It can be hard to get an appointment soon with our doctor.
- The reception staff to be more welcoming as they are point of contact to the practice. When they answer the phone they should be able to give their names to know who you are speaking with. Waiting room chairs to be more comfortable.
- Change the phone system.
- One receptionist makes it a pleasure to walk into the Lawson Practice.
- I think it's alright now. It is because I get dealt with fine.
- This is my first visit, so far so good.
- The doctor is an excellent GP. I would recommend him to anyone.
- Queuing can be hellish. Perhaps more staff.
- Bit longer wait for time of my appointment.
- Just great.
- I would like not to have to wait so long to get the next appointment with my doctor.
- Don't need one.
- I find them very helpful.
- Do not to close during the afternoon. Surgery should remain open at lunch hours.
- The doctor is so busy with her patients. Everyone loves her and speaks very kindly about her. The only change would be she is fully booked at times as everyone wants to see her. So there is a waiting list.
- This practice is excellent. I used to be afraid of doctors previous to joining this practice. Courteous and caring, no improvements necessary.
- Later evenings and weekends.
- Shorten waiting time for an appointment to less than 48 hours.
- I am very unhappy and disappointed to receive a phone call on my mobile phone from a member of staff. This person phoned to tell me that me and my son were being discharged from the surgery due to my home address locality. I felt that this matter should have been sent to me in writing as courtesy bearing in mind that I have been with the surgery since it was opened and when it was originally on Kingsland Road. I have since received 2 letters giving me one month's notice. I feel let down by the surgery by the way this has happened. I now have to find a new surgery for me and my son. I was prepared to travel to the Lawson Practice due to its professionalism and the support shown to me and my son.

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

- The waiting time on queuing has shortened which is a good thing. The receptionists are very friendly.
- More comfortable chairs in waiting room.
- I think this practice does an overall very good at what it does. I have been using the Lawson Practice for many years and it has always delivered.
- Not long ago I came in for a skin cancer check, but wasn't taken seriously by the doctor. In my opinion these preventative measures should be taken with more responsibility by the medical staff.
- Very good.
- Making it easier to see doctors for people who work.
- So far so good.
- Maybe a less expensive phone number for people to phone and also get more appointment arrival machines so there's no queue.
- Closure at lunch time (if that could be avoided).
- Some receptionists can be judgmental.
- The service is good. Thanks.
- Telephone call to the practice is very expensive. I prefer the old number.
- I think where possible the doctors should have less number of patients per day to see so that they can have more time with their patients. Although they try hard to spare time with each client it becomes very obvious that they are under so much pressure to see all the clients on their list for the day. It takes time for the patient to explain well enough to be clearly understood by his or her doctor.
- More late night appointments for after work.
- The practice is well organised.
- Decrease amount of waiting time.
- Change the doctors' surgery number to landline. It is expensive to call from mobiles.
- Comfy chairs please!
- It's about their changing their telephone from 020 to 0844.
- Making the new telephone number clear as I seem to have the wrong number. Too many patients on the books so therefore difficult to have appointment with chosen doctor.
- If I was paying as a private person I could not wish for better.
- It has too many patients when you have to wait 3 - 4 weeks to see your own doctor.
- The time given for my appointment and the time called is not very good.
- Shorter waiting time.
- Keeping to appointment times a bit better.
- Could we have a better queuing system?
- Better communication between reception and doctors, as have been miscommunications.
- Please give us an 0207 number option. I get charged for the new one!
- It is OK as it is.

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

- Make sure doctors run on time.
- This practice has always been excellent. I am very lucky to come here.
- More nurses - I had to wait about 10 days before I saw a nurse about travel immunisation.
- Great
- Perhaps a quiet secluded waiting area for anxious patients.
- Satisfactory.
- This practice is of such a high standard I don't think there's room for any improvement.
- More comfortable seating in reception which is a bit cold looking.
- Longer appointments.
- I think this is a very good doctors surgery and I would never change to another doctor. They are really good here and very helpful in every way.
- The price it costs to call the surgery is a joke. Everything else is just fine.
- They should keep up with what they are doing now.
- Try and put magazines in both waiting sides for patients waiting.
- Reception staff: I feel it would be more respectful if pensioners or older persons were addressed by their last name i.e. Mr or Mrs or Ms, unless they asked the patient what they wanted first.
- I think they are great as they are but improvements can be made. Not sure what though.
- Not happy with the reception, can never get an appointment from with one of receptionists.
- Ability to book an appointment - not just be told you can't book an appointment until next week - how can you plan things at work then?
- This is the best doctors surgery I've ever had.
- Not really.
- Less waiting time and more helpful receptionists. Some of the receptionists need more training in my view.
- While trying to book my appointment on the phone I was missing the option: book an appointment with any doctor. Would prefer to speak to a real person on the phone.
- More privacy at reception.
- Be able to make an appointment to see a doctor on the same day.
- Contacting the practice by phone: (02) number and the existing one.
- The practice should make it more likely for patients to see doctors within 48 hours.
- I appreciate the service of this practice.
- Calling the practice is expensive.
- Opening the security door to the doctors' rooms without touching the button. Hand washing/antiseptic gels in waiting area.
- Longer appointments so that doctors don't get behind.
- Been with this GP for many years and they keep going from strength to strength.

