

Private and Confidential

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Improving Practice Questionnaire Report

Ettingshall Medical Centre

July 2015



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Dear Miss Thornhill

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.

A guidance template for discussion of these local survey findings and an action plan have also 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=180673>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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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 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' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	5	62	92	80	0
Q2 Telephone access	1	13	62	83	77	3
Q3 Appointment satisfaction	2	11	56	88	81	1
Q4 See practitioner within 48hrs	12	22	54	74	65	12
Q5 See practitioner of choice	9	28	61	70	56	15
Q6 Speak to practitioner on phone	5	20	74	68	48	24
Q7 Comfort of waiting room	1	22	59	83	69	5
Q8 Waiting time	9	32	61	75	59	3
Q9 Satisfaction with visit	2	5	40	73	115	4
Q10 Warmth of greeting	1	3	40	65	125	5
Q11 Ability to listen	1	5	36	67	124	6
Q12 Explanations	0	3	41	66	120	9
Q13 Reassurance	0	7	36	76	115	5
Q14 Confidence in ability	1	3	32	78	116	9
Q15 Express concerns/fears	0	7	30	76	120	6
Q16 Respect shown	1	3	26	73	128	8
Q17 Time for visit	0	6	32	72	119	10
Q18 Consideration	0	5	37	70	120	7
Q19 Concern for patient	0	5	34	74	119	7
Q20 Self care	0	4	38	79	108	10
Q21 Recommendation	0	5	33	65	127	9
Q22 Reception staff	0	7	37	71	116	8
Q23 Respect for privacy/confidentiality	1	6	41	66	119	6
Q24 Information of services	0	6	41	76	104	12
Q25 Complaints/compliments	1	13	67	63	74	21
Q26 Illness prevention	0	11	66	67	77	18
Q27 Reminder systems	0	9	64	61	86	19
Q28 Second opinion / comp medicine	1	12	50	61	74	41

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

Your patient feedback

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

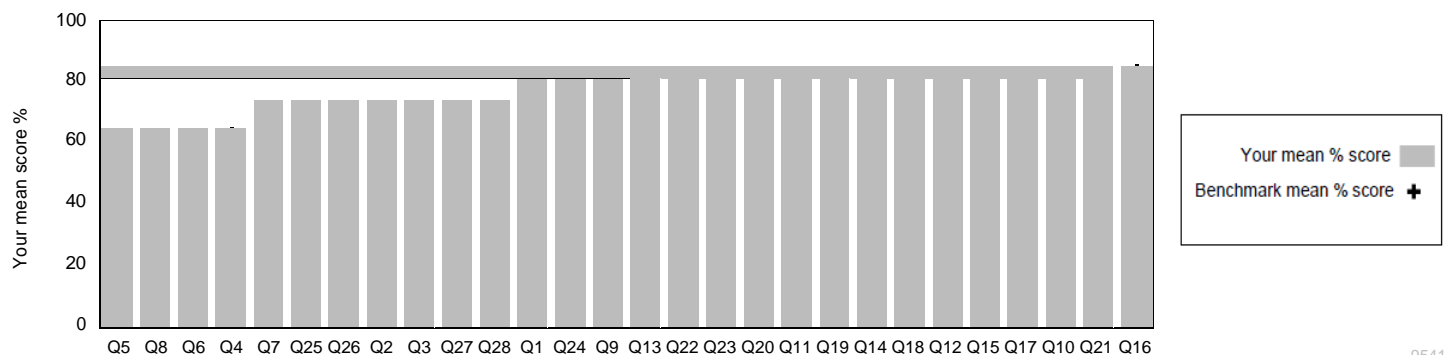
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	76	69	23	64	68	73	92
Q2 Telephone access	74	62	13	53	63	71	92
Q3 Appointment satisfaction	75	68	23	63	68	74	92
Q4 See practitioner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



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (2001-4000 patients)

