

Private and Confidential

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Improving Practice Questionnaire Report

Enderley Road Medical Centre

November 2011



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09 November 2011

Dear Mr Cowens

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or reports@cfep.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
Q1 Opening hours satisfaction	1	24	110	115	60	11
Q2 Telephone access	25	66	108	77	33	12
Q3 Appointment satisfaction	12	33	104	91	67	14
Q4 See practitioner within 48hrs	17	53	98	80	65	8
Q5 See practitioner of choice	55	97	93	50	20	6
Q6 Speak to practitioner on phone	10	53	116	72	47	23
Q7 Comfort of waiting room	19	64	135	66	31	6
Q8 Waiting time	43	82	119	45	17	15
Q9 Satisfaction with visit	1	14	65	111	108	22
Q10 Warmth of greeting	2	12	64	117	110	16
Q11 Ability to listen	3	12	55	113	123	15
Q12 Explanations	5	11	58	115	114	18
Q13 Reassurance	5	12	61	126	93	24
Q14 Confidence in ability	4	10	59	116	117	15
Q15 Express concerns/fears	2	15	70	110	104	20
Q16 Respect shown	1	6	56	101	140	17
Q17 Time for visit	6	15	77	98	106	19
Q18 Consideration	4	9	74	107	107	20
Q19 Concern for patient	6	8	73	97	110	27
Q20 Self care	4	11	72	109	99	26
Q21 Recommendation	4	7	66	88	135	21
Q22 Reception staff	15	41	111	87	59	8
Q23 Respect shown	9	39	90	104	70	9
Q24 Information of services	12	33	108	84	63	21
Q25 Complaints/compliments	12	52	113	62	37	45
Q26 Illness prevention	7	30	112	90	52	30
Q27 Reminder systems	17	44	106	70	47	37
Q28 Second opinion / comp medicine	9	26	110	58	32	86

Blank responses are not included in the analysis (see score explanation)

Your patient feedback

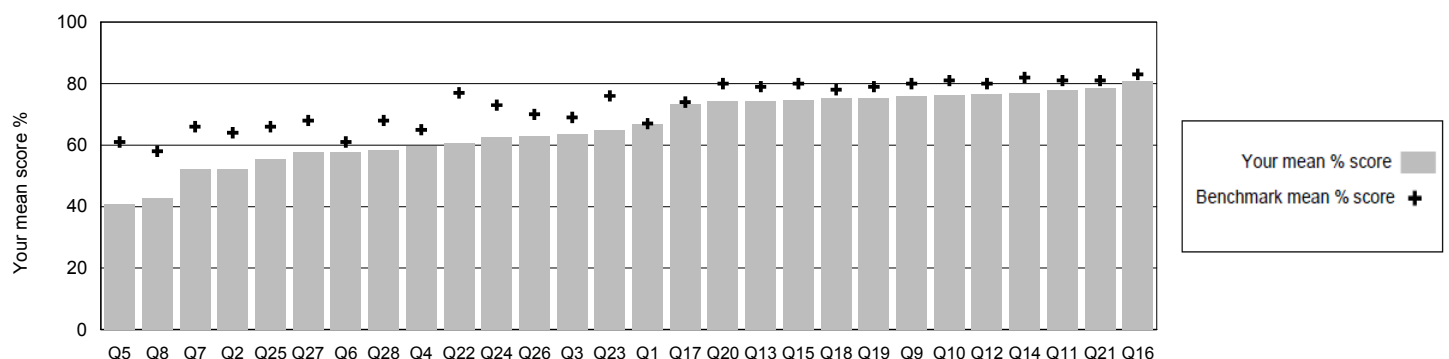
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	44	62	66	71	99
Q2 Telephone access	52	64	24	56	64	72	99
Q3 Appointment satisfaction	64	69	37	64	69	74	99
Q4 See practitioner within 48hrs	60	65	25	57	65	72	99
Q5 See practitioner of choice	41	61	24	53	60	69	99
Q6 Speak to practitioner on phone	58	61	31	54	61	67	99
Q7 Comfort of waiting room	52	66	31	61	66	72	100
Q8 Waiting time	43	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	76	80	49	76	80	84	99
Q10 Warmth of greeting	76	81	50	78	82	86	99
Q11 Ability to listen	78	81	50	78	82	86	100
Q12 Explanations	77	80	49	77	81	84	100
Q13 Reassurance	74	79	49	75	79	83	100
Q14 Confidence in ability	77	82	50	79	83	86	100
Q15 Express concerns/fears	75	80	50	76	80	84	100
Q16 Respect shown	81	83	50	80	84	88	100
Q17 Time for visit	73	74	46	70	74	79	100
Q18 Consideration	75	78	48	74	78	82	100
Q19 Concern for patient	75	79	48	75	79	83	100
Q20 Self care	74	80	51	78	81	85	99
Q21 Recommendation	79	81	46	77	81	85	100
About the staff							
Q22 Reception staff	61	77	40	72	76	81	99
Q23 Respect shown	65	76	45	72	76	80	100
Q24 Information of services	63	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	55	66	42	62	66	71	100
Q26 Illness prevention	63	70	46	66	69	73	100
Q27 Reminder systems	58	68	43	63	67	72	99
Q28 Second opinion / comp medicine	58	68	44	63	67	72	99
Overall score	66	73	46	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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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



