

**Private and Confidential**

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# Improving Practice Questionnaire Report

Eden Medical Group

March 2014



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24 March 2014

Dear Mrs Palmer

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=171518>

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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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	9	32	114	111	63	7
Q2 Telephone access	56	90	94	59	27	10
Q3 Appointment satisfaction	23	46	115	87	60	5
Q4 See practitioner within 48hrs	63	86	78	49	50	10
Q5 See practitioner of choice	79	99	74	43	25	16
Q6 Speak to practitioner on phone	31	82	111	46	24	42
Q7 Comfort of waiting room	3	38	133	110	46	6
Q8 Waiting time	20	78	116	81	28	13
Q9 Satisfaction with visit	4	19	78	115	117	3
Q10 Warmth of greeting	5	13	77	105	131	5
Q11 Ability to listen	7	14	65	105	136	9
Q12 Explanations	6	16	70	110	125	9
Q13 Reassurance	7	17	82	108	114	8
Q14 Confidence in ability	7	15	70	99	139	6
Q15 Express concerns/fears	7	18	80	91	133	7
Q16 Respect shown	5	11	65	104	145	6
Q17 Time for visit	2	26	72	99	130	7
Q18 Consideration	7	16	80	93	119	21
Q19 Concern for patient	5	14	79	92	122	24
Q20 Self care	4	18	84	87	121	22
Q21 Recommendation	5	21	67	90	133	20
Q22 Reception staff	2	20	71	121	113	9
Q23 Respect for privacy/confidentiality	4	28	68	111	109	16
Q24 Information of services	8	40	82	100	79	27
Q25 Complaints/compliments	14	39	97	88	47	51
Q26 Illness prevention	5	38	102	105	52	34
Q27 Reminder systems	11	39	85	104	65	32
Q28 Second opinion / comp medicine	9	34	94	76	50	73

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

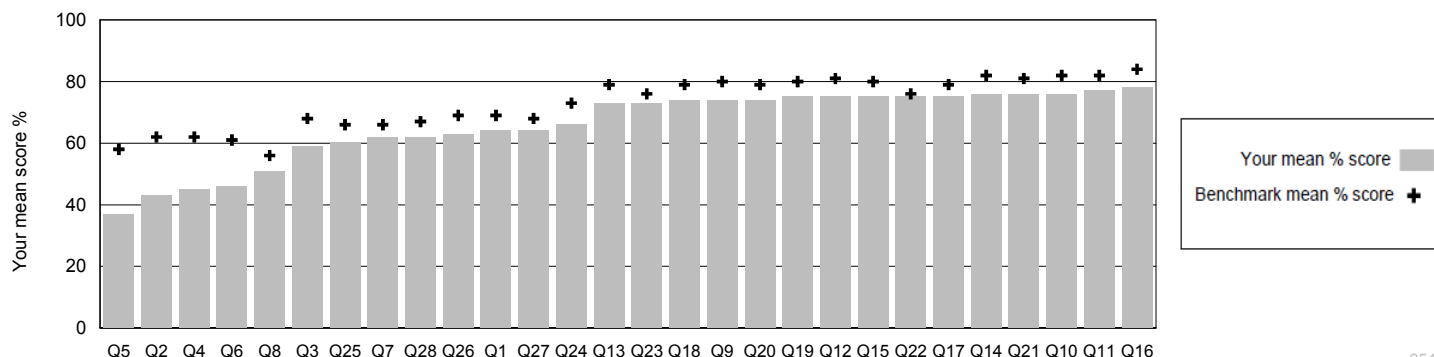
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	43	62	13	53	63	71	92
Q3 Appointment satisfaction	59	68	23	63	68	74	92
Q4 See practitioner within 48hrs	45	62	18	54	62	70	96
Q5 See practitioner of choice	37	58	22	48	57	65	95
Q6 Speak to practitioner on phone	46	61	25	54	61	67	92
Q7 Comfort of waiting room	62	66	27	60	66	71	90
Q8 Waiting time	51	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	76	82	45	78	82	86	96
Q11 Ability to listen	77	82	46	78	83	87	97
Q12 Explanations	75	81	42	77	81	85	97
Q13 Reassurance	73	79	41	75	80	84	98
Q14 Confidence in ability	76	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	78	84	49	80	85	88	98
Q17 Time for visit	75	79	38	75	80	84	96
Q18 Consideration	74	79	41	75	79	83	98
Q19 Concern for patient	75	80	43	76	80	84	97
Q20 Self care	74	79	38	75	79	83	97
Q21 Recommendation	76	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	75	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	73	76	43	72	76	80	96
Q24 Information of services	66	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	60	66	31	62	66	70	96
Q26 Illness prevention	63	69	34	64	68	72	96
Q27 Reminder systems	64	68	27	63	68	72	96
Q28 Second opinion / comp medicine	62	67	30	62	67	71	96
Overall score	66	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 (>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	64	67	45	64	67	71	78
Q2 Telephone access	43	53	15	46	52	60	77
Q3 Appointment satisfaction	59	64	33	60	64	69	81
Q4 See practitioner within 48hrs	45	56	23	50	56	63	80
Q5 See practitioner of choice	37	48	22	41	48	55	83
Q6 Speak to practitioner on phone	46	57	31	51	57	63	76
Q7 Comfort of waiting room	62	62	47	57	63	68	83
Q8 Waiting time	51	53	28	49	53	58	74
<b>About the practitioner</b>							
Q9 Satisfaction with visit	74	80	60	76	80	84	94
Q10 Warmth of greeting	76	81	62	78	81	85	95
Q11 Ability to listen	77	82	65	78	82	86	96
Q12 Explanations	75	80	63	76	81	85	95
Q13 Reassurance	73	79	61	75	80	83	94
Q14 Confidence in ability	76	82	65	79	83	86	95
Q15 Express concerns/fears	75	80	62	76	80	84	94
Q16 Respect shown	78	84	68	80	84	87	95
Q17 Time for visit	75	78	59	74	79	83	93
Q18 Consideration	74	78	59	74	78	82	92
Q19 Concern for patient	75	79	60	75	79	83	93
Q20 Self care	74	78	61	74	78	82	92
Q21 Recommendation	76	81	60	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	75	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	73	72	51	69	72	76	83
Q24 Information of services	66	68	45	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	60	62	34	58	62	66	76
Q26 Illness prevention	63	65	42	62	65	68	79
Q27 Reminder systems	64	64	38	60	64	68	80
Q28 Second opinion / comp medicine	62	63	42	60	63	67	77
Overall score	66	70	48	67	70	74	86

