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Improving Practice Questionnaire Report

The Lawson Practice

March 2013



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07 March 2013

Dear Miss Stephenson

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).

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=146052>

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

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

Extensive published validation studies (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	35	90	92	90	4
Q2 Telephone access	31	57	76	78	63	7
Q3 Appointment satisfaction	15	50	88	84	67	8
Q4 See practitioner within 48hrs	52	76	73	50	53	8
Q5 See practitioner of choice	39	52	82	66	53	20
Q6 Speak to practitioner on phone	17	47	91	69	66	22
Q7 Comfort of waiting room	5	38	92	94	68	15
Q8 Waiting time	26	63	93	63	51	16
Q9 Satisfaction with visit	6	16	79	83	120	8
Q10 Warmth of greeting	7	15	73	81	125	11
Q11 Ability to listen	5	14	63	68	147	15
Q12 Explanations	5	18	64	85	128	12
Q13 Reassurance	5	21	70	82	121	13
Q14 Confidence in ability	5	16	62	87	133	9
Q15 Express concerns/fears	5	20	73	72	134	8
Q16 Respect shown	6	15	57	79	144	11
Q17 Time for visit	4	29	82	68	120	9
Q18 Consideration	4	23	67	89	110	19
Q19 Concern for patient	5	20	74	78	119	16
Q20 Self care	5	25	71	75	111	25
Q21 Recommendation	3	19	68	76	123	23
Q22 Reception staff	12	28	89	81	94	8
Q23 Respect for privacy/confidentiality	9	18	91	83	97	14
Q24 Information of services	12	31	83	80	81	25
Q25 Complaints/compliments	13	41	92	59	64	43
Q26 Illness prevention	8	33	95	67	73	36
Q27 Reminder systems	6	25	83	70	95	33
Q28 Second opinion / comp medicine	7	27	91	48	63	76

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

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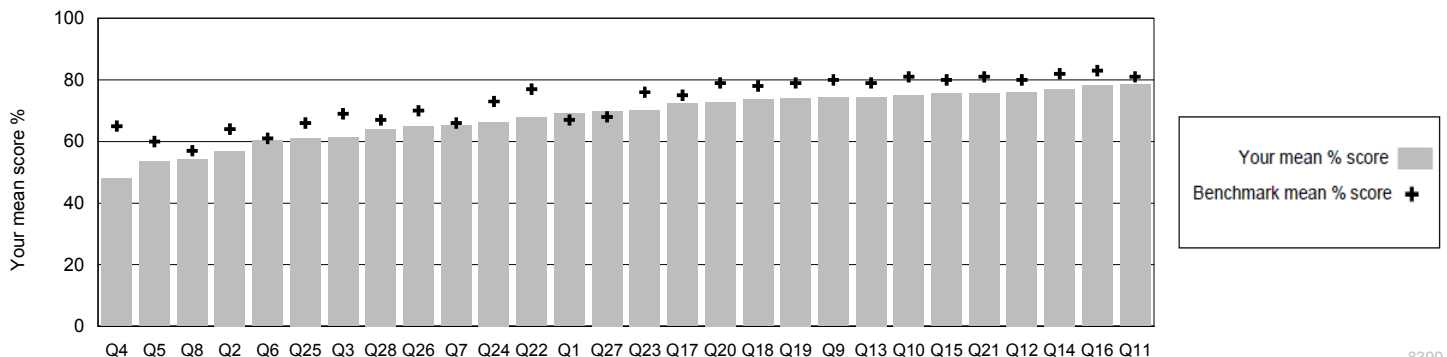
*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

