

**Private and Confidential**

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# Improving Practice Questionnaire Report

Newton Way Medical Practice

March 2013



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05 March 2013

Dear Mrs Leake

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order 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=149958>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto: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	2	15	66	99	55	2
Q2 Telephone access	2	19	70	82	65	1
Q3 Appointment satisfaction	3	10	54	88	83	1
Q4 See practitioner within 48hrs	2	12	57	71	95	2
Q5 See practitioner of choice	11	40	66	66	46	10
Q6 Speak to practitioner on phone	5	19	67	78	43	27
Q7 Comfort of waiting room	3	17	89	85	44	1
Q8 Waiting time	3	25	85	82	32	12
Q9 Satisfaction with visit	0	3	32	57	144	3
Q10 Warmth of greeting	0	4	28	62	144	1
Q11 Ability to listen	0	2	26	60	147	4
Q12 Explanations	0	4	30	69	130	6
Q13 Reassurance	0	9	25	64	136	5
Q14 Confidence in ability	1	2	25	53	156	2
Q15 Express concerns/fears	1	1	26	58	147	6
Q16 Respect shown	1	1	22	59	153	3
Q17 Time for visit	1	2	32	63	134	7
Q18 Consideration	1	1	29	62	127	19
Q19 Concern for patient	1	3	29	47	141	18
Q20 Self care	1	2	28	56	128	24
Q21 Recommendation	1	2	25	48	145	18
Q22 Reception staff	0	8	42	93	89	7
Q23 Respect for privacy/confidentiality	1	10	38	91	89	10
Q24 Information of services	2	9	50	91	71	16
Q25 Complaints/compliments	2	5	66	82	49	35
Q26 Illness prevention	1	5	71	88	54	20
Q27 Reminder systems	2	8	68	75	63	23
Q28 Second opinion / comp medicine	2	8	53	60	50	66

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	70	67	40	63	67	71	99
Q2 Telephone access	70	64	22	55	64	72	99
Q3 Appointment satisfaction	75	69	35	64	69	74	99
Q4 See practitioner within 48hrs	76	65	22	57	64	72	99
Q5 See practitioner of choice	60	60	23	52	60	68	99
Q6 Speak to practitioner on phone	66	61	31	54	61	67	99
Q7 Comfort of waiting room	66	66	21	61	66	72	100
Q8 Waiting time	63	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	80	48	76	80	84	99
Q10 Warmth of greeting	86	81	47	78	82	86	99
Q11 Ability to listen	87	81	49	78	82	86	100
Q12 Explanations	85	80	47	76	81	85	100
Q13 Reassurance	85	79	48	75	79	83	100
Q14 Confidence in ability	88	82	47	78	83	86	100
Q15 Express concerns/fears	87	80	48	76	80	84	100
Q16 Respect shown	88	83	45	80	84	88	100
Q17 Time for visit	85	75	45	70	75	79	100
Q18 Consideration	86	78	47	74	78	82	100
Q19 Concern for patient	87	79	43	75	79	83	100
Q20 Self care	86	79	51	75	80	83	99
Q21 Recommendation	88	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	78	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	78	76	42	72	76	80	100
Q24 Information of services	75	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	71	66	38	62	66	70	100
Q26 Illness prevention	72	70	19	66	69	73	100
Q27 Reminder systems	72	68	42	63	67	72	99
Q28 Second opinion / comp medicine	71	67	37	63	67	71	99
Overall score	78	73	44	69	73	77	100

