

**Private and Confidential**

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# Improving Practice Questionnaire Report

Beechwood Medical Practice

November 2013



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25 November 2013

Dear Mrs Monteith

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=164123>

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

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

### Your patient feedback

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

## Introduction

### About the IPQ

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

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

Extensive published validation studies 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	5	35	118	90	36	2
Q2 Telephone access	82	78	72	37	14	3
Q3 Appointment satisfaction	15	43	91	82	47	8
Q4 See practitioner within 48hrs	46	56	89	55	35	5
Q5 See practitioner of choice	56	81	67	41	20	21
Q6 Speak to practitioner on phone	17	71	96	51	23	28
Q7 Comfort of waiting room	1	39	113	82	47	4
Q8 Waiting time	22	74	92	59	25	14
Q9 Satisfaction with visit	4	7	77	94	91	13
Q10 Warmth of greeting	2	10	74	92	94	14
Q11 Ability to listen	3	11	61	93	105	13
Q12 Explanations	2	11	63	90	109	11
Q13 Reassurance	3	14	63	96	95	15
Q14 Confidence in ability	4	9	57	83	119	14
Q15 Express concerns/fears	5	10	65	106	87	13
Q16 Respect shown	2	4	63	82	124	11
Q17 Time for visit	3	14	69	88	98	14
Q18 Consideration	2	16	62	105	83	18
Q19 Concern for patient	5	15	64	97	84	21
Q20 Self care	3	17	59	105	82	20
Q21 Recommendation	4	14	59	85	106	18
Q22 Reception staff	4	27	79	101	68	7
Q23 Respect for privacy/confidentiality	3	26	83	96	71	7
Q24 Information of services	5	33	94	88	48	18
Q25 Complaints/compliments	6	40	89	72	29	50
Q26 Illness prevention	2	30	108	81	35	30
Q27 Reminder systems	8	30	89	69	49	41
Q28 Second opinion / comp medicine	4	30	87	48	28	89

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

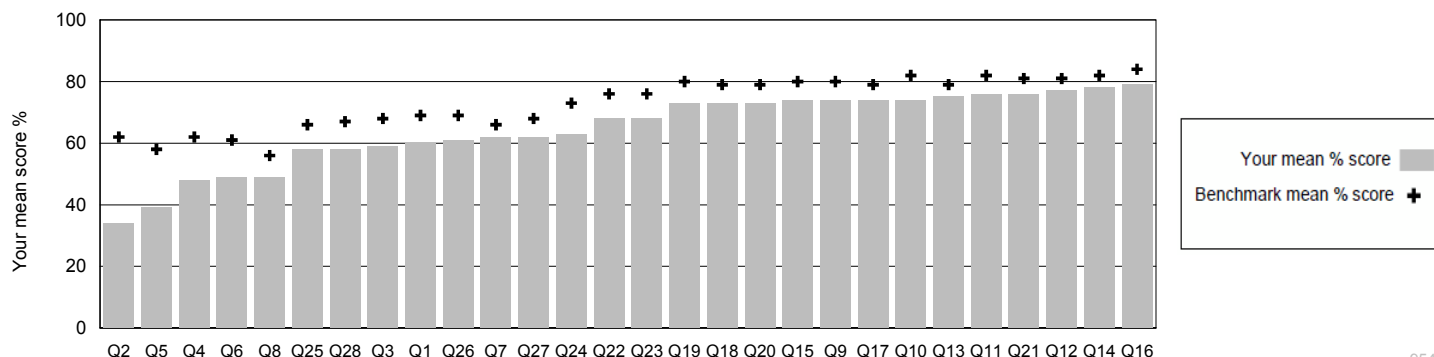
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	60	69	23	64	68	73	92
Q2 Telephone access	34	62	13	53	63	71	92
Q3 Appointment satisfaction	59	68	23	63	68	74	92
Q4 See practitioner within 48hrs	48	62	18	54	62	70	96
Q5 See practitioner of choice	39	58	22	48	57	65	95
Q6 Speak to practitioner on phone	49	61	25	54	61	67	92
Q7 Comfort of waiting room	62	66	27	60	66	71	90
Q8 Waiting time	49	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	80	41	76	81	85	97
Q10 Warmth of greeting	74	82	45	78	82	86	96
Q11 Ability to listen	76	82	46	78	83	87	97
Q12 Explanations	77	81	42	77	81	85	97
Q13 Reassurance	75	79	41	75	80	84	98
Q14 Confidence in ability	78	82	43	79	83	87	99
Q15 Express concerns/fears	74	80	45	76	81	85	96
Q16 Respect shown	79	84	49	80	85	88	98
Q17 Time for visit	74	79	38	75	80	84	96
Q18 Consideration	73	79	41	75	79	83	98
Q19 Concern for patient	73	80	43	76	80	84	97
Q20 Self care	73	79	38	75	79	83	97
Q21 Recommendation	76	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	68	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	68	76	43	72	76	80	96
Q24 Information of services	63	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	58	66	31	62	66	70	96
Q26 Illness prevention	61	69	34	64	68	72	96
Q27 Reminder systems	62	68	27	63	68	72	96
Q28 Second opinion / comp medicine	58	67	30	62	67	71	96
Overall score	65	73	35	69	73	77	95