Your patient feedback

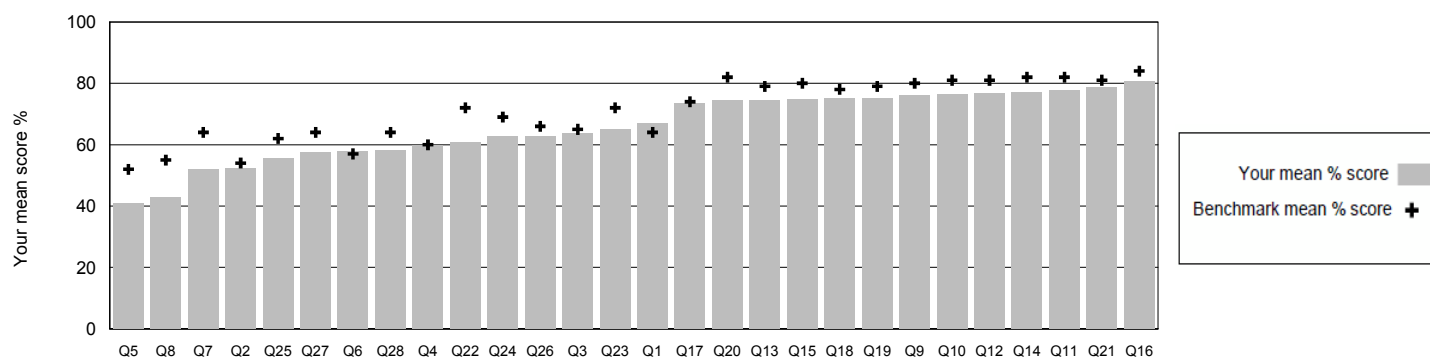
Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	64	52	60	65	68	79
Q2 Telephone access	52	54	27	47	55	61	81
Q3 Appointment satisfaction	64	65	43	60	66	69	81
Q4 See practitioner within 48hrs	60	60	29	53	60	66	82
Q5 See practitioner of choice	41	52	25	45	51	59	85
Q6 Speak to practitioner on phone	58	57	31	51	57	63	81
Q7 Comfort of waiting room	52	64	42	59	64	69	85
Q8 Waiting time	43	55	35	50	55	59	77
About the practitioner							
Q9 Satisfaction with visit	76	80	67	76	80	84	94
Q10 Warmth of greeting	76	81	69	78	81	85	95
Q11 Ability to listen	78	82	69	79	82	86	95
Q12 Explanations	77	81	67	77	81	84	94
Q13 Reassurance	74	79	66	76	80	82	93
Q14 Confidence in ability	77	82	70	79	83	85	95
Q15 Express concerns/fears	75	80	67	77	80	83	95
Q16 Respect shown	81	84	73	81	84	87	96
Q17 Time for visit	73	74	59	70	73	77	93
Q18 Consideration	75	78	64	75	78	81	92
Q19 Concern for patient	75	79	66	76	79	83	93
Q20 Self care	74	82	71	79	82	85	92
Q21 Recommendation	79	81	66	78	81	84	95
About the staff							
Q22 Reception staff	61	72	58	69	72	75	87
Q23 Respect shown	65	72	58	68	72	75	87
Q24 Information of services	63	69	56	65	69	72	84
Finally							
Q25 Complaints/compliments	55	62	49	58	63	66	80
Q26 Illness prevention	63	66	54	63	66	69	85
Q27 Reminder systems	58	64	51	60	64	67	84
Q28 Second opinion / comp medicine	58	64	51	61	64	67	83
Overall score	66	71	57	67	71	74	84