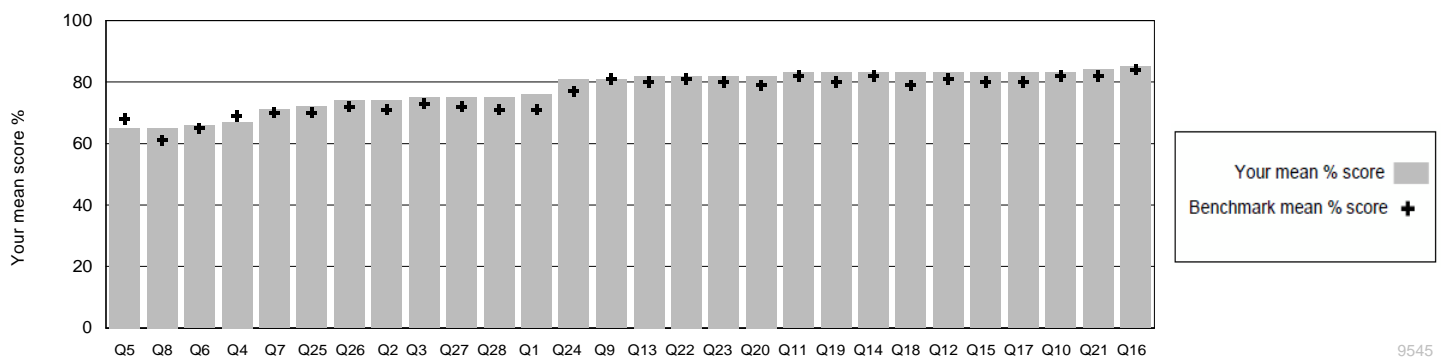
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	76	71	42	66	72	77	91
Q2 Telephone access	74	71	35	64	73	80	91
Q3 Appointment satisfaction	75	73	38	67	74	80	92
Q4 See practitioner within 48hrs	67	69	31	61	69	77	93
Q5 See practitioner of choice	65	68	33	60	69	76	92
Q6 Speak to practitioner on phone	66	65	38	58	66	72	92
Q7 Comfort of waiting room	71	70	44	64	71	76	90
Q8 Waiting time	65	61	35	53	61	69	90
About the practitioner							
Q9 Satisfaction with visit	81	81	54	76	82	87	97
Q10 Warmth of greeting	83	82	57	77	83	88	96
Q11 Ability to listen	83	82	55	77	83	88	97
Q12 Explanations	83	81	57	76	82	87	97
Q13 Reassurance	82	80	56	75	80	85	96
Q14 Confidence in ability	83	82	58	78	83	88	96
Q15 Express concerns/fears	83	80	55	75	80	86	96
Q16 Respect shown	85	84	58	79	85	89	97
Q17 Time for visit	83	80	56	75	81	86	96
Q18 Consideration	83	79	54	74	80	85	98
Q19 Concern for patient	83	80	54	76	81	86	97
Q20 Self care	82	79	52	74	80	85	97
Q21 Recommendation	84	82	54	77	83	88	97
About the staff							
Q22 Reception staff	82	81	52	77	82	87	96
Q23 Respect for privacy/confidentiality	82	80	55	76	81	85	96
Q24 Information of services	81	77	50	72	78	83	96
Finally							
Q25 Complaints/compliments	72	70	42	65	71	76	96
Q26 Illness prevention	74	72	48	68	73	78	96
Q27 Reminder systems	75	72	50	66	72	77	96
Q28 Second opinion / comp medicine	75	71	45	66	71	76	96
Overall score	78	76	50	71	77	82	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

9545

*Based on data from 185 practices carrying out 248 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 (2001-4000 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
 (2001-4000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	36	81	73	46	67	73	80	95
25 - 59	146	77	75	50	71	76	81	94
60 +	37	80	78	47	74	79	83	96
Blank	20	71	73	47	65	73	80	100
Gender								
Female	152	78	76	48	70	77	82	93
Male	65	78	77	51	73	77	82	95
Blank	22	74	73	43	66	74	81	99
Visit usual practitioner								
Yes	133	81	77	50	73	78	82	95
No	50	74	72	38	66	72	79	93
Blank	56	75	74	49	68	73	80	99
Years attending								
< 5 years	149	79	76	51	71	77	81	93
5 - 10 years	39	79	75	49	70	76	81	95
> 10 years	7	78	76	48	72	77	82	96
Blank	44	74	73	47	66	74	81	100