- scores not illustrated if less than 5 patient responses

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

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

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



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Your patient feedback

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

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	65	49	61	65	68	78
Q2 Telephone access	57	54	24	47	54	61	81
Q3 Appointment satisfaction	61	65	42	60	65	69	81
Q4 See practitioner within 48hrs	48	59	22	53	60	65	82
Q5 See practitioner of choice	54	51	23	45	51	58	85
Q6 Speak to practitioner on phone	60	57	31	51	57	62	77
Q7 Comfort of waiting room	65	63	41	59	63	69	85
Q8 Waiting time	54	54	34	50	54	59	75
About the practitioner							
Q9 Satisfaction with visit	74	80	63	76	80	83	94
Q10 Warmth of greeting	75	81	67	78	81	84	95
Q11 Ability to listen	78	82	68	78	82	85	96
Q12 Explanations	76	80	67	77	81	84	95
Q13 Reassurance	74	79	65	75	79	82	94
Q14 Confidence in ability	77	82	67	79	83	85	95
Q15 Express concerns/fears	75	80	66	76	80	83	94
Q16 Respect shown	78	84	70	81	84	87	95
Q17 Time for visit	72	74	57	70	74	78	93
Q18 Consideration	74	78	63	75	78	81	92
Q19 Concern for patient	74	79	64	75	79	82	93
Q20 Self care	73	79	65	75	79	82	92
Q21 Recommendation	76	81	64	78	81	84	95
About the staff							
Q22 Reception staff	68	72	56	68	72	75	83
Q23 Respect for privacy/confidentiality	70	71	57	68	72	75	83
Q24 Information of services	66	68	54	65	69	72	80
Finally							
Q25 Complaints/compliments	61	62	47	58	62	66	76
Q26 Illness prevention	65	66	52	63	66	69	80
Q27 Reminder systems	70	64	50	60	64	67	80
Q28 Second opinion / comp medicine	64	64	49	60	64	67	77
Overall score	68	70	55	67	71	74	86

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

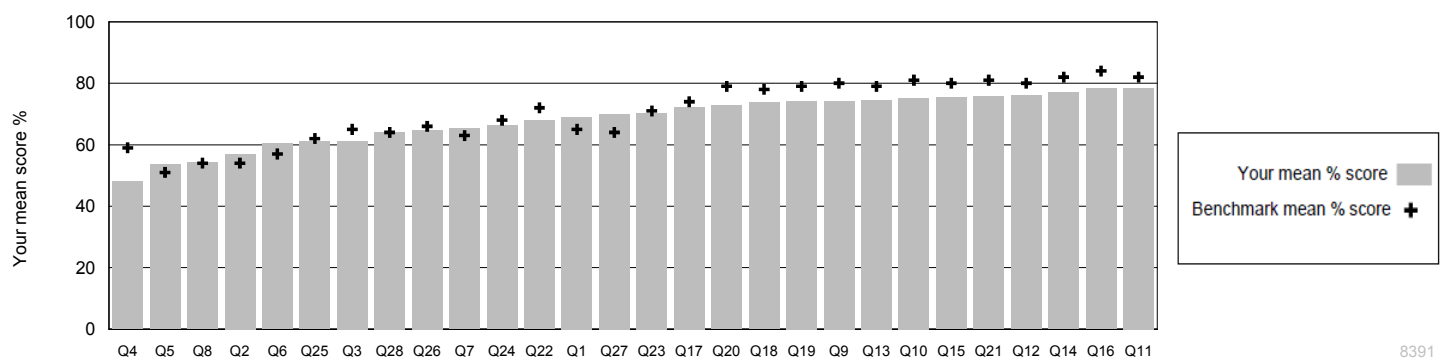
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*Based on data from 278 practices carrying out 358 surveys between April 2008 and March 2012 with 25 or more responses.

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 (>12000 patients)



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Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	38	65	68	49	65	69	72	83
25 - 59	194	68	69	55	66	70	72	87
60 +	46	71	73	54	70	73	76	85
Blank	34	69	69	42	64	69	73	90
Gender								
Female	196	68	70	55	66	70	73	86
Male	77	69	72	57	68	72	75	85
Blank	39	67	69	40	64	69	73	85
Visit usual practitioner								
Yes	162	70	73	57	70	73	76	86
No	89	67	67	49	63	67	70	84
Blank	61	65	69	52	65	69	73	86
Years attending								
< 5 years	99	67	71	56	67	71	74	88
5 - 10 years	62	66	70	46	66	70	73	86
> 10 years	111	72	71	55	68	71	74	85
Blank	40	66	69	50	64	69	74	86

