

Private and Confidential
Miss Lauren Stephenson
The Lawson Practice
St Leonard's
85 Nuttall Street
London
N1 5HZ

Improving Practice Questionnaire Report

The Lawson Practice

March 2014



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

Miss Lauren Stephenson
The Lawson Practice
St Leonard's
85 Nuttall Street
London
N1 5HZ

t 0845 5197493
f 01392 824767

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

24 March 2014

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=170929>

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

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	1	22	86	118	63	5
Q2 Telephone access	18	30	79	102	60	6
Q3 Appointment satisfaction	23	41	76	86	63	6
Q4 See practitioner within 48hrs	64	57	54	58	47	15
Q5 See practitioner of choice	32	39	85	67	61	11
Q6 Speak to practitioner on phone	12	34	84	66	79	20
Q7 Comfort of waiting room	2	21	83	107	69	13
Q8 Waiting time	16	44	85	78	51	21
Q9 Satisfaction with visit	3	11	40	99	131	11
Q10 Warmth of greeting	3	6	39	104	133	10
Q11 Ability to listen	3	9	34	78	153	18
Q12 Explanations	4	8	41	94	134	14
Q13 Reassurance	6	11	40	92	126	20
Q14 Confidence in ability	2	11	36	89	144	13
Q15 Express concerns/fears	3	9	44	91	129	19
Q16 Respect shown	4	5	31	87	154	14
Q17 Time for visit	3	13	58	94	110	17
Q18 Consideration	2	13	49	92	112	27
Q19 Concern for patient	3	7	51	82	130	22
Q20 Self care	0	9	52	75	129	30
Q21 Recommendation	4	10	39	80	135	27
Q22 Reception staff	4	11	62	103	98	17
Q23 Respect for privacy/confidentiality	3	12	58	103	101	18
Q24 Information of services	4	15	76	83	91	26
Q25 Complaints/compliments	5	24	88	82	58	38
Q26 Illness prevention	3	23	84	80	69	36
Q27 Reminder systems	3	21	73	77	84	37
Q28 Second opinion / comp medicine	4	20	79	67	69	56

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

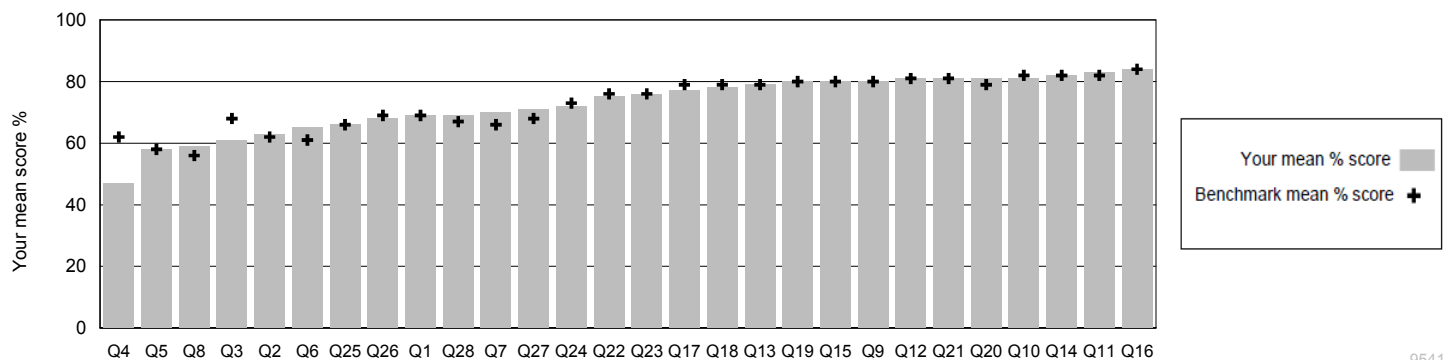
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	69	23	64	68	73	92
Q2 Telephone access	63	62	13	53	63	71	92
Q3 Appointment satisfaction	61	68	23	63	68	74	92
Q4 See practitioner within 48hrs	47	62	18	54	62	70	96
Q5 See practitioner of choice	58	58	22	48	57	65	95
Q6 Speak to practitioner on phone	65	61	25	54	61	67	92
Q7 Comfort of waiting room	70	66	27	60	66	71	90
Q8 Waiting time	59	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	80	80	41	76	81	85	97
Q10 Warmth of greeting	81	82	45	78	82	86	96
Q11 Ability to listen	83	82	46	78	83	87	97
Q12 Explanations	81	81	42	77	81	85	97
Q13 Reassurance	79	79	41	75	80	84	98
Q14 Confidence in ability	82	82	43	79	83	87	99
Q15 Express concerns/fears	80	80	45	76	81	85	96
Q16 Respect shown	84	84	49	80	85	88	98
Q17 Time for visit	77	79	38	75	80	84	96
Q18 Consideration	78	79	41	75	79	83	98
Q19 Concern for patient	80	80	43	76	80	84	97
Q20 Self care	81	79	38	75	79	83	97
Q21 Recommendation	81	81	41	78	82	86	99
About the staff							
Q22 Reception staff	75	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	76	76	43	72	76	80	96
Q24 Information of services	72	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	71	68	27	63	68	72	96
Q28 Second opinion / comp medicine	69	67	30	62	67	71	96
Overall score	73	73	35	69	73	77	95