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

* Based on data from 269 practices surveyed between April 2008 and February 2011 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)



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
Age								
Under 25	26	63	69	52	65	69	73	89
25 - 59	174	64	69	56	66	70	72	84
60 +	101	70	73	58	70	73	76	87
Blank	20	66	69	47	64	69	73	90
Gender								
Female	193	66	70	56	67	70	73	84
Male	104	66	72	58	68	72	75	85
Blank	24	65	69	50	65	69	73	87
Visit usual practitioner								
Yes	149	67	73	59	70	73	76	85
No	127	65	67	52	63	67	70	85
Blank	45	64	69	52	65	69	73	86
Years attending								
< 5 years	73	64	71	56	67	71	74	87
5 - 10 years	45	61	70	55	66	70	73	86
> 10 years	170	68	71	55	68	71	74	85
Blank	33	64	69	51	64	69	74	92

* Based on data from 269 practices surveyed between April 2008 and February 2011 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.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	11/07/2011	29/02/2004
Q1 Opening hours satisfaction	67	72
Q2 Telephone access	52	54
Q3 Appointment satisfaction	64	64
Q4 See practitioner within 48hrs	60	61
Q5 See practitioner of choice	41	48
Q6 Speak to practitioner on phone	58	52
Q7 Comfort of waiting room	52	67
Q8 Waiting time	43	53
Q9 Satisfaction with visit	76	79
Q10 Warmth of greeting	76	79
Q11 Ability to listen	78	80
Q12 Explanations	77	79
Q13 Reassurance	74	77
Q14 Confidence in ability	77	81
Q15 Express concerns/fears	75	78
Q16 Respect shown	81	82
Q17 Time for visit	73	68
Q18 Consideration	75	74
Q19 Concern for patient	75	75
Q20 Self care	74	--
Q21 Recommendation	79	80
Q22 Reception staff	61	70
Q23 Respect shown	65	71
Q24 Information of services	63	67
Q25 Complaints/compliments	55	62
Q26 Illness prevention	63	68
Q27 Reminder systems	58	65
Q28 Second opinion / comp medicine	58	63
Overall score	66	69

-- 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

- Maybe more Saturday and evening appointments.
- Better seating, chairs are uncomfortable. Ensuring that patients see the doctor of their choice. I have not been able to see my doctor on many occasions.
- More space in the waiting area - particularly for buggies, elderly with sticks - difficult to negotiate seating.
- Change the 0844 number to the old one. Duty doctors for emergency appointments should consider the amount of time spent with patients, i.e. more time should be spent. Test results should be posted as soon as possible if there is something wrong. Text service should be started for all the appointments.
- If they try to reduce the waiting time would be very good, thank you.
- There are some reception staff who can be very unhelpful and can be quite rude, and appointments are very difficult at times to obtain. It is difficult to get an appointment for a specific day if it is more than two days ahead and a specific GP. And there are constant problems with prescriptions i.e. items missed or prescriptions being lost or not being done.
- Waiting time is too long. A few times I had to wait up to 45 minutes.
- Appointments with doctor of choice could be improved and make making appointments easier.
- Book appointment can be stressful as you have to phone back.
- The long wait to see the doctor.
- It can be difficult to book an appointment on the automated after hours system it often cuts off. When it works it is great! I didn't speak with the reception staff today but when I have they are very professional. The phone number makes all calls cost even if on a landline or mobile contact. Just noticed the number has changed.
- Sometimes music being played is too loud and can be irritating especially if you have a headache or are feeling unwell.
- Music in the waiting room?
- I don't like the fact that there is always fairly young new doctors when you need an emergency appointment.
- Not easy to get though on the phone. Receptionist not very nice and professional.
- It is a very good practice.
- The only negative comment I have is when I need to see my doctors about one particular thing it can be a fight with the reception staff to get appointment. I don't really appreciate being told to call back in two days times etc. I have no problems seeing other doctors here about any other problems I have.
- 1. More comfortable seating. 2. I've never had a reminder letter for an immunisation etc. 3. The nurse is fantastic!
- I can never get an appointment to see my own GP after trying various avenues. I complained to reception countless times but has always been told it's the system. I have been with the surgery for a very long time and it's getting worse in this respect. For the urgent matters, patients should be able to see their own GP at least a week in advance. Like lottery trying to book appointment two days in advance.
- Thank you.
- It's really hard to sit and wait, when in pain, longer waiting periods are worse than the pain. You could change your appointment timeslots!
- For working people it should be taken into consideration that they need to pre book an appointment at least 2/3 days in advance.
- Doctor is excellent doctor, even other doctor is very good.
- If it opened on Saturday would be more helpful for at least children to have a medicine.