*Based on data from 278 practices carrying out 358 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	09/12/2011	10/02/2009	09/01/2008
Q1 Opening hours satisfaction	69	73	70	67
Q2 Telephone access	57	61	64	61
Q3 Appointment satisfaction	61	69	60	65
Q4 See practitioner within 48hrs	48	57	52	56
Q5 See practitioner of choice	54	63	52	55
Q6 Speak to practitioner on phone	60	64	52	54
Q7 Comfort of waiting room	65	69	58	61
Q8 Waiting time	54	56	46	46
Q9 Satisfaction with visit	74	82	72	79
Q10 Warmth of greeting	75	84	74	81
Q11 Ability to listen	78	86	74	83
Q12 Explanations	76	81	72	82
Q13 Reassurance	74	80	71	79
Q14 Confidence in ability	77	83	73	82
Q15 Express concerns/fears	75	81	73	82
Q16 Respect shown	78	86	76	84
Q17 Time for visit	72	78	64	72
Q18 Consideration	74	78	69	79
Q19 Concern for patient	74	79	71	79
Q20 Self care	73	80	--	--
Q21 Recommendation	76	84	74	83
Q22 Reception staff	68	73	70	73
Q23 Respect for privacy/confidentiality	70	74	71	73
Q24 Information of services	66	71	69	70
Q25 Complaints/compliments	61	65	62	61
Q26 Illness prevention	65	66	63	65
Q27 Reminder systems	70	72	62	67
Q28 Second opinion / comp medicine	64	66	60	66
Overall score	68	74	66	71

-- 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

- Some of the reception staff require customer care training! They can be very rude on the phone and very unhelpful. The doctors however are some of the best around!
- The phone number of the practice 08. Can't be completed with a "top up" can't call.
- I cannot say anything that would make it any better apart from maybe 2 weeks to see your own doctor.
- 10 out of 10.
- Less waiting time. But everything else is great.
- Some members of reception need to show a bit more respect. Not to ask intrusive questions and treat everyone the same - i.e. don't show preference to own race.
- It could be streamlined a lot better if only someone would take more of a view of a patient than just their job (try to listen and help more).
- The staff is very poor I have been having issues with 2 staff members in particular.
- The wait to book in at reception is lengthy, the majority of reception staff are unwelcoming. The reception tables and chairs are messy. Area not kept tidy.
- My doctor is excellent.
- Background music as symphonic, guitar, violin, flute will be very agreeable.
- I really like my doctor. They are very care for me. But sometimes I need to see my doctor in the evening - but doesn't work in the evening. It's a problem for me.
- When staff are busy at reception, to perhaps show their clients a bit of approachable, friendly attitude. As a busy reception at times the staff show they are under a lot of stress and is often taken out on patients/clients when they are approached. A bit more personal discretion when asking about your personal information or why you are there. Shouting out am here to see the midwife was very annoying.
- They are very good.
- Keep regular checks in restrooms as on 2 separate occasions I have had to report dirty i.e. blood on toilet seat and puke on the other occasion.
- Late appointment keeping.
- This is an excellent practice and I have no further comments.
- Not mix up the names on prescriptions, it takes more time to get medication and is very annoying.
- Having to wait an hour or more for one doctor, 4-5 people in front should never happen again, reception soon explain the long wait or offer another appointment.
- Put on more doctors! I can never get appointment other than emergency ones for my infants hence no continuity. For me, more than 8 week wait! Not good enough.
- Services are very good at present.
- Most times when I want to speak to a doctor I am asked if it is urgent and should wait. I call because it's urgent!
- Better staff as they haven't got good customer skills.
- For young babies it would be good if they could have a regular nurse/doctor as it seems to be someone else/different every time.
- Reception staff can sometimes be harsh and not understanding - once, I waited an hour to see my doctor and when I asked about the delay I was given curt, non-helpful responses. This is particularly frustrating when it comes to health issues, as it's not like I'm here to pester someone for a job or a favour. I have also had a couple of incidents where doctors were not willing to spend much time to understand my symptoms - I think a very good measure is seeing the same doctor each time who will be able to understand and treat a patient based on context of previous visits.