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

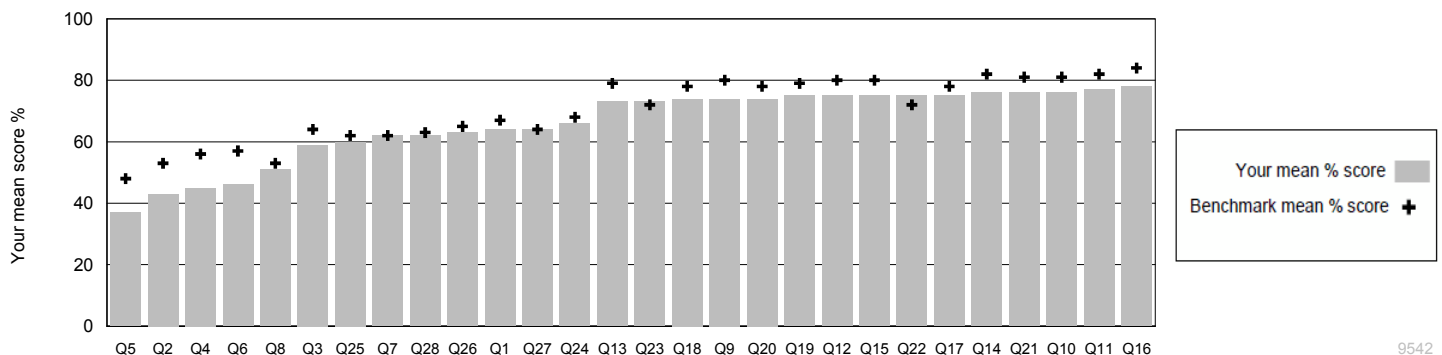
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\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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 (>12000 patients)