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

9541

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

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



9541

## Your patient feedback

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

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

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

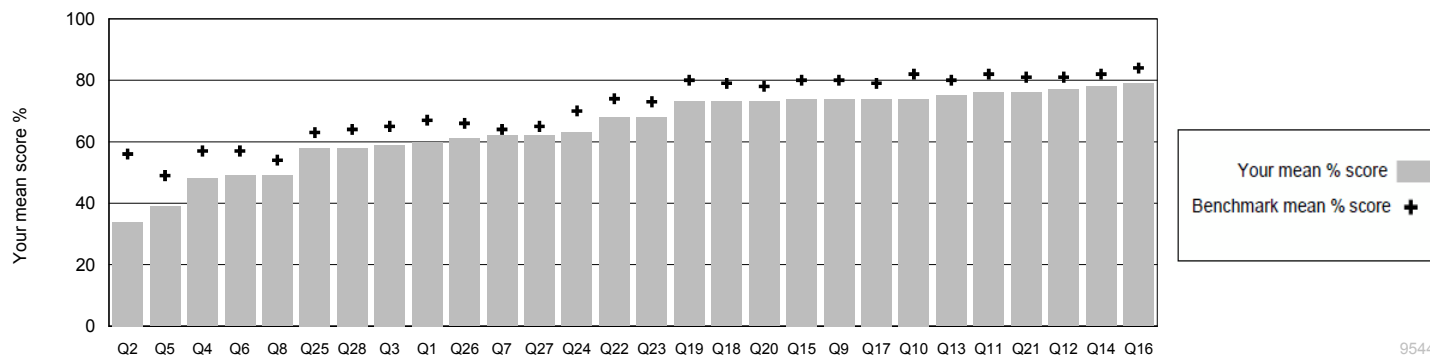
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\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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



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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	25	61	70	42	66	70	75	91
25 - 59	152	65	70	35	67	70	74	87
60 +	88	66	73	24	70	73	76	87
Blank	21	63	69	50	63	69	74	86
<b>Gender</b>								
Female	157	63	71	32	67	71	74	87
Male	104	68	73	45	69	73	77	88
Blank	25	63	69	49	65	69	74	89
<b>Visit usual practitioner</b>								
Yes	155	69	74	35	71	74	77	89
No	86	58	68	35	64	68	72	84
Blank	45	64	70	53	65	70	73	83
<b>Years attending</b>								
< 5 years	52	70	72	28	68	72	76	88
5 - 10 years	48	62	71	40	67	71	75	91
> 10 years	163	64	72	48	69	72	75	86
Blank	23	64	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.

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## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	02/12/2011	25/11/2008	29/10/2007
Q1 Opening hours satisfaction	60	64	66	65
Q2 Telephone access	34	40	53	52
Q3 Appointment satisfaction	59	60	64	65
Q4 See practitioner within 48hrs	48	54	62	64
Q5 See practitioner of choice	39	43	52	55
Q6 Speak to practitioner on phone	49	57	55	56
Q7 Comfort of waiting room	62	62	66	68
Q8 Waiting time	49	48	48	47
Q9 Satisfaction with visit	74	78	79	77
Q10 Warmth of greeting	74	79	81	79
Q11 Ability to listen	76	81	82	80
Q12 Explanations	77	79	80	79
Q13 Reassurance	75	77	78	77
Q14 Confidence in ability	78	80	82	79
Q15 Express concerns/fears	74	78	80	79
Q16 Respect shown	79	83	84	83
Q17 Time for visit	74	78	75	72
Q18 Consideration	73	78	79	77
Q19 Concern for patient	73	79	80	79
Q20 Self care	73	77	--	--
Q21 Recommendation	76	81	81	79
Q22 Reception staff	68	74	73	73
Q23 Respect for privacy/confidentiality	68	71	72	70
Q24 Information of services	63	68	70	70
Q25 Complaints/compliments	58	60	63	63
Q26 Illness prevention	61	62	67	65
Q27 Reminder systems	62	59	63	63
Q28 Second opinion / comp medicine	58	61	64	64
Overall score	65	68	71	70

-- 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?