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

- Friendlier telephone manner by the reception staff.
- I found it quite hard to get an appointment this time, but this was over the Christmas period so hopefully a one off.
- Some doctors keep relating everything to stress that doesn't help. There is only few best doctors. Thanks a lot to them.
- Very lovely warm person.
- To provide a number system instead of standing in a queue for reception. Standing is not always easy for patients and for some (including myself) can be very painful. Currently there is no alternative. At times some reception staff can be gruff and even impolite.
- Longer opening hours and weekends for general GP appointments. I work 8:30am-7pm Monday-Friday so have to take unpaid time off to come here. However, this surgery has great opening hours, best I have found.
- I am very happy with the doctor my family see.
- One of the doctors was rude to me on my previous visit. I requested a new doctor however and this was fine.
- I find the practice is excellent.
- By booking an appointment and be able to see doctor for any explanation - not you can't not see doctor at the right time is that, if there is any issue instead of saying you cannot see doctor by now. They should create a way if there is a problem we have to speak with doctor. Not they are fully booked.
- Doctor keeps changing, doctors are rude. No good!
- It would be good if it was easier to get onto reception via telephone. But I like the online booking system.
- Some of the staff are very rude. Some of the reception staff need training to be more polite on the phone and also more understanding. Most of the time they give information they don't know.
- Better waiting time at queue at reception and on telephone. Excellent doctors!
- They might need more staff at the reception because like sometimes the waiting is 15 minutes plus by the time you see the reception you're late for your appointment.
- When I call, I like to have emergency appointment straight away. I do not want to wait to receive a call from the doctor. First call should served first.
- I think when ringing to make an appointment by telephone reception staff should be a bit more respectful I mean like sometimes you have to wait a long time for an appointment and if you have an illness I think you should be able to get a sooner appointment.
- New extension although pleasing architecturally outside, lacks warmth inside. Too sterile. Needs in my opinion more softness to relieve overall appearance. More up to date magazines.
- Long midday closing is very inconvenient, some continuous reception cover would really help.
- Everything about the Lawson Practice is excellent apart from one staff member.
- Your reception staff could be a little friendlier.
- Phone pick up could be a lot better and length to wait for appointment is bad.
- I cannot see how the service can be improved, to me it's the best in the area.
- Wasn't informed one doctor was leaving this practice, even though encouraged, in past, to stick to one doctor!
- The length of time to wait on the telephone.
- To be able to get a quick appointment.
- Everything fine.

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

- From last year the practice change the phone number, this number is expensive for me to call, and not only this but I have to wait for 20-25 minutes for someone to answer the call.
- I had to wait over a week to get an emergency appointment with any GP after a visit at another walk in at the weekend. No news after this visit today just got administrated to a scan (probably in a couple of weeks) and a routine test, which could also be done by a health test if this surgery would have the equipment. After 9 days I am not much further in getting help with my problem.
- When phone call is used long waiting cause high telephone bill.
- I'm new to the services. I am very happy. I need advocate to communicate always find helpful.
- Being able to get an emergency appointment easier.
- I am really pleased with everything in the practice as it's been my GP for many years.
- Need to change the telephone number it is too expensive.
- It should be easier to get emergency appointments.
- The waiting time to see a doctor or a nurse should be within 48 hours or less. In some circumstances it takes up to a week or more to be seen by a doctor or nurse!
- More comfortable seating. Being told which side of waiting room to go.
- None whatsoever.
- Reception staff are rude, only one girl with respect.
- There was a period where each time I came I had a new doctor because the previous one had left which was frustrating - highlighted skill gaps in the different doctors.
- So far so good, am very satisfied.
- Excellent.
- The 0845 number is a problem for me and charges are extreme. The automated service is too long. I had to wait 10 days for the first appointment which is way too long. Reception staff only emergency cases could be seen sooner.
- I won't see the male doctors at this practice any more because they don't listen and are too abrupt. My current doctor, a female, is quite good though.
- You are doing a great job.
- More magazines. I have been in this practice for a long time and have seen that the place has improved compared to some practices. Keep up the good work and service provided to the community.
- Telephone service.
- The use of free call number (0800) or UK landline (01, 02 etc) will enable majority of patients to call for an urgent or emergency medical attention. The use of internet to book an appointment or check result will help all parties involved. If possible, repeat prescriptions can be done online to save environment. Every registered patient should be assigned to a permanent doctor for proper coordination and communications. Home visit should be affordable for every patient in need.
- Extend time allocated to treat each person. I had 3 issues and was only able to get consultation on 1 in detail leaving me anxious about the other two.
- One doctor is excellent. Very approachable. A good listener. Explains things in a very simple manner and reassured me the all time. 10 out of 10.
- Excellent practice.
- Telephone service could be improved, waiting times long, costs money.
- Very good overall.

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

- Waiting to get appointment, could do with more reception staff when busy.
- Overall I am satisfied.
- Better communication with doctors and patients, by cutting too much red tape.
- No, it's doing very well the way it is.
- I have heard it said that you only have 10 minutes per patient, that would depend on what you thought you had wrong.
Not right.
- As for me the service is very good.
- No comments - very happy with service provided.
- A larger self monitoring room. Bigger selection of magazines. Alternate height seating.