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## Your patient feedback

Table 4: Your patient demographics

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

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	23	66	69	50	65	70	74	83
25 - 59	170	64	70	47	66	70	74	87
60 +	118	69	72	50	69	72	75	85
Blank	25	67	69	51	64	69	74	89
<b>Gender</b>								
Female	191	65	70	48	67	70	74	86
Male	122	68	72	49	68	72	75	84
Blank	23	67	69	49	65	69	74	85
<b>Visit usual practitioner</b>								
Yes	144	72	73	53	70	73	76	86
No	153	62	68	44	64	68	72	84
Blank	39	63	69	47	65	69	74	86
<b>Years attending</b>								
< 5 years	56	72	71	47	67	72	74	88
5 - 10 years	31	67	70	47	66	71	75	86
> 10 years	227	65	71	49	67	71	75	85
Blank	22	63	69	50	64	69	73	85

\*Based on data from 93 practices carrying out 135 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	28/03/2013	28/11/2011	29/09/2008
Q1 Opening hours satisfaction	64	65	67	60
Q2 Telephone access	43	44	58	59
Q3 Appointment satisfaction	59	60	64	61
Q4 See practitioner within 48hrs	45	48	54	51
Q5 See practitioner of choice	37	38	42	42
Q6 Speak to practitioner on phone	46	45	46	49
Q7 Comfort of waiting room	62	61	63	59
Q8 Waiting time	51	51	51	52
Q9 Satisfaction with visit	74	72	75	73
Q10 Warmth of greeting	76	73	77	74
Q11 Ability to listen	77	74	77	75
Q12 Explanations	75	73	76	73
Q13 Reassurance	73	72	76	73
Q14 Confidence in ability	76	76	79	76
Q15 Express concerns/fears	75	72	76	73
Q16 Respect shown	78	77	80	78
Q17 Time for visit	75	72	75	65
Q18 Consideration	74	72	74	71
Q19 Concern for patient	75	72	75	72
Q20 Self care	74	71	74	--
Q21 Recommendation	76	75	77	74
Q22 Reception staff	75	70	77	73
Q23 Respect for privacy/confidentiality	73	70	74	73
Q24 Information of services	66	65	69	67
Q25 Complaints/compliments	60	60	61	61
Q26 Illness prevention	63	62	66	64
Q27 Reminder systems	64	63	64	62
Q28 Second opinion / comp medicine	62	59	63	62
Overall score	66	65	68	66

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

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

## Your patient feedback

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

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

- Send me to a doctor straight away for what I needed rather than a nurse twice for no reason which was a waste of my time and petrol.
- I understand most places use automated 'persons' to give me/them more face to face time but it's annoying.
- Getting to see doctor of request with a certain time limit not been told sorry nothing for a month!
- Very satisfied with all aspects of service.
- Less time hanging on, on the end of telephone.
- Some chairs with arms would be nice I struggle getting in and out of current ones.
- Being able to access GP/Nurse quicker. Phone answered sooner.
- Not sure as I come very little so I feel when I do come I should be seen on the day I want I only come when called for my smear test and get no contact from you for little MOTs on my health.
- It is terrible getting through on a morning.
- Trying to get through on the phone should be improved it takes too long, probably not enough staff. More male doctors required.
- Only concern is length of time waiting on phone to get through to make an appointment.
- Very good.
- Cannot see doctor of choice.
- Longer opening hours.
- Seeing your own doctor sooner than a few weeks wait.
- I have great faith in one doctor and find I can tell them anything as I could with another.
- I believe you could do with a better phone service as you can wait for 25-30 minutes just to get through to book an appointment.
- Practice excellent.
- Satisfied all round excellent.
- They could improve the time waiting for someone to answer phone, after the options having been run through on phone and you wait to make an appointment through one of the options it can be up to five minutes before you get to speak with someone.
- Chemist needs help always long waiting time.
- The telephones need to be answered more quickly.
- Very hard to get an appointment with your own doctor, they say ring at 8am when you do you can't get through. I have waited 2 weeks before I can get an appointment.
- The level of time when phoning up is bad, I myself have waited 20 minutes to get through, only to be told no appointments til the next week.
- I hope that you keep your standards of practice. I feel lucky to be able to get an appointment with my GP so easily as my last practice could not provide this. Thank you all for the good job you all do.
- Answering of telephone and allowing patients to speak with a doctor regarding results. Be more amenable to people's situation.
- More information about opening hours and days the practice is open at Saturday service would be helpful.
- Later appointments. Maybe weekend appointments.