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

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



9541

Your patient feedback

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

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	67	23	64	68	71	88
Q2 Telephone access	63	56	13	47	58	65	78
Q3 Appointment satisfaction	61	65	23	62	65	69	85
Q4 See practitioner within 48hrs	47	57	18	52	58	64	83
Q5 See practitioner of choice	58	49	22	44	48	55	84
Q6 Speak to practitioner on phone	65	57	25	52	57	63	85
Q7 Comfort of waiting room	70	64	27	60	65	69	86
Q8 Waiting time	59	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	80	80	41	76	81	84	91
Q10 Warmth of greeting	81	82	45	78	83	85	93
Q11 Ability to listen	83	82	46	79	83	87	94
Q12 Explanations	81	81	42	77	81	85	92
Q13 Reassurance	79	80	41	76	80	84	91
Q14 Confidence in ability	82	82	43	79	83	86	92
Q15 Express concerns/fears	80	80	45	77	81	84	91
Q16 Respect shown	84	84	56	81	85	88	93
Q17 Time for visit	77	79	38	75	80	83	91
Q18 Consideration	78	79	46	75	79	83	89
Q19 Concern for patient	80	80	46	76	80	84	90
Q20 Self care	81	78	38	75	79	83	89
Q21 Recommendation	81	81	41	78	82	86	91
About the staff							
Q22 Reception staff	75	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	76	73	43	70	73	76	90
Q24 Information of services	72	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	66	63	31	60	64	66	86
Q26 Illness prevention	68	66	34	63	66	69	86
Q27 Reminder systems	71	65	27	62	65	68	86
Q28 Second opinion / comp medicine	69	64	30	61	64	68	87
Overall score	73	71	35	68	72	75	87