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

- Please keep it up, very good service.
- 10 out of 10.
- Say hello, good morning etc.
- Have more doctors who are qualified to do all scripts and not just headache tablets.
- Helping more.
- No, this doctor is the best ever.
- Info on BMI, LDL/HDL cholesterol was not available. I was told my cholesterol was ok but when I queried this I was told I was above the healthy ratio. Patients should be given more info. The patients monitoring room is too small and uncomfortable.
- This doctor is keen and informed well enough. They visit me when I come following appointment given by another doctor. Other doctor rang me up at 10:45 giving appointment at 11:45, by 12:15 I was fed up of waiting, remonstrated then reception pass me into this doctor.
- Doctor will gain from taking part in some workshop about good manners and courtesy.
- As a working patient I need flexible appointment.
- Most doctors I have seen have always been very professional, even if rushed at times. Overall very satisfied.
- Listen more to the person as they're the ones with the pain.
- No improvements necessary.
- They need a screen of waiting time you have to wait. The appointment machine doesn't tell you anything. You should look at the hospitals A&E. You always know if you have time for a drink or use the loo and not rush.
- Need no further improvement.
- More time on appointments.
- Be more professional about customer service.
- This particular doctor was excellent. I must say I have had mixed experiences with other doctors here. Twice, I have come to the practice with symptoms and not been tested but instead given advice about how to counter all these symptoms - I have tried on many occasions to explain that the problem has been recurring for more than 2 years, but both of these doctors just gave me general advice and sent me on my way. I have left the practice practically in tears - twice!
- Nurses are good.
- I have only seen this doctor once so am unable to give a far-reaching opinion but I was very happy with my appointment today. In general, doctors could take more care in writing prescriptions to save return visits to pharmacy.
- None at all. Doctors here are lovely - very much appreciated.
- Doctor is horrible, rude!
- The doctor was great.
- The nurse I have seen is excellent. The doctors I have seen so far are good. I haven't seen my named doctor at all. It's always a locum doctor or junior doctor, but I am always happy with their care and advice.
- I like doctors to be more interested in patients. Try to help them, if they say they are ill they are ill, do not ignore them. We do not want to be late for a treatment.
- No problems with the doctors, it's just some other staff and waiting appointments and sometimes they are very rude.

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

- No improvements needed.
- One nurse, I found was not what I think a nurse should be. They were patronising, condescending and dismissive.
- Doctors are great.
- Nurse could be more personable but on the whole a great surgery.
- More information on complementary medicine available and/or other alternatives.
- All fine. NHS is a credit to the country. Well done! Very good! "Tres bien".
- I always want to see my doctor but the chance to see him/her is 0 because is full-full-full and the reception told me that to see I have to wait 3 more weeks.
- My registered GP is excellent if available.
- They are excellent! Because they book advocate for me. This makes service very good.
- Very good. My mum can tell. I'm a child who was seen today.
- I am very happy with one doctor as she's the only doctor I see.
- Please don't change!
- One staff member is arrogant and does not listen to patients, their judgement is opinionated, and thinks they are above all patients and individuals who see them.
- Keeping the same doctor would be preferable - but that is happening now.
- First class surgery. All staff in practice brilliant. Couldn't get better treatment anywhere.
- They are all good. Everyone that I have seen or speak with are very good.
- Keep it as it is.
- Overall the doctors were informative and sympathetic. Its the reception staff that need to change their attitude/manner.
- They see too many patients thats obvious because they can't remember people from one visit to the next.
- They are excellent.
- Listen more to the person who is in pain because they know what is wrong with themselves, not the doctor, thats why we come to see them.
- If the doctors are running late, inform the receptionists to be added onto the information for patients to know.
- Doctors very good. Newer staff not up to standard of old.
- Visiting one doctor - outstanding! Cannot fault.
- More awareness of cultural differences in the community at large.
- No they're doing very well.
- Just be themselves.
- Don't see how they can improve it any more than they already have.
- Doctor is very good.
- Have greater knowledge on process for referrals and alternative therapies. The receptionists at this service are very good and caring.

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 = 312

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	35	90	92	90	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (35 \times 25) + (90 \times 50) + (92 \times 75) + (90 \times 100)}{(312 - 4)} = 21,275/308$$

Your mean percentage score for Q1 = 69%

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	69

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
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Thank you for your time and assistance



Certificate of Completion

This is to certify that

The Lawson Practice

St Leonard's
85 Nuttall Street
London
N1 5HZ

Practice List Size: 12350

Surveys Completed: 312

has completed the

Improving Practice Questionnaire

Completed on 07 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.