*Based on data from 185 practices carrying out 248 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.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	11/02/2014	24/01/2013
Q1 Opening hours satisfaction	76	81	81
Q2 Telephone access	74	80	81
Q3 Appointment satisfaction	75	81	80
Q4 See practitioner within 48hrs	67	75	72
Q5 See practitioner of choice	65	64	63
Q6 Speak to practitioner on phone	66	70	66
Q7 Comfort of waiting room	71	77	75
Q8 Waiting time	65	67	73
Q9 Satisfaction with visit	81	83	83
Q10 Warmth of greeting	83	84	84
Q11 Ability to listen	83	84	85
Q12 Explanations	83	86	85
Q13 Reassurance	82	83	83
Q14 Confidence in ability	83	82	82
Q15 Express concerns/fears	83	82	80
Q16 Respect shown	85	85	84
Q17 Time for visit	83	84	80
Q18 Consideration	83	81	81
Q19 Concern for patient	83	83	80
Q20 Self care	82	81	82
Q21 Recommendation	84	82	84
Q22 Reception staff	82	86	85
Q23 Respect for privacy/confidentiality	82	85	82
Q24 Information of services	81	82	83
Q25 Complaints/compliments	72	77	76
Q26 Illness prevention	74	78	76
Q27 Reminder systems	75	79	76
Q28 Second opinion / comp medicine	75	79	78
Overall score	78	80	79

Your patient feedback

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

Any comments about how this practice could improve its service?

- More availability of a a variety of information concerning disability related help, e.g. assistance about home visits, etc.
- Only telephone to make an appointment for my wish of time and date is always not possible.
- Always had excellent care here.
- Always excellent care here.
- Keep up the good work.
- No complaints at all. Happy with the service. Doctors and staff reception nothing to be improved. Do an excellent job.
- Best practice I've been to in many years. Always clean, on time, friendly.
- I left some boxes blank because I have no experience to fill them as yet. I wish and request the doctors schedule should be available online of one week. And what times and which doctor is available in emergency and within 48 hours. Today my appointment was on time and there was no need me to go at the reception. I was there at the right time and entered myself on the machine. But as a whole reception staff is helping and smart.
- Very good doctors service.
- No. It's perfect as it is. As good as anything available in private healthcare worldwide.
- No excellent service.
- No, it's perfect the way it is. On a par with or above any private doctor's practice I have visited abroad.
- Chairs are uncomfy and no magazines to read.
- Maybe one or two of the reception staff could do with an updating customer care with their attitudes sometimes, e.g. not saying their name or answering the telephone, etc.
- Sometimes you could be phoning for ages so I feel answering calls frequently will be great.
- Some receptionist are too intrusive and can often make it difficult or uncomfortable to make appointments.
- All the doctors and staff work so hard for the benefit of all the patients. The reception staff are all so lovely and professional.
- None, the best in the West Midlands. Staff are always ready to help.
- Do not seem to have enough doctors on at any one time and feel rushed for this reason.
- Appointments during school afternoon hours. Longer opening weekend appointments. Too long waiting times, longer slot times may help people waiting around.
- I am very happy to be a patient of this practice due to high standard of the doctors and availability of having an interpreter for my appointment.
- Magazines in the waiting room.
- Take people faster.
- Be more open. Not willing to take blood tests or remove my implant.
- This is my preferred doctor. Very good with my children.
- Friendly and very professional. Understanding.
- I'm very happy with the services provided.
- Order prescriptions online or by text would be helpful without trying to login with letters you can't remember and passwords you can't change.

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?

- I have no confidence in one doctor, they have you diagnosed before you sit down in the chair. No bedside manner at all.
- I am very pleased with this practice.
- No all good.
- Keep up the great work!
- The staff are really kind and considerate and most helpful at all times.
- With respect to question 25 and 28 they are completely unnecessary as the service provided is excellent.
- Provide (a few) up to date magazines/newspapers.
- Clean chair to waiting area. Sanitise floor.
- If you are told the practice/doctor will phone you back that they do. All reception staff are friendly - only one person has been off in the time I have attended and I almost complained. The rest have been excellent.
- Sometime it's awkward to be in the surgery. Be nice if it could be catered for due to funny working hours.
- They nice and polite.
- Can't fault this practice.
- It be nice to get seen to on time.
- No improvements necessary at this time.
- Very good doctor.
- I am overall very happy with this centre with my only real complaint being that it is not the most efficient provider of appointments, unable to arrange them for later days.
- Answer phone a bit quicker sometimes, make sure repeat prescriptions are correct before sending to the pharmacist.

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?

- They are very good and helpful.
- Nurse was great, she took time with my baby.
- Very friendly, chatty and explained everything great.
- Keep up the good work.
- Very happy with this doctor. They are kind, considerate, very warm and