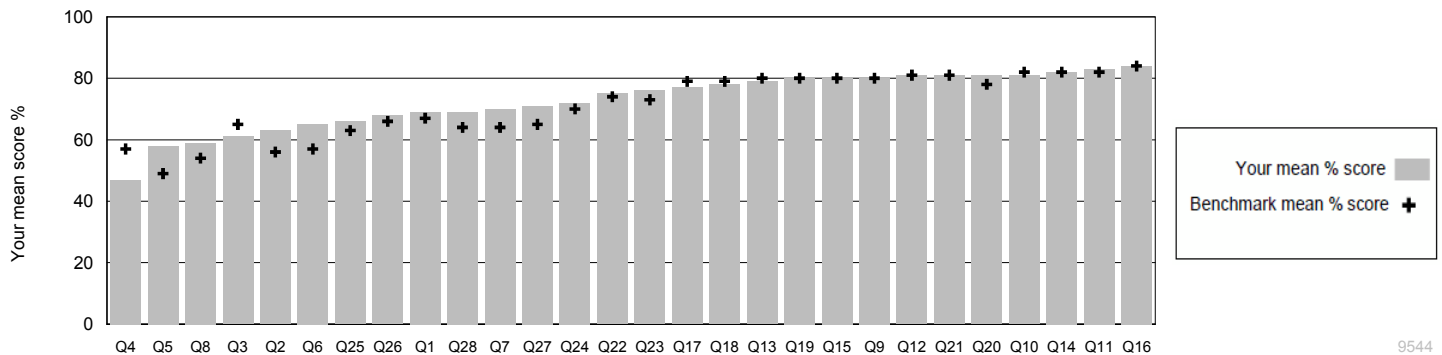
Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

9544

*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

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

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



9544

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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	29	75	70	42	66	70	75	91
25 - 59	201	71	70	35	67	70	74	87
60 +	34	80	73	24	70	73	76	87
Blank	31	72	69	50	63	69	74	86

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	189	73	71	32	67	71	74	87
Male	74	71	73	45	69	73	77	88
Blank	32	74	69	49	65	69	74	89

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	169	75	74	35	71	74	77	89
No	73	67	68	35	64	68	72	84
Blank	53	73	70	53	65	70	73	83

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	116	70	72	28	68	72	76	88
5 - 10 years	59	73	71	40	67	71	75	91
> 10 years	82	77	72	48	69	72	75	86
Blank	38	72	69	49	65	69	73	85

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

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

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

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

9544

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	17/01/2013	31/01/2012	06/03/2009
Q1 Opening hours satisfaction	69	69	73	70
Q2 Telephone access	63	57	61	64
Q3 Appointment satisfaction	61	61	69	60
Q4 See practitioner within 48hrs	47	48	57	52
Q5 See practitioner of choice	58	54	63	52
Q6 Speak to practitioner on phone	65	60	64	52
Q7 Comfort of waiting room	70	65	69	58
Q8 Waiting time	59	54	56	46
Q9 Satisfaction with visit	80	74	82	72
Q10 Warmth of greeting	81	75	84	74
Q11 Ability to listen	83	78	86	74
Q12 Explanations	81	76	81	72
Q13 Reassurance	79	74	80	71
Q14 Confidence in ability	82	77	83	73
Q15 Express concerns/fears	80	75	81	73
Q16 Respect shown	84	78	86	76
Q17 Time for visit	77	72	78	64
Q18 Consideration	78	74	78	69
Q19 Concern for patient	80	74	79	71
Q20 Self care	81	73	80	--
Q21 Recommendation	81	76	84	74
Q22 Reception staff	75	68	73	70
Q23 Respect for privacy/confidentiality	76	70	74	71
Q24 Information of services	72	66	71	69
Q25 Complaints/compliments	66	61	65	62
Q26 Illness prevention	68	65	66	63
Q27 Reminder systems	71	70	72	62
Q28 Second opinion / comp medicine	69	64	66	60
Overall score	73	68	74	66

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

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

Your patient feedback

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

Any comments about how this practice could improve its service?