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

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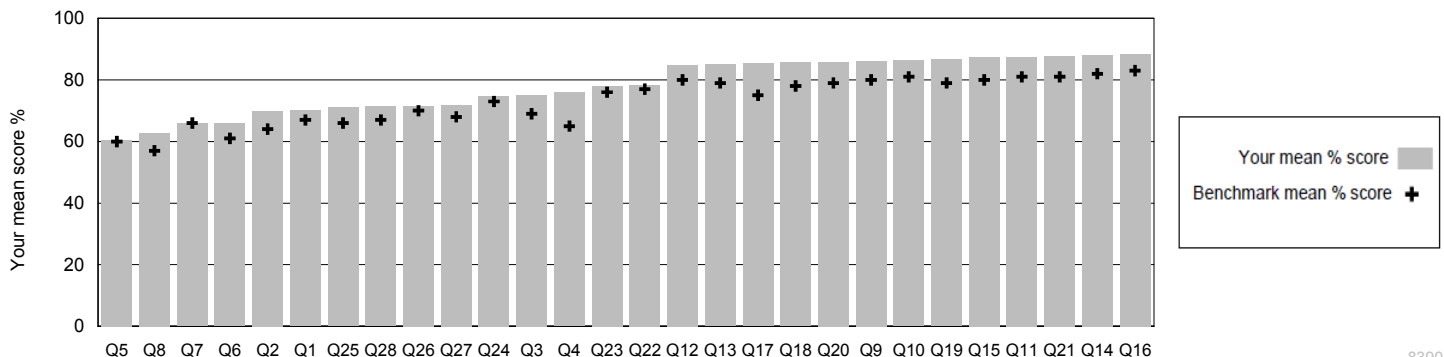
\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

- scores not illustrated if less than 5 patient responses

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

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

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 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	70	66	44	62	66	70	94
Q2 Telephone access	70	59	22	52	60	66	93
Q3 Appointment satisfaction	75	66	35	62	67	71	92
Q4 See practitioner within 48hrs	76	61	25	55	62	68	90
Q5 See practitioner of choice	60	55	24	50	55	60	87
Q6 Speak to practitioner on phone	66	59	31	54	59	64	91
Q7 Comfort of waiting room	66	65	39	60	65	70	89
Q8 Waiting time	63	55	30	50	55	60	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	80	48	76	80	84	94
Q10 Warmth of greeting	86	81	50	78	82	85	93
Q11 Ability to listen	87	82	50	78	82	86	94
Q12 Explanations	85	80	49	77	81	85	93
Q13 Reassurance	85	79	48	76	80	83	92
Q14 Confidence in ability	88	82	50	79	83	86	93
Q15 Express concerns/fears	87	80	48	77	81	84	92
Q16 Respect shown	88	84	50	81	84	87	94
Q17 Time for visit	85	74	46	71	75	79	91
Q18 Consideration	86	78	48	75	78	82	93
Q19 Concern for patient	87	79	43	75	80	83	92
Q20 Self care	86	78	53	76	79	83	91
Q21 Recommendation	88	81	46	78	82	85	91
<b>About the staff</b>							
Q22 Reception staff	78	74	40	71	75	78	93
Q23 Respect for privacy/confidentiality	78	74	45	71	74	77	86
Q24 Information of services	75	71	43	68	71	74	91
<b>Finally</b>							
Q25 Complaints/compliments	71	64	38	61	64	68	94
Q26 Illness prevention	72	68	46	65	68	71	88
Q27 Reminder systems	72	66	43	63	66	69	91
Q28 Second opinion / comp medicine	71	66	37	63	66	69	94
Overall score	78	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

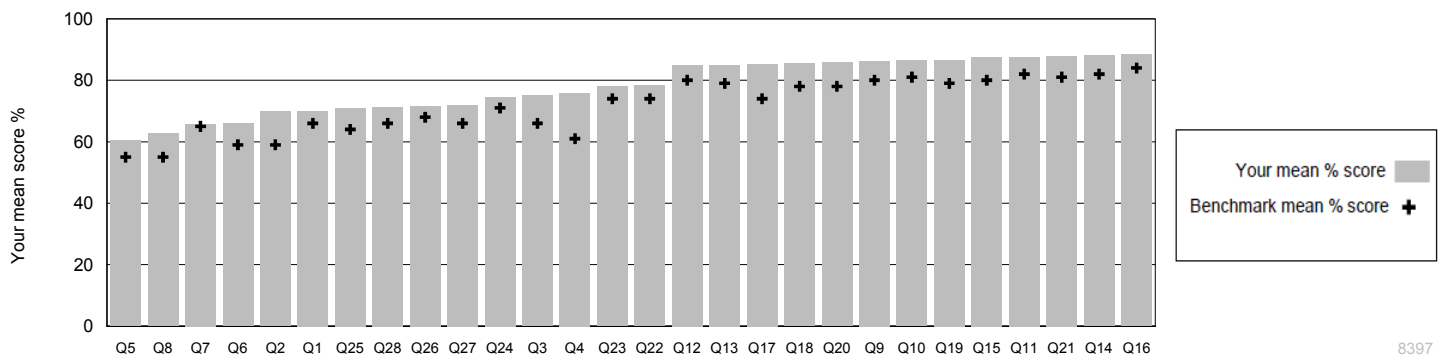
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\*Based on data from 422 practices carrying out 517 surveys between April 2008 and March 2012 with 25 or more responses.