- Calling at 8am for an appointment can take a long time and many tries. Not sure how this could be improved though as the practice must get many calls.
- It is very difficult to book advanced appointments unless you know you need one 2 weeks in advance. Ringing on the day is very time consuming and frustrating. All reception staff are very polite and efficient. Could online booking be introduced?
- Ask people to step outside to use their phone.
- The only negative for me in the past is the booking lottery, where you have to ring on the day and hope for the best. I appreciate that you need to be fair to all, however.
- Speed up the queuing for getting appointments - not an organisational problem and it could only be resolved (I think) by having more GPs available. Overall though, the performance here is very good!
- The doctor phoned me and I found this a very useful service.
- The phone booking service is rubbish and a waste of time.
- Get appointments easier. Get appointments on the day you're not well.
- I have been coming here for many years though I have moved during this time. I am very satisfied here.
- To stay open to 8pm on some days and more equipment on site as when someone in pain etc who need x ray etc could have it done instead of waiting weeks (wishful thinking I think).
- The layout for treatment room have no visual prompt if seated outside of treatment room.
- I've always found the service to be responsive to my needs. Never had any complaints - just a slight problem that my 'usual doctor' keeps leaving the practice. Three doctors I saw over a period of years have now left.
- All I want to say is, if your reception staff get out of the wrong side of bed I suggest they leave their frumpy, rude and unprofessional manner at home. Manners and politeness go a long way.
- Realistic appointment times waited 25 minutes after appointment time to be seen.
- Get the telephone appointment service right.
- The practice of making you ring up for an appointment on the day at 8.00 and then offering appointments for 8:15 8:20 is ridiculous unless you live next door to surgery these appointments are wasted. This is also stressful when you are ill.
- Friendlier receptionist, one of the receptionists not warm or friendly.
- Some time the phone staff are offhand. This can be more of concern. I can let down the practice.
- Open service on weekends.
- Overall very happy with surgery.
- Very difficult getting through on telephone to arrange on day appointment in morning not helpful as a shift worker - maybe helpful if not booking an emergency appointment to be able to book appointment in advance as it's almost impossible to get through on the phone first thing. Later it's then too late as appointments all gone. Wish online bookings.
- I have quite a complicated situation and this doctor has been with me every step of the way he's brilliant. However when I came back from work I'd missed a message - so called back. The receptionist I spoke to did not really listen to me - I had to repeat that I did not want to see another doctor and that I could not ring up at 8am on the days indicated and that my doctor was not in on a Wednesday. When I collected my prescription on Tuesday - I double checked to find that he was in fact in and so came into make the appointment instead. Clearly the receptionist could do with being aware of her facts and also listening to the patient and not talking over me.
- Quite often can't get appointment for two to three weeks when you ring as a same day appointment sometimes hour before you can get through.

## 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?

- Make appointments easier.
- Phone appointments system every morning at 8 - very stressful as you can never get through. Better and more health checks on annual basis for over 50s. Faster hospital referrals. More details feedback on test results.
- Making an appointment by phone is impossible but now the internet appointment are there I think it's really good and is now easy to make an appointment.
- I think this practice provides an excellent service and has done particularly well as demand has increased I feel that as a family we are well looked after.
- Opportunity to make appointments on a later day if present day appointment is unavailable.
- Change government or stop all the same people coming in on a weekly basis.
- The appointment booking service is not good for people who work early/late shifts as they can only be booked at 8am. More advance appointments need to be available.
- Sign in treatment area to prompt you can be seen in the treatment room. Not visible from main area of surgery where there is a sign.
- Just maybe having more advance bookings available.
- The phone line is pretty poor hence why I switched to making my appointments online.
- Have more pre bookable appointments.
- Getting a telephone call to connect at 8am is a nightmare my only real complaint about the practice.
- Very good.
- Since going online to make appointment no trouble at all very good.
- The wooden cube toy should be removed from the waiting area, and the waiting area should be made quieter and more peaceful. Some receptionists should be made aware that they are dealing with people that are ill. One of the nurses should be reminded of their responsibilities to patients and their time.
- More telephone lines.
- Just the telephone system at booking an appointment to see doctors, although calling at the time 8:00am the telephone systems are jammed, and some of us must lose out.
- I have difficulty in seeing my own doctor each visit.
- I feel that I have been supported very well and through a very difficult time and all the team are very hardworking and provide an excellent service.
- Because of volume of calls 8am and after have to come to surgery by 8am to make appointments too much when you're unwell.
- Ability of book appointments in advance. Better telephone system with longer queue to avoid having to redial to get through.
- Phone system at 8am a nightmare. More pre-bookable appointments to be available.
- Great service.
- Please have up to 20 minutes for the late pupil.
- Make it easier by phone for appointments. Not enough on reception.
- Improve telephone system/answering but when answered good - polite and helpful.
- The phone booking system for appointments is appalling.