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

- It would be nice to get through on the phone just to make an appointment, and to make one for the next day. I just don't understand the appointment system.
- Getting appointments with our choice of time and our choice of doctor.
- Maybe more seating.
- Good.
- Not being able to make appointment above three day in advance is inconvenient as I do shift work so I can only book in advance.
- It takes a lot of time for you to be called in. That needs to change a little bit. Today was fine, I didn't wait long. Thank you. There were times when I had to wait for over an hour to be called in.
- Call names for appointments rather than a screen. Sometimes the reception staff, one in particular is very rude.
- I am generally in good health and do not have a reason to visit this practice very often so am satisfied with its service.
- I have been with this practice for years. I find the service very good, but I think more space for queueing would be ideal.
- My opinion is that this practice is excellent. I have always been treated with excellent service. Thank you.
- This practice provides an excellent overall service.
- Difficult sometimes to have an appointment with your own GP.
- Very good service by phone and in reception.
- The waiting room is busy.
- The main issue is not being able to see one doctor on a regular basis - as the cost of being able to get appointments quickly.
- On the whole it is very good.
- I think that this practice is very good. The reception staff has improved. Their manner is much better when dealing with the patients appointment etc.
- To be able to arrange an appointment with a specific doctor over a longer period than three days. Try to reduce waiting times for appointment times at surgery.
- Patients announcements made verbally as well for convenience of those who may have difficulty.
- I'm glad you changed the phone number back to the original number. It's much cheaper. I'm now used to the rows of black chairs in straight lines and the friendly blue carpet that's now gone.
- Efficiency and accuracy in writing the prescriptions. The old automatic telephone system for appointments was a nightmare. Haven't used it for a while so hope it improves with change of phone number. Not being able to book appointments more than three days ahead is very frustrating.
- Quicker appointments for the doctor of my choice as well as pre bookable appointments.
- If can, I would suggest the doctor chosen or prefer doctor can see in time, many times choice of doctor to see, answer is they are not available to call next week, its too early, but every time its not possible to give call for next week, when doctor said 'Make an appointment in two weeks time or so, always never get in time. I hope in near future we can make an appointment for preferred doctor will be easy and its not very early.
- As a commuter, my only comment would be that it would be helpful if the out of normal hours service could be extended in terms of extra evenings per week or perhaps more doctors available as it can be difficult to get an appointment there times. Other than that we are very pleased with this surgery.
- I am very happy.

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 have always found this practice to be of a very high standard. Everyone has always done their utmost to help when I have needed it.
- This surgery is one of the best of my knowledge and thank you all for your kindness, doctors, nurses, and staff always with a warm service.
- Don't like temporary doctors at all, don't trust them as they do not care.
- Get prescriptions correct. Be friendlier. Reception position isn't suitable for private confidential information to be exchanged. Stop all the 084 - whatever numbers that can cost a lot of money to phone.
- Offer an online appointment booking system. Have magazines to read while you are waiting. Spell people's names correctly - ensure better access for disabled people.
- I have been a patient here for many years and have seen the practice growing to what is now a very comprehensive service. I'm very impressed by how efficient and helpful a practice it is.
- Have more emergency appointments available, with the correct doctor.
- The receptionists let the rest down. None of them are friendly. The rest of my family feel this way too. The way the reception is set up means no privacy.
- Reception staff are sometimes rather hard to deal with. I am sometimes left feeling like I have caused them some inconvenience by approaching/calling.
- Magazines in waiting room.
- I don't like only being able to book appointments up to three days in advance. I work long hours and if I specifically want to see my doctor I cannot do it now.
- More later evenings for surgery.
- Make to appointment in the phone to much time waste. Please improve them.
- If we want to see a specific doctor it's nearly impossible. If told by your doctor to make an appointment for a weeks' time, reception staff say only three days in advance? So you phone a week later and can't see that doctor because he/she full so you keep phoning every day?? or see another doctor??
- To see your own doctor when you make an appointment and not a duty doctor that does not know you.
- Accommodate shift working. I cannot get appointments in emergency. Fully booked by previous patients with the practice. I can only book appointments on my rest day and are normally not available.
- Clone my doctor so that when retires we can have another.
- More magazines. Appearance - update painting to newer one?
- Appointments with my doctor - should be more available. Test results should be given to patients.
- To be able to see my own GP.
- Overall an extremely good GP practice.
- Be able to see your OWN doctor. Certain doctors at this practice could have a better way at respecting patients. As the practice manager said my complaint was due to 'personality' clashes. Also, just because a young patient attends doesn't mean they are ok, when parents know they are not.
- Many times it takes very long to book an appointment especially in the morning when you try to book on 084... number while going to work it is frustrating being in a long queue and then the people take long to pick up the phone.
- Offer more evening appointments. I waited a week for a late night appointment so I did not have to take anymore time off work only for the appointment to be cancelled due to the doctor being ill with no alternative offered. I've now had to take time off work to attend and waited a week being ill for nothing.
- At times it is difficult to make an appointment to see a GP with a speciality. Overall I'm happy with service provided.