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
<b>Age</b>								
Under 25	26	78	69	45	65	70	74	91
25 - 59	98	77	70	42	67	71	74	91
60 +	101	80	74	49	71	75	78	95
Blank	14	73	70	28	65	70	75	90
<b>Gender</b>								
Female	148	79	71	45	68	72	75	91
Male	77	77	73	44	70	73	76	91
Blank	14	70	70	40	65	71	76	100
<b>Visit usual practitioner</b>								
Yes	149	80	74	49	71	74	77	92
No	55	73	68	36	65	68	72	90
Blank	35	77	70	43	66	71	75	86
<b>Years attending</b>								
< 5 years	29	74	72	47	68	72	76	90
5 - 10 years	36	77	71	40	67	71	75	91
> 10 years	158	79	72	43	69	73	76	92
Blank	16	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	25/07/2008	13/08/2007	16/05/2006
Q1 Opening hours satisfaction	70	70	68	74
Q2 Telephone access	70	74	73	77
Q3 Appointment satisfaction	75	75	76	79
Q4 See practitioner within 48hrs	76	75	75	78
Q5 See practitioner of choice	60	63	63	65
Q6 Speak to practitioner on phone	66	65	68	66
Q7 Comfort of waiting room	66	66	65	70
Q8 Waiting time	63	65	65	68
Q9 Satisfaction with visit	86	85	85	89
Q10 Warmth of greeting	86	86	85	90
Q11 Ability to listen	87	86	87	90
Q12 Explanations	85	85	85	88
Q13 Reassurance	85	84	84	87
Q14 Confidence in ability	88	85	87	90
Q15 Express concerns/fears	87	85	86	89
Q16 Respect shown	88	88	88	91
Q17 Time for visit	85	79	80	83
Q18 Consideration	86	83	83	86
Q19 Concern for patient	87	83	84	87
Q20 Self care	86	--	--	--
Q21 Recommendation	88	85	85	90
Q22 Reception staff	78	78	78	79
Q23 Respect for privacy/confidentiality	78	77	76	79
Q24 Information of services	75	75	75	75
Q25 Complaints/compliments	71	70	70	71
Q26 Illness prevention	72	72	73	75
Q27 Reminder systems	72	73	73	75
Q28 Second opinion / comp medicine	71	71	72	73
Overall score	78	77	78	80

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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

## Your patient feedback

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

## Comments about how the practice could improve

- I consider myself very fortunate to have the NHS practice easily accessible. I have worked abroad!! Please do not let the CCG privatise more of the NHS.
- Waiting times reduced.
- Everything is ok.
- My experience of a number of practices in different parts of the country through relatives etc put this practice among the very best.
- First class service from all support and clinical staff.
- Appointments length of time should be up to 15 minutes per patient.
- Very happy.
- Very little room for improvement.
- Provision of a water dispenser. Music a tad loud.
- Longer opening hours.
- Parking facilities.
- The surgery should open on Saturday/Sundays.
- None at all, it is brilliant to me
- Seeing a doctor of your choice.
- Appointments - be able to book nurse and phlebotomists online.
- No, I think this is an excellent practice, especially appointment availability.
- Everything I have ever requested or queried has been dealt with in the best possible way.
- Sometimes feel that some receptionists are not very friendly - they do not give a very warm welcome.
- Excellent practice.
- Definitely parking and mirrors needed when leaving parking area. Visibility nil regarding traffic.
- Satisfied.
- I do not think anything needs improving. The online booking system is excellent, I can always get an appointment and the staff and doctors are very welcoming and professional.
- Parking outside.
- Top class.
- Longer opening hours for people who are working.
- My friends are envious of my satisfaction with Newton Way. Some do not believe how efficient the practice is.
- Better parking facilities - worry there will be a serious accident outside the surgery.
- Comments about information - previously had blood tests (November) - never informed of results. Had new patient check up and was asked about regular medications but not told would not be able to get repeat without another visit. More evening/early weekend slots would be great for people who work.
- Would like one of the doctors to have more appointments.
- Commensurate.

