

Private and Confidential

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Improving Practice Questionnaire Report

Framlingham Medical Practice

January 2013



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06 February 2013

Dear Ms Kitt

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=144357>

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	0	23	83	109	52	2
Q2 Telephone access	7	32	83	92	51	4
Q3 Appointment satisfaction	4	10	82	98	73	2
Q4 See practitioner within 48hrs	8	31	67	93	64	6
Q5 See practitioner of choice	10	42	78	83	44	12
Q6 Speak to practitioner on phone	9	32	83	71	35	39
Q7 Comfort of waiting room	8	49	99	79	32	2
Q8 Waiting time	13	51	109	56	39	1
Q9 Satisfaction with visit	1	4	29	78	157	0
Q10 Warmth of greeting	0	3	24	66	176	0
Q11 Ability to listen	3	2	21	78	165	0
Q12 Explanations	1	2	27	75	162	2
Q13 Reassurance	2	2	33	82	150	0
Q14 Confidence in ability	3	1	30	68	164	3
Q15 Express concerns/fears	4	4	30	73	157	1
Q16 Respect shown	2	3	19	63	180	2
Q17 Time for visit	2	5	31	81	149	1
Q18 Consideration	1	4	33	81	141	9
Q19 Concern for patient	3	1	32	82	146	5
Q20 Self care	1	4	36	83	136	9
Q21 Recommendation	3	2	30	73	152	9
Q22 Reception staff	4	11	56	96	80	22
Q23 Respect for privacy/confidentiality	1	12	52	93	89	22
Q24 Information of services	1	15	62	94	77	20
Q25 Complaints/compliments	3	12	86	69	48	51
Q26 Illness prevention	1	20	82	90	47	29
Q27 Reminder systems	4	17	72	85	59	32
Q28 Second opinion / comp medicine	3	14	64	68	32	88

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

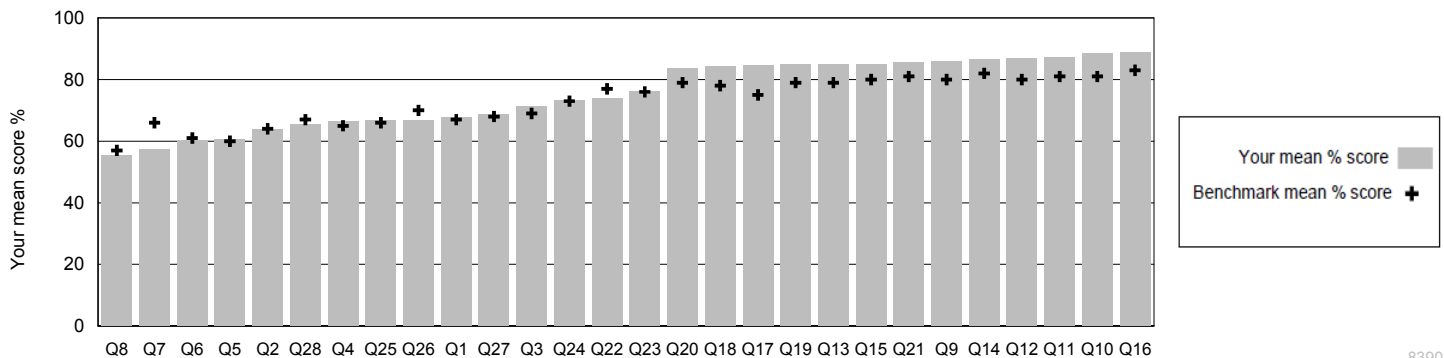
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	40	63	67	71	99
Q2 Telephone access	64	64	22	55	64	72	99
Q3 Appointment satisfaction	71	69	35	64	69	74	99
Q4 See practitioner within 48hrs	67	65	22	57	64	72	99
Q5 See practitioner of choice	61	60	23	52	60	68	99
Q6 Speak to practitioner on phone	60	61	31	54	61	67	99
Q7 Comfort of waiting room	57	66	21	61	66	72	100
Q8 Waiting time	55	57	20	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	86	80	48	76	80	84	99
Q10 Warmth of greeting	89	81	47	78	82	86	99
Q11 Ability to listen	87	81	49	78	82	86	100
Q12 Explanations	87	80	47	76	81	85	100
Q13 Reassurance	85	79	48	75	79	83	100
Q14 Confidence in ability	87	82	47	78	83	86	100
Q15 Express concerns/fears	85	80	48	76	80	84	100
Q16 Respect shown	89	83	45	80	84	88	100
Q17 Time for visit	85	75	45	70	75	79	100
Q18 Consideration	84	78	47	74	78	82	100
Q19 Concern for patient	85	79	43	75	79	83	100
Q20 Self care	84	79	51	75	80	83	99
Q21 Recommendation	85	81	46	77	81	85	100
About the staff							
Q22 Reception staff	74	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	76	76	42	72	76	80	100
Q24 Information of services	73	73	38	69	73	77	100
Finally							
Q25 Complaints/compliments	67	66	38	62	66	70	100
Q26 Illness prevention	67	70	19	66	69	73	100
Q27 Reminder systems	69	68	42	63	67	72	99
Q28 Second opinion / comp medicine	65	67	37	63	67	71	99
Overall score	76	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. 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 (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	66	44	62	66	70	94
Q2 Telephone access	64	59	22	52	60	66	93
Q3 Appointment satisfaction	71	66	35	62	67	71	92
Q4 See practitioner within 48hrs	67	61	25	55	62	68	90
Q5 See practitioner of choice	61	55	24	50	55	60	87
Q6 Speak to practitioner on phone	60	59	31	54	59	64	91
Q7 Comfort of waiting room	57	65	39	60	65	70	89
Q8 Waiting time	55	55	30	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	86	80	48	76	80	84	94
Q10 Warmth of greeting	89	81	50	78	82	85	93
Q11 Ability to listen	87	82	50	78	82	86	94
Q12 Explanations	87	80	49	77	81	85	93
Q13 Reassurance	85	79	48	76	80	83	92
Q14 Confidence in ability	87	82	50	79	83	86	93
Q15 Express concerns/fears	85	80	48	77	81	84	92
Q16 Respect shown	89	84	50	81	84	87	94
Q17 Time for visit	85	74	46	71	75	79	91
Q18 Consideration	84	78	48	75	78	82	93
Q19 Concern for patient	85	79	43	75	80	83	92
Q20 Self care	84	78	53	76	79	83	91
Q21 Recommendation	85	81	46	78	82	85	91
About the staff							
Q22 Reception staff	74	74	40	71	75	78	93
Q23 Respect for privacy/confidentiality	76	74	45	71	74	77	86
Q24 Information of services	73	71	43	68	71	74	91
Finally							
Q25 Complaints/compliments	67	64	38	61	64	68	94
Q26 Illness prevention	67	68	46	65	68	71	88
Q27 Reminder systems	69	66	43	63	66	69	91
Q28 Second opinion / comp medicine	65	66	37	63	66	69	94
Overall score	76	71	44	68	72	75	91