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

- Get new reception staff. Since you changed the number back to 0208 it's much easier to get through. Nurse is amazing. Doctors are all excellent. A better Out-of-Hours. More check ups for toddlers. Mole check ups aren't available.
- I think they do a very good job in difficult circumstances.
- To be able to book an appointment with my own doctor beyond a two day limit as my condition needs monitoring by my doctor who knows me.
- Because this is a busy surgery, waiting times can vary considerably.
- Surgery can get uncomfortably hot.
- Reception staff need to be more polite on the phone and in person.
- As a new patient - comparatively excellent to my former surgery. The waiting area could do with re-arranging as it's very congested. The computerised call in service is a great idea, but I feel quite impersonal.
- Earlier and later or weekend appointments for working people. Ability to book appointment with your doctor at any point i.e. should have the ability to book to see my doctor in advance more than just two days.
- I am more than satisfied! Thank you very much!
- There should be more leaflet and magazines in waiting room about healthy lifestyle, services available, travel, immunization, etc.
- Reduce the temperature in the waiting room.
- I found these doctors are all excellent, kind and patient.
- Car park.
- Beg of you to get the doctors to learn their diagnostic skills. It should not take a person to be at death door, or serious, or have to go into emergency.
- Better treatment outcomes, understanding diseases better. Poor.
- Number of rooms posted on the wall overlooking the entrance to consulting rooms 3-8 treatment room as its very confusing as to where the rooms are.
- Today's visit remained very good. Repeat prescriptions need improvements. Lots of room for that. More often, items are missed and makes me come again for them.
- Book appointments and repeat prescriptions online.
- I think it's wrong to have to pay extra to phone surgery.
- I find some difficulty when ringing the surgery getting the doctor I wish to see. Also the numbers very busy, but the Receptionists are very efficient. (I don't know how they cope!!!)
- I think that a television will help to relax people while waiting.
- Bring back magazines, put markers / lines for car parking.
- 1. The practice can improve vastly by improving on getting an appointment more efficiently and promptly. 2. Signage for rooms should be made more clear. 3. 1 certain member on reception can improve on their manners. 4. Waiting times need to be improved.
- We would be happy if our medical centre improve more facilities.
- Internet appointments, automatic telephone appointments, have never been able to get an appointment this way. Less in irritation from receptionists.
- Last six months or more I had lot of problem regarding appointment to see my usual doctor because of appointment required within three days and that three days appointment NOT available.

Your patient feedback

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

Comments about how the practice could improve

- Longer appointments, as I avoid going to the doctor and there is sometimes many problems to discuss.
- When delay to see doctor is more than 30 minutes should inform you.
- Reducing time for appointment for a particular doctor.
- The waiting time for appointments should be improved.
- More smiling faces for reception staff - too functional without warmth.
- The doctor was extremely helpful and reassuring - I felt the doctor gave me as much time as I needed. Thank you.
- It is very good.
- More receptionists to deal with phone calls.
- Lose the automated appointment service - it doesn't work! I don't mind using automated services, so long as they work.
- None
- Not always able to get phone answered for results. Four attempts ending in visit.
- The opportunity to collect prescription on Saturday mornings would be useful. On a normal weekday I can't get to the surgery in opening hours due to commuting.
- My child was due to have an immunization. We were not notified.
- I would love to see same doctor if possible.
- Allow patients who have time constraints to make appointments more than 24 hours in advance.
- Ability to see the doctor of my choice could improve.
- The automated appointments system does not make it clear if you need to book a nurse or blood test appointment.
- It's great!
- Making telephone appointments are too costly. Should be standard call charges.
- The reception staff has to be very active and helpful.
- Receptionist can be a little friendlier!
- Sometimes they are not good with issuing prescriptions. They make mistakes.
- Don't use Red fonts or Fancy fonts on the information screen - it's too hard to read. Arial font is cleaner - and red is blurry. Thanks.
- Provide some reading material as well as medical leaflet. Could send for patients verbally rather than by a screen. I sometimes get stressed about the need to watch the screen and wonder if I've missed my call.
- The receptionists are very rude and abrupt and have no patience. They sound annoyed all the time. They need to take course in customer services.
- By making more effort for patient to see their own doctor even once in three months I have been trying for seven months to see my doctor - fed up.
- Admin rubbish! Sending of letters has much to be desired! (Between hospital and surgery).
- Email communication with the doctor would be great for issues that are not time critical - ordering of repeat prescriptions on-line can be hit and miss, a confirmation email would be good.
- I love this practice, it's fab - the only complaint is that you cannot make appointments more than three days in advance.