## 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

- A Saturday surgery for people who work.
- Perfection leaves no room for improvement.
- To resume Saturday morning surgeries for people who work!
- Longer opening hours due to patients working shifts.
- None, it is very good practice.
- No, it is excellent!
- No evenings or weekends are sometimes difficult. Have not tried to speak to a doctor by phone. On this visit I saw the appropriate doctor re pills as requested and quickly. Giving intimate details to reception with other patients able to hear is somewhat difficult.
- I have been a patient for many years - suffer chronic problems. Have a great deal of experience in medical field - cannot praise surgery enough.
- Could open more hours. The repeat prescription service is a joke. To wait 24 hours is frustrating enough but to have such a narrow time to ring on a line that often is engaged or not answered is rubbish service.
- Some of the reception staff need to be a bit more helpful and not so miserable!!
- Female doctors appointments can be quite hard to receive on a time basis shorter than a week, would be useful to have more available for sensitive issues which can be hard to see a male doctor about.
- The practice is fantastic! Especially 2 of the doctors and one of the nurses.
- Touch screen at door should be more touch sensitive - it requires very firm pressure initially.
- More late nights for people who work until late.
- Longer opening - weekends - off peak. Either telephone with doctor from practice or surgery opening.
- Better access for pushchairs and wheelchairs, it is tight getting about.
- This practice could spend some time training doctors to listen to patients, most people have an awareness of their own bodies but most doctors are so arrogant they only know one way, their way.
- Confidentiality at the reception desk. Past experience - long wait for phlebotomists.
- I wish you to know that I have at some time seen all the doctors here concerning my various ailments and I have found them very caring and understanding.
- You have to wait too long for appointment for blood tests.

## Your patient feedback

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

## Comments about how the doctor/nurse could improve

- No, I am more than satisfied with my doctor and the care I receive.
- The doctor was very caring. Thank you for putting my mind at ease and for your advice.
- None. Excellent - latest experience took less than ten minutes to identify problem - took BRI - two and a half hours even with help of doctors letter.
- No, I am happy with the service provided.
- He will do for me just as he is!
- There all very good in my case.
- My doctor is excellent.
- No this doctor is fantastic, if every doctor could achieve her standards the world would be a better place!
- Impossible to improve, I should think.
- No, this doctor is a warm caring lovely person and does an excellent job in the short time she has to see patients.
- Smile more.
- Excellent - I have confidence in him and feel I am always listened to and not rushed.
- Commensurate.
- He could appear more interested.
- Perfect.
- No - always respected.
- None, the doctors are good.
- No. He has a very caring and informative manner and treats patients with respect and listens. I have seen him myself with elderly relatives and with my teenage son and young daughter and his manner with all age groups and all ranges of illness' is very reassuring.
- This doctor was very good indeed.
- No, I have always been satisfied with treatment received.
- I have none. I have travelled with work so been to many doctors and this is by far the best. I do not mind which doctor I see as they are all really approachable.
- This doctor was brilliant, she actually listened and discussed.
- Be on time with appointments.

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 = 239

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	15	66	99	55	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (15 \times 25) + (66 \times 50) + (99 \times 75) + (55 \times 100)}{(239 - 2)} = 16,600/237$$

Your mean percentage score for Q1 = 70%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	70

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

**Newton Way Medical Practice**

Newton Way  
Baildon  
Shipley  
WEST YORKSHIRE  
BD17 5NH

**Practice List Size: 9091**

**Surveys Completed: 239**

has completed the

## Improving Practice Questionnaire

Completed on 05 March 2013



**Michael Greco**  
Director



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