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

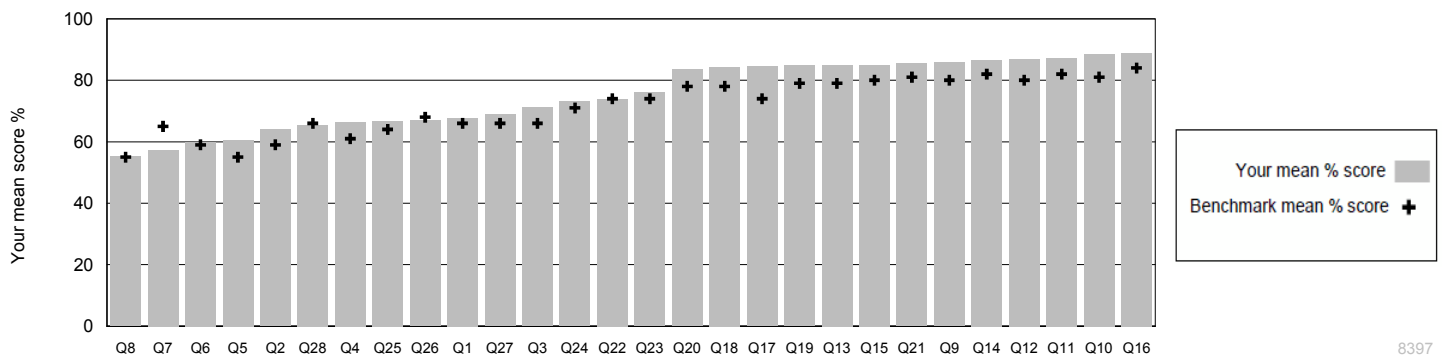
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*Based on data from 422 practices carrying out 517 surveys between April 2008 and March 2012 with 25 or more responses.