- Later blood test appointments.
- Sometimes waiting on phone line and a bit long, space for improvement.
- Improve the automatic appointment check in system. There are times it does not work.
- Information TV should be on as patient could have the opportunity to read any updated information.
- One or two receptionists could be more pleasant in their attitude towards patients.
- More than happy with this surgery since I joined. Doctor very friendly as are staff. Probably nicest surgery I've ever registered with!
- Length of time to see named doctor - have only seen twice in last year, both times waited over 3 weeks for appointment.
- More advocacy service.
- Excellent.
- Opportunity to see my GP within 48 hours or any other GP in case of need. Telephone consultations are great sometimes, but other times you really need to see a doctor. I've lived in many counties and find there are too many patients per surgery here which means long waiting (days-weeks) to see your/a GP.
- See the majority of patients reports.
- I couldn't get an appointment sooner than 8 days but when I arrived the surgery was empty. Very odd!
- Would be nice if you could pick up hearing aid batteries at the reception.
- Practice should be careful about their doctors they specially my own doctor is not patient, rude and not friendly. Should be send away!
- This is a very well run practice.
- More magazines in waiting area.
- Receptionists have a bit more manners and greet you with a smile.
- I have been with the practice for a long time and I am very satisfied with all their progress, especially including new opening hours to evening time. Keep the good work.
- Reception/doctors treat everyone with care and respect and not just those who are very regular visitors to the doctors e.g. self inflicting illnesses (alcoholics and drug abusers) for example these people are treated far more fairer and more prompt.
- You have to wait too long for appointments. Something should be done so you can get an appointment more quicker.
- More advocacy service.
- Not at all.
- Deal with reception queue quicker. Provide a Saturday service. Time arranged for appointments too long.
- The practice is great. You couldn't ask for a better practice.
- No, I think the surgery is very good.
- The service is not to my satisfaction.
- This practice works very well for me, I personally am happy with the surgery as it is. I am sure if there are any improvements to take place they will contact me. I just wish my GP had come back to the practice months ago.
- Maybe some background music? Self check in terminal wasn't working. Wifi for online reading.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Earlier appointments - want to see doctors of choosing less six days.
- They should let patient to see doctors as soon as possible because sometimes when you phone they will informing you that no appointment until a week or 2 weeks.
- More toys facility for the children area - no noisy toys please. Magazines to be provided in waiting area.
- None, I am happy with the services.
- More staff needed at reception during the day. The waiting time at reception is too long. A smile would be nice when greeted by reception staff.
- Turkish speaker reception if it is possible.
- I would have to give excellent for one of the receptionists - their heart is in their work. The others are lovely but this receptionist is number one. Thank you.
- It is next to impossible to get an appointment even 2 weeks from phoning in, and the last time I called I was on hold for half an hour. Once appointments are booked the service is wonderful, I just worry about availability.
- Not sure if you already have this but a late night opening.
- I think that this practice could improve its service by having a bit more information leaflets on the other side not just near the fish tank.
- Always a queue to speak to reception - inconvenient.
- Patients could choose doctors and nurses. My practice could improve.
- None it is really good as it is, no changes.
- The option to see a doctor of your choice if your own GP is unavailable.
- None - very good.
- Waiting time, and opening hours should be longer.
- None, except the waiting time!
- Recently made a change where you have to choose a GP and then stick with that one only. Just choose from a list of names/their gender at reception. I'd like a chance to 'try' them, meet them, know what their clinical interests are before choosing.
- There should be more receptionists when it is busy because sometimes patients have to queue a long time.
- Excellent practice. Just only one personal on reception recent longer waiting in the queue. One suggestion would be to advertise the arrival screens more obviously so patients can check in. This 'arrival screen' is an excellent idea.
- Make sure that I can book appointment quicker because if it's not an emergency I have to wait around 2 weeks.
- Longer opening hours or more doctors available after 9-5pm working hours would be very desirable. It is really hard to get an appointment the same week as when calling.
- Glad you sorted out the 0844 number was costing me loads!
- Have clinic hours for urgent complaints.
- Notify patients of change of phone number.
- Baby clinic: open at 2pm. We have to stay and wait outside. Would be great to be able to get in when it's raining.
- Tea, coffee or cold drink.