## 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?

- Have some appointment to make at a calling in time at 8am and then have afternoon appointment times to make at 2pm. That way patients that need afternoon appointments won't be waiting on the phone for an appointment.
- All daily appointments go very quickly. This is a problem for me as I find it difficult to get up in the morning due to health problems.
- It would be nice to be able to see a doctor of your choice.
- Extend opening hours like other practices, perhaps till 8pm?
- Book online appointments the day needed? Tried once no such luck!
- Difficult to contact practice early mornings.
- You can please some of the people some of the time! But you can't please all of the people all of the time!
- Get this doctor cloned.
- Allow extra time in appointments to avoid waiting long periods.
- It's not easy getting an appointment at 8:00, as I work I would like to be given the availability on booking my appointments at least a week or two in advance.
- Some receptionists can be very rude and difficult as sometimes you do not wish to discuss personal matters and they make you. If I was elderly or vulnerable this would put me off. One of the doctors (not the one I've seen today) has shown no consideration on my visits and completely ignored an illness which they misdiagnosed leaving me very unwell, and still shows no compassion.
- It is great when you see a doctor you have seen before as they are familiar with the reason you may be seeing them about again.
- My only real complaint is the difficulty getting an appointment. Sometimes waiting on the phone half to three quarters of an hour.
- Better telephone services - at least a 25 minute wait on phone at 8am.
- Make it easier to get through on the phone would help. Repeat prescriptions taken over phone. Quicker repeat prescriptions. Call out names as well as lights.
- More choice for appointments. Working full time can often be difficult to book appointment.
- I always seem to be waiting a while when I come for an appointment even if I am early.
- Ability to get appointments, ringing at better hours for them.
- Better phone lines.
- Opportunity to book appointments in advance.
- The internet service is now working well for me, without it I don't think I would get to see my doctor.
- To get an appointment for the day I always get here at 8:00am as you cannot get through on the phone.
- Having your name in red lights isn't very confidential but I understand it's the most efficient way of getting patients in.
- No problems whatsoever.
- Change the phone booking system.
- When I rang this morning I constantly got a message to say that I needed to call back later, if I have called back later I may have missed the opportunity to get an appointment as there is such a rush at 8am.
- More telephone staff.
- Very good was able to get an appointment within 1 hour so practice has improved with regard to this.

## 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?

- When I rang up I booked an appointment and I think the receptionist didn't put the phone down properly so I then heard her joke about what I had said - not a problem but others might have been offended.
- Better availability of appointments.
- The system for phoning for an appointment - very challenging when you're unwell - often on the phone for an hour - then no appointment. Also now not to have time off work for appointments, getting appointments out of work time with a familiar doctor is almost impossible.
- More appointments/more doctors to provide this. Doctors for certain areas for prompt treatment.
- Appointment booking by phone is shocking.
- Possibly having someone on reception at all times, although I understand that this may not always be possible. Otherwise, an excellent practice.
- Booking appointment is hard.
- Not sure, have been with several practices and this is by far the best both in the way it's run and the doctors here.
- Ensure doctors are treating the patient not the symptoms they present. Haughtiness isn't appreciated by sick people.
- Difficulty to get to see the doctor your choice without ring every day for 2 weeks.
- Being able to see a doctor when needed not being told day after day that there are no appointments available. Start ringing at 8:30 and by 9 o'clock getting through to be told no doctor available try again tomorrow. Then the same thing all over again.
- Same as most practices - waiting times.
- Weekend opening.
- Today's experience of booking an appointment - speed of being seen etc is a vast improvement on previous bookings and waiting times.
- Sometimes it's really hard to get through on the phone lines in the morning.
- No. The practice seems to have everything well organised/also the reception area looks organised and waiting room well organised.
- I think Beechwood Medical Centre is the best doctors I've ever been registered at. Keep up the good work.
- Availability of pre booking appointments.
- More GPs to reduce waiting time to see a doctor - i.e. can take a week to see a GP.
- Please, please, please make it easier for a working mum to book appointments. 8-8:30 is the busiest time of the day and the current system means hanging on the phone. Even if we do get through, we then have to get other children to school and back for an appointment!
- Booking appointment early morning, just not good.
- Seemed awkward on the phone to ask what the appointment was about. Automated check in didn't work.
- More availability of appointments particularly on the internet. To not have any appointments for three weeks sometimes is poor. It seems there are far more patients nowadays but not enough GPs.
- This has to be one of the most friendliest of surgeries in Bristol. The reception team are amazing and efficient and the doctors really listen and offer great advice. So in my opinion there is nothing they can do to improve except keep up with its level of service.
- Very welcoming and helpful even if it isn't a major problem.
- Very upset you lost one of the doctors, they were the reason I did not move from the surgery and they were excellent when I had to have my operation, would like to see them back.