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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	23	71	69	45	65	70	74	91
25 - 59	104	76	70	42	67	71	74	91
60 +	127	77	74	49	71	75	78	95
Blank	15	74	70	28	65	70	75	90
Gender								
Female	152	75	71	45	68	72	75	91
Male	97	76	73	44	70	73	76	91
Blank	20	78	70	40	65	71	76	100
Visit usual practitioner								
Yes	157	76	74	49	71	74	77	92
No	79	74	68	36	65	68	72	90
Blank	33	77	70	43	66	71	75	86
Years attending								
< 5 years	41	80	72	47	68	72	76	90
5 - 10 years	49	78	71	40	67	71	75	91
> 10 years	161	74	72	43	69	73	76	92
Blank	18	76	70	41	66	71	75	90

*Based on data from 422 practices carrying out 517 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	06/01/2012
Q1 Opening hours satisfaction	68	72
Q2 Telephone access	64	72
Q3 Appointment satisfaction	71	78
Q4 See practitioner within 48hrs	67	75
Q5 See practitioner of choice	61	68
Q6 Speak to practitioner on phone	60	66
Q7 Comfort of waiting room	57	64
Q8 Waiting time	55	61
Q9 Satisfaction with visit	86	89
Q10 Warmth of greeting	89	89
Q11 Ability to listen	87	89
Q12 Explanations	87	87
Q13 Reassurance	85	86
Q14 Confidence in ability	87	88
Q15 Express concerns/fears	85	87
Q16 Respect shown	89	90
Q17 Time for visit	85	87
Q18 Consideration	84	85
Q19 Concern for patient	85	87
Q20 Self care	84	85
Q21 Recommendation	85	88
Q22 Reception staff	74	75
Q23 Respect for privacy/confidentiality	76	76
Q24 Information of services	73	76
Q25 Complaints/compliments	67	71
Q26 Illness prevention	67	72
Q27 Reminder systems	69	72
Q28 Second opinion / comp medicine	65	72
Overall score	76	79

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

- Pharmacy - pills in stock almost never and always having to return.
- Cut out the invasive and inappropriate music.
- Waiting room to tidy up display boards (inside and outside).
- (BRANCH) Always pleased with my appointment times and the doctor's advice.
- (BRANCH) Excellent. Thank you for our practice.
- (BRANCH) The manner of most staff has been very good. I had bad treatment on one occasion by one person which has coloured my opinion.
- (BRANCH) Staff at Earl Soham Practice (after change in staff) were very rude to my mother when she tried picking up my repeat prescription as she didn't have my pre-payment card even though it was on the system. Never had to show card at any pharmacy before. She couldn't pick up prescription!
- (BRANCH) Dispensary, poor stock control - out of date medicines. Some staff not efficient. Long queues because of above.
- More comfortable chairs in waiting room.
- Sometimes a certain receptionist is a bit gruff.
- Weekend opening. Change chair position in waiting room. Keep an eye on waiting room - some people don't control kids. Part time doctors to publish their future availability.
- Open Saturday am for people who work? Or 1 or 2 nights open later.
- To make sure appointments are at either Earl Soham or Framlingham.
- Practice excellent.
- Allow booking online for nursing staff as well as doctors.
- There was an error in booking my appointment. I was put on the nurse's list rather than doctor's. The nurse rectified this for me and ensured I had an appointment with a doctor later.
- It's very difficult with the new telephone system to get the right number for reception. But a lot more efficient to order a repeat prescription using the online facility.
- Dispensary - very good overall, but I have four prescriptions per month which I quite often forget! It would be great to have an automatic service - a rolling repeat prescription which is available at some other pharmacies.
- I do feel pharmacy staff could be more friendly.
- Maybe a few more toys for children or colouring things.
- This practice has lost its ability to care about their patients. The doctors never have time for their patients and some are dismissive and rude and one is very aggressive in their comments and I will not go to the surgery unless it is an emergency. Others also feel the same.
- Morning phone call.
- The waiting time could be improved.
- All staff fantastic now. Helpful.
- Open Saturday mornings?
- I am concerned about the ambiance and arrangement of seats in the waiting room because I find it rather depressing to sit in a row with all the dull green colour around me. Recently visited another practice - a wonderful example of what can be done. My first view as I enter is not good. Thanks.
- I would like to see a disabled sign on the gents toilet as well as the one now on the ladies.