## Your patient feedback

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

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

- Friendlier staff at reception.
- There should be more ways to book appointments i.e. online as it is very difficult to get through on the phone.
- I find it hard to get an appointment on days that I work either before 9 or after 5. It is also hard to get through if you have to ring in your lunch hour.
- Small one is it possible to shorten the introductory message on phone?
- Have lots more of one doctor!
- Sometimes the manner with some staff who answer the phone.
- More telephone calls taken around 8.00am 2 staff or more between 8-9am. In our local pharmacy most medical centres take 2-3 day, Eden takes 5 days!
- More evening appointments available. The only way to get seen on the day is emergency appointments. Otherwise you have to wait up to a week to be seen.
- More appointments available as hard to get one when needed on day.
- Up to date magazines. Music in nurse waiting room (quiet radio). Other than the above - good practice, clean, modern.
- Online appointment booking.
- Getting an appointment sooner and seeing the doctor of your choice.
- Think it's ridiculous the time it takes to get an appointment even for a young child, that needs sorting!
- The process of putting prescriptions into chemist next door is a joke at times.
- Answer phone when phoning for appointment, I use my mobile and it takes money (a lot of), because I'm on the line for a good 5/10 minutes on hold.
- Appointments. I requested an appointment with a specific doctor. Told no appointments that day but call back next day after 8.00am. Tried from 8am - constantly engaged - until 8.50am to be then told all appointments for that doctor had gone. I work from 9-5pm so was late for work due to trying for an appointment. Very disappointed.
- I struggled getting my blood test results as when I tried to contact the surgery I couldn't get through, and possibly when they try to contact me, there is no one home and therefore no message is left for me.
- Spread out the extra appointments on a daily basis, maybe release some at 8am and some later in the day as hard to get through at 8am.
- More appointments available on the day of the call (my symptoms have gone since I phoned but I still want the check up).
- Probably not really a practice comment but the length of waiting to see a doctor sometimes verges on the ridiculous, I cannot fault the care and I appreciate that time is taken on each patient, but as I am expected to be on time for my appointment, I also expect the same in return.
- I have just joined this practice and the one thing I have found difficult is the length of waiting time in the practice - I have on 2 occasions been waiting approx 50 minutes to see a GP. Possibly offering more evening surgeries? I think text reminders are good.
- More appointments available when requesting a doctor of your choice.
- Problems getting appointment with doctor of my choice and the length of waiting time for appointment.
- On one occasion I sat for over an hour to see the doctor after 4pm, I was lucky to have a seat but I wouldn't have been able to stay if I was standing as some patients did for most of the duration. Maybe helpful to 'stagger' the time, I maybe wrong but it felt like everyone was told to come at 4pm. I'm new so unsure how these 4pm appointments work.
- I have never attended an appointment that was actually on time.

## 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?

- Contacting the practice via telephone can and has taken me up to an hour in the morning.
- Be more polite! Be better at time keeping. Nice waiting area.
- I would like to book a doctor of my choice more easily.
- Very annoying how long you have wait on phone before getting receptionist to make an appointment.
- When a doctor tells you to make an appointment for say the next week you are told by the receptionist to phone in and make one then you can't get in it is very annoying and costs you a fortune.
- Appointment time running half hour late.
- More telephone lines would be an advantage.
- Sometimes hard to get through on phone to get appointments add 1 or 2 more to answer early morning.
- Prescriptions sent to chemist not very good. Waiting times.
- More time for patients.
- The practice has met my needs and I appreciate that any improvements are restricted by NHS funding and regulation.
- Not needed very good.
- Evening and Saturday a.m. opening times.
- More openings on weekends!
- Ease of contacting by telephone. More than one person on reception.
- Repeat prescriptions - time taken before tablets available.
- Couldn't be better.
- Increase patients time with doctors to 20 minutes as opposed to the usual 10 minutes because my doctor can't cope. Behind time, every time.
- I have been at this practice for over 28 years and never had any complaints.
- Phoning in for appointments.
- You used to have an early morning doctor surgery without appointments, a pity it no longer exists.
- More people available to answer the phones, apart from taking a long time to pick up the phone, happy overall with the practice. More government money available to help.
- Appointment too long to wait when phoning to make appointment. Over a week in all cases unless made on day you just seen doctor.
- I am very happy with the level of service from the practice. Getting through on the phone is sometimes difficult.
- Make it easier to book appointments cut down waiting times on telephone.
- Forward appointments instead of morning rush for appointments. Web booking useless.
- Better (earlier) access for appointments.
- Possibly more staff to answer calls on busy mornings. I am unaware of the possibility to make advanced appointments, this would be helpful.
- Improve time it takes to get an appointment and the way it is done, both are dreadful! An appointment 2 or even 1 week away is no good as you could be better or dying by that time and phoning at 8am every morning and trying over 20 times to get through on occasions is unacceptable.