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

- Always excellent especially my doctor.
- Excellent doctor. Very good rapport. Remembers me personally, not from the screen.
- They are very good now and if they show being more friendly would be better. Thank you.
- Other doctors are very unattentive and not warm except for the one I've just seen.
- I am always very happy.
- Brilliant!
- Doctors here are brilliant.
- New young doctors should be able to provide a more detailed or even adequate diagnosis instead of vague explanation. If unsure, a more senior doctor should be consulted and the patient provided with a satisfying diagnosis and treatment.
- Have never had a bad experience. Have nothing but praise and feel lucky to have this as my GPs.
- As we are new we need to know more about what the practice facilities are. Could you please advise how to control our healthiness such as blood sugar, cholesterol, pressure, etc.
- They are very nice.
- Show more warmth by doctors. Waiting time a bit long.
- I really don't think they need to. Wonderful staff.
- Just sometimes a little more time would be very helpful especially advice in making a decision about having an operation or not, when there are serious medical conditions to consider.
- My doctor is a ledge!
- They are very good.
- Pleased with this surgery.
- They can't do any better as already are.
- Fantastic surgery. I do prefer certain doctors but I am so impressed with his surgery. We need to use the surgery regularly and over the past years - brilliant.
- Doctor is very good and has a good manner/empathy towards patients.
- I find all the doctors excellent and helpful.
- Call backs from doctors to be arranged at a time more suitable for patients and not at a time more suitable for doctors (of course within the surgery).
- My own doctor is the best for miles around, when I get to see them.
- More out of hours service.
- My own GP is excellent. Today's doctor was very good, but does not know me.
- Better diagnosis!! More CPD training and retraining.
- Mentoring with doctors in Australia, America, Germany.
- They are working hard - needs congratulations.
- An excellent doctor. Very kind, courteous, respectful and very concerned like a family member.
- Very 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.

Comments about how the doctor/nurse could improve

- Very good.
- They are better than most GP surgeries I have booked.
- Waiting times often up to 30 minutes but I do understand how busy the surgery is. Overall it's excellent! Thanks.
- Very good.
- The doctor was very thorough and helpful. If sometimes giving an impression of wanting to do everything very quickly. I told doctor at the start of the consultation that I had two problems I wanted to talk about. I had to remind the doctor of this when we finished discussing my first problem.
- A need to take patient care and need into consideration - more feeling and care and less attitude just a job.
- You guys are doing a fantastic job. Keep it up!

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 = 321

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank
Number of ratings	1	24	110	115	60	11

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of 'blanks'})} = \frac{(1 \times 0) + (24 \times 25) + (110 \times 50) + (115 \times 75) + (60 \times 100)}{(321 - 11)} = 20,725/310$$

Your mean percentage score for Q1 = 67%

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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	67	44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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 for every question and also the number of 'blank' responses where patients did not respond to the question. 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 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a 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"/>

**SAMPLE ONLY
PLEASE DO NOT COPY**

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



Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).
Please retain this form for future reference and to present to your PCT if required.

PART 1: 2011/2012

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

PART 2: 2012/2013

(To be completed after completion of second survey)

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

Certificate of Completion

This is to certify that

Enderley Road Medical Centre

41-45 Enderley Road
HARROW WEALD
MIDDLESEX
HA3 5HF

Practice List Size: 12800

Surveys Completed: 321

has completed the

Improving Practice Questionnaire

Completed on 08 November 2011



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.