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

- Service fantastic. Lovely surgery.
- It difficult to get an appointment with the doctor - seem to work less and less hours now to their convenience. Patients seem to get in the way. The atmosphere has changed from a friendly surgery to one which isn't interested in the patients. The doctors particularly - the nurses do their best but cannot disturb the doctor anymore their hands are tied. A disappointing report.
- I haven't seen my sons doctor for over a year. I know to timing and availability but seeing the same doctor, at least sometimes, seems sensible to me.
- Sometimes waiting with children is tricky, a play area, better books/toys to entertain.
- Waiting time and seeing my usual doctor.
- More early appointments.
- Espresso coffee machine?
- Telephone system, prioritising children.
- Make sure the annual 'review' is implemented and not rolled forward as was the case for me during which extended time I developed type II diabetes.
- First class all round care and service. Please carry on.
- All lovely.
- (BRANCH) Can hear comments between rooms and when staff on phone.
- (BRANCH) Better sound proofing of consultation room at Earl Soham surgery - doctor/patient conversation is audible from waiting room.
- (BRANCH) Always good.
- Nothing but excellent care.
- Just keep up the good work!
- More car parking spaces.
- By making the appointment without given the third degree about why you need to see a doctor/nurse. I do not wish to discuss my private medical conditions with a receptionist.
- Excellent altogether.
- It takes too long to get through on the telephone in the mornings. It is not always taken off answer phone on time - I think we should be able to get doctor's appointment the same day as we need one, we don't order ourselves to be ill on a certain day. This doctor's surgery seems to give out appointment to same people who are probably wasting time. The pharmacy need to take more care and attention when doing repeats.
- Service is excellent, only car parking an issue!
- Waiting room temperature was very hot!
- As a cancer patient I am getting top treatment. No complaints.
- Excellent practice!
- Always felt this is an excellent surgery with great doctors and staff.
- Need to offer more appointments which suit people who work. The receptionist had a hard job as there aren't enough doctors appointment and get agro from the patients.
- Appointment by phone is not easy to follow and I avoid it.

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

- I came to the practice with my 2 year old. We went to the loo while we were waiting and came back to find we had missed our appointment. We had to wait a further 40 minutes.
- Need to be open longer hours - doctor's clinics very limited. Easier to see a nurse and get better treatment from them they are more interested in you. Open weekends. Lunchtime surgeries. Like ordering pills online and website. Move to bigger building.
- Reminder for annual bloods test would be appreciated.
- Great evening opening hours.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- Two doctors are always available, helpful, considerate and understanding fantastic doctors will normally see these two. Great family doctors. Receptionist are rude and know too much confidential information.
- Some of the doctors, like today, are excellent but I have found a reluctance to give the same concern and help to the elderly (like myself) presumably to save money, in others.
- (BRANCH) Just keep up the fabulous work.
- They were very nice.
- All excellent.
- The doctors/nurses are fantastic.
- My doctor is the best doctor I have ever seen. Never let them leave!
- The nurse could not have improved anything and is always kind and caring.
- To see a doctor and not have to wait too long would help, as when you're ill, the last thing you want is to sit in the waiting room for a long time, and the risk of picking up germs is increased.
- One doctor could be more polite and not so rude to patients. I wouldn't see them again, was very rude when they treated me. The nurses are brilliant, friendly and lovely.
- They were both excellent.
- The doctor I saw on this occasion really listened to me reassured and suggested treatment.
- The doctor was abrupt, I felt I was wasting their time, they need to show some compassion, they didn't listen to my problems was interested in filling things out on their computer, wouldn't see them again.
- Seeing the same doctor would be an improvement.
- One doctor excellent - will always ask to see them if available as they are very caring and always ready to listen.
- Dispensary staff could be less rude. I understand they are busy and under pressure but some staff may benefit from customer service training.
- Excellent doctors and nurses.
- All lovely.
- (BRANCH) Excellent service.
- (BRANCH) Always good.
- One doctor is rude and unpleasant.
- I think when I make appointments it is between the doctor and myself not the reception people what problems I have. I also think the elderly people should get more home visits, those who really struggle need home visits.
- Very happy - one of the nurses, one doctor, and one other member of staff all brilliant and a credit to the service.
- All doctors very pleasant.
- Good explanation by GP.
- Needs to realise that they are there for us and we pay their wages indirectly. One doctor didn't take any interest in my condition or problems and made me feel inadequate. What a waste of time. Amazed my own doctor was off sick for a year and no explanation given for this - the staff were told not to discuss it. Makes you wonder what went on?
- Often have to wait for an appointment time - realise that this is inevitable, but would help if there was an indication of delays. Thank you for all you sterling efforts.

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

- Doctors should leave computer more and listen to the patient! I felt I was an inconvenience to one doctor who wanted to fill out the boxes on the computer. Was rushed out of the room - felt dismissed and the doctor intimidating. The other doctors are lovely and very thorough.

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 = 269

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	23	83	109	52	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (23 \times 25) + (83 \times 50) + (109 \times 75) + (52 \times 100)}{(269 - 2)} = 18,100/267$$

Your mean percentage score for Q1 = 68%

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	68

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

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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.

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

Framlingham Medical Practice

Pembroke Road
Framlingham
Suffolk
IP13 9HA

Practice List Size: 9200

Surveys Completed: 269

has completed the

Improving Practice Questionnaire

Completed on 28 January 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.