- Good doctor. Cares about me.
- Hard to get appointments.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Excellent.
- Clock in the waiting room.
- The practice should maintain this level but look into waiting time issue and improve on this. 10 o'clock appointment to patient should/must be 10 o'clock for example.
- I believe the only thing letting down this practice is the waiting time to see a doctor as it can take a whole two weeks to book an appointment and been seeing by a doctor.
- Queuing situation unclear, creates a messy queuing experience, blocking each other's way. Many people seem to be there because they have nothing else to do. Not the fault of the practice but perhaps a quick pre-selection could work. It takes so long at the counter. 'Computer says no' experience at the counter. And making you re-join the queue after every form is a bit upsetting. Visiting the practice takes a major part of your working day.
- Miss the Saturday openings as full time employed.
- 3 weeks waiting time to see a doctor? It's a joke.
- TV in waiting room.
- Length of time waiting (although this is only my second visit to GP).
- The practice is well taken care of, it's tidy and a lot seats available for everyone and the kids are also been considered.
- There are no appointments available for more than 2 weeks. The practice should do something about the resourcing.
- Refuse to assist me on a specific matter today I ask for a complain form.
- Easier to get to make an appointment - took me nearly 10 days to get an appointment. I'm happy to see any doctor - why tie me in to one doctor?
- You have written to me to say I need to confirm my address. I have not received any letters from the Health Authority as stated in your letter that I have not responded to. Then you won't accept a driving license with my address on it! Nor does your letter state that I could email my confirmation of address in! You have wasted a morning of my time through laziness.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- My doctor, the best. Perfect.
- Just a little more time speaking about myself, maybe five or ten minutes.
- None - very good.
- Not at this moment.
- No, by far the best bedside manner I've encountered in a GP.
- My GP is great!
- If the doctor could listen and kind.
- More work regards relationship with patients.
- My doctor is brilliant!
- My doctor is one of the best doctors I have had in my life. I believe she needs more praise in the amazing work she does. She has the ability to listen to patient's needs. Excellent.
- She is an amazing person and doctor.
- Best doctor.
- Imagine if you was the patient.
- Not at all.
- The same good.
- The doctors here are professional and well qualified and competent.
- Your on call doctors should go back to school, also they shouldn't look to see when you have appointment with your doctor and leave you for 2 weeks.
- Very good.
- My doctor is great and other staff here have provided an excellent service i.e. GPs, nurses, midwives, health assistants. Best practice I've registered with!
- No, doctor, staff, nurse are brilliant.
- I know it's hard but try to see patients on time as it's an appointment system.
- The service was good.
- This doctor is always excellent.
- None whatsoever.
- This doctor is very sympathetic and has a lot of empathy.
- No.
- This doctor is perfection, don't change a thing.
- None, room too warm perhaps.
- I could see her checking the time despite booking 20 minutes with her. Did not get in to see her until 10 minutes late so my appointment was cut short.
- She was excellent, thank you.
- The doctors should see patients at the right time of the appointment.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- None. Doctor is excellent.
- Doctor was great.
- Never fix what's not broke.
- None, but they are good.
- She's lovely!
- She's great.
- Should put aside personal feelings for the use of laser eye surgery when it had been suggested I may have a serious condition - not by NHS doctors but by professionals who had turned away business with my safety in mind. They were extremely abrupt.
- N/A - satisfied.
- None, this doctor was understanding and helpful. Also quick and cheerful. Best GP I've had.
- More time as to not feel so rushed.
- The doctors and nurses are very supportive and would discuss with you the best help you need and are very considerate.
- More explanation and more investigation would have helped me feel assured. The doctor appeared to be concerned about the time taken for the visit which in the end was barely 5 or 6 minutes.

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 = 295

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	22	86	118	63	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (22 \times 25) + (86 \times 50) + (118 \times 75) + (63 \times 100)}{(295 - 5)} = 20,000/290$$

Your mean percentage score for Q1 = 69%

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
23	64	68	73	92

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Certificate of Completion

This is to certify that

The Lawson Practice

St Leonard's
85 Nuttall Street
London
N1 5HZ

Practice List Size: 12000

Surveys Completed: 295

has completed the

Improving Practice Questionnaire

Completed on 24 March 2014



Michael Greco
Director



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