## 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?

- One of the receptionists is not very accommodating when booking treatment room appointments (1 year ago) they would not offer a convenient time - it had to be next available.

## 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?

- I was kept waiting 30 minutes, the receptionist warned me that he was running behind, but no apology from the doctor. He at least didn't seem rushed with his diagnosis.
- None. A very caring person who goes to a lot of trouble to look after you and establish the best treatment. Also a great sense of humour.
- No!
- None - ongoing till next appointment.
- This doctor is very warm and gentle calm and caring and understanding.
- My doctor is excellent.
- Have more appointments suitable for people at work. Have walk in surgeries. Frustrating stood in reception queue to see staff milling around and talking whilst queue build up suggest reception manned or put up blinds!
- No complaints.
- This doctor is one of the best and I can trust him in full.
- None - very good service.
- I am happy with my doctor.
- No he is brilliant I am very reassured by his kind understated manner and his commitment to my well being.
- Be on time.
- Could be more honest with own gut feeling? (instead of being polite and not daring to upset the patient).
- I like all of the doctors in this practice. It is sometimes difficult to see a partner/regular doctor but otherwise the service is very good.
- Work shorter hours do too much as it is.
- This doctor is an extremely kind, caring and friendly doctor. He is the best doctor at this practice and is extremely professional. He is very empathetic and really takes time to understand your problem and find a remedy.
- Excellent this doctor is understanding and compassionate.
- Doctors are excellent!
- This doctor is very good. Listening, communication excellent. Lovely manner.
- I think this doctor is a very good doctor and is doing a very good job as it is. Well done! Can say with confidence he's an amazing doctor and you should be proud of him to be part of the surgery.
- Excellent service - keep it up!
- So far satisfactory.
- This doctor is an excellent physician, no improved or improvement needed.
- It is difficult to make appointments by 8am due to work or taking children to school, also if you are waiting on the line which happens every time by the time you speak to receptionist they say it is too late etc.
- Happy with the doctor I have seen today.
- Patients should be given their test results as soon as they come in whatever the outcome.
- Doctor walked extra mile!
- Advise in long term solutions could improve would be helpful.
- I didn't feel she helped me at all today.



## 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?

- I saw this doctor and I was very satisfied with the way she dealt with my issue. She was warm and helpful gave lots of information.
- See your own doctor at least once in four visits, your own doctor knows patient.
- Saw this doctor she was very good in all respects.
- This doctor excellent doctor.
- Great doctors!
- GP I saw was very approachable and considerate of my opinion unlike others in the practice.
- Well I asked one doctor for some help (not this doctor) and she insisted we didn't offer that kind of help, seen another doctor and they offered me the help and much more. So was very disappointed with the other doctor.
- No problem.
- No. Doctors always very good.
- None whatsoever.
- No. Great once we're here.
- None at all, this doctor was very helpful.

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 = 286

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	35	118	90	36	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (35 \times 25) + (118 \times 50) + (90 \times 75) + (36 \times 100)}{(286 - 2)} = 17,125/284$$

Your mean percentage score for Q1 = 60%

### 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	60

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

**Beechwood Medical Practice**  
Fishponds Primary Care Centre  
Beechwood Road  
Fishponds  
BRISTOL  
BS16 3TD

**Practice List Size: 10700**

**Surveys Completed: 286**

has completed the

## Improving Practice Questionnaire

Completed on 25 November 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.