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

- Not use a telephone line/number that is an 0844 number. It is costly and should be changed.
- By having a wider chance of seeing the same doctor.
- This practice it is very good. Doctors and the staff on reception they are helpful since I know them, it is good.
- I think the practice is excellent.
- Should continue to be dedicated to their patients.
- I am very happy with practice service and I am happy with the staff as well. Good service.
- The reception telephone number is too expensive to call from a land line, why don't you come back to 0207/0203 numbers which is normal charge or even free. Now patients have to come to the practice to make an appointment.
- I think the receptionists should have better manners and be more willing to help you.
- Shorter telephone response to speak to a real person.
- Very good GP.
- I wish the self check-in computers were faster!
- Ability to book a same day appointment to see doctor.
- Open Saturday and evening.
- It's a very good surgery.
- Very 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.

Comments about how the doctor/nurse could improve

- Very charming and helpful.
- They couldn't improve. Excellent every time.
- Doctor's ability skill and practice do not need any improvement. He is an excellent doctor.
- Not being so blase. It is very off putting when trying to express an issue, to the point I considered moving to another practice.
- The doctor is the best doctor. Thank you. We are so happy that you are my family doctor.
- Would not change a thing. Thank you.
- To continue to do his very best. A very good one for years.
- No improvement. A very kind thorough doctor.
- Fine how he is.
- He was very helpful.
- He cannot be improved.
- Too good to fault.
- The doctor is the best doctor I have ever had.
- Definitely nothing can improve with my doctor who is my doctor I see always. The doctor is caring, listens and has never changed in all the years I have known her. I'm not quite sure what I would do without her. Wonderful doctor!
- Very good doctor.
- Very nice practice.
- This doctor has shown compassion and caring. She is an excellent doctor and cannot be improved upon.
- The doctor knows what they are doing - taking time to know more about current situations could help them decide more on treatment given.
- None whatsoever. I thinks she does an excellent job.
- I would wish that doctors would refer patients to a specialist more commonly. Medical skills in this clinic sometimes appear to be very general and only basic.
- He is the best doctor in the world. God bless him. Thank you!
- Doctors are doing excellent job and I would not change this practice for anywhere else. Keep up the good work. I am very satisfied with my care.
- Physical examinations.
- My doctor is excellent.
- He is a very good doctor.
- My doctor is first class.
- Cut down the amount of patients.
- Very understanding!
- Everything is excellent.
- It is ok as it is.

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

- Not possible. She is very experienced and extremely intelligent and compassionate.
- Excellent.
- The doctor is doing very well.
- I think it's all ok.
- We are very happy with the doctor.
- Overall practice much better than my last one.
- This doctor has been very supportive and patient with me. Excellent doctor. Keep up the good work.
- He is absolutely great.
- This doctor is as perfect as he could be! I have always been very satisfied with the Lawson, a great practice - long may it continue.
- Doctors' views and manner (excellent). Gold star.
- He's great.
- GP was fine.
- Very good generally.
- Thank you for the book recommendations.
- About the doctors. It is amazing. Very good, helpful since I know them. I am happy with their work.
- My doctor is excellent.
- Keep up the good practice legacy.
- I am very, very happy with the doctor. Thank you, you give me this opportunity.
- I found there is a choice of medicines offered to patients. One doctor told me 'I can't give you this medicine because it is too expensive'.
- The doctors are good!
- This doctor is a very good doctor.
- Very good.
- The surgery has got a lot slower.

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 = 335

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	23	87	108	108	8

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (23 \times 25) + (87 \times 50) + (108 \times 75) + (108 \times 100)}{(335 - 8)} = 23,825/327$$

Your mean percentage score for Q1 = 73%

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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	73	44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a 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"/>

**SAMPLE ONLY
PLEASE DO NOT COPY**

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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



Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).
Please retain this form for future reference and to present to your PCT if required.

PART 1: 2011/2012

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

PART 2: 2012/2013

(To be completed after completion of second survey)

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

Certificate of Completion

This is to certify that

The Lawson Practice

St Leonard's
85 Nuttall Street
London
N1 5HZ

Practice List Size: 11589

Surveys Completed: 335

has completed the

Improving Practice Questionnaire

Completed on 14 February 2012



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.