## 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?

- Only fault I find is sometimes getting through on the phone to make an appointment.
- Main complaint is length of time waiting for an appointment with doctor. Today I phoned up couldn't get appointment for a week with desired one. Not good enough when you want treatment or medicine.
- Make it easier to get an appointment.
- No complaints at all.
- Took 20 minutes before phone was answered.
- Has always given an excellent service.
- Concern for registered 'carers' might be recognised more by doctors. Generally the practice is excellent at looking after patient's interest and recommended to others. P.S. better car parking at times please!
- The waiting period was 50 minutes after the appointment time. This was frustrating.
- My experiences have always been good.

## 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?

- Not all but a couple could do research before giving info, I personally would like the doctors more than nurses to be more educated in transgenderism.
- Nurse was amazing explained everything to me properly. Doctor was very nice explained everything perfectly happy!
- Nurse very friendly and chatty made me feel at ease and was concerned about me which made me feel important.
- One doctor is an excellent doctor, the best this practice has ever had.
- Doctor I see is A1 couldn't ask for better have a lot of faith in them.
- I have no complaints of any kind.
- It would help if I could see my own doctor sooner thank you.
- No the doctor is fabulous.
- One doctor and other doctors tend to be excellence! Come to think of it - so do reception staff!
- To run on time with their appointment. First appointment was made late afternoon and waited an hour for my appointment. Second appointment was made early morning and waited half an hour for my appointment.
- The doctor on this visit was excellent. As a new patient I am overall very impressed with all aspects of the practice. Thanks.
- My doctor is excellent.
- Have more time for their patients and listen, too much in a rush.
- Nothing brilliant lovely nurse.
- Be on time - they always run late when you finally get to see doctor they rush you.
- Spend a little bit of time to listen to your problems - sometimes it's like the doctors don't care (or it seems that way).
- Slightly quicken up consultations if possible, I cannot take over an hour out of work just to wait and see a GP, also having a young child who is ill and fractious doesn't help!
- I felt that I was listened to but that my concerns may not have been heard and at times made to feel I was worrying about nothing. Doctor was very accommodating on offering services which was great but felt it was more about passing on than listening.
- Nurse was wonderful considering what my appointment was for.
- Speak rather than type in the computer poor communication skills.
- No - very good.
- Keep to their times! We do!
- No complaints, they are good.
- Some fall behind appointment times. I have waited for over an hour with an appointment before. My appointment with one doctor was excellent, lovely doctor!
- To sit and listen to what the patient has to say instead of them knowing best.
- The only complain is my 11.10am appointment was 45 minutes late.
- I have visited doctors in this practice I would not see again as their attitude is not what I expect.
- I was very satisfied with the manner in which the doctor both listened to and advised me.
- They are excellent already.

## 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?

- Very happy with GP support over recent years with ongoing illness.
- Excellent doctors and nurses.
- Not at the moment.
- No they are excellent.
- None always do their best to help.
- Could be more open to the patient's views and concerns.
- I am very happy with my doctor.
- No, the service of doctors and nurses once you get an appointment is very good.
- Warm friendly reception - excellent and professional treatment by nurse - have been with you many years - excellent help always. Thank you.
- I have found them personal and very helpful.
- I have not been a patient at Eden Medical Group very long but have seen two doctors thus far, both were extremely 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 = 336

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	9	32	114	111	63	7

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

$$\frac{\begin{aligned} &(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) \\ &+ (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100) \end{aligned}}{\begin{aligned} &(\text{Total number of patient responses} - \text{number of blank/spoilt}) \end{aligned}} = \frac{(9 \times 0) + (32 \times 25) + (114 \times 50) + (111 \times 75) + (63 \times 100)}{(336 - 7)} = 21,125/329$$

Your mean percentage score for Q1 = 64%

### 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	64

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

**Eden Medical Group**

Port Road  
Carlisle  
CUMBRIA  
CA2 7AJ

**Practice List Size: 14500**

**Surveys Completed: 336**

has completed the

## **Improving Practice Questionnaire**

Completed on 24 March 2014



**Michael Greco**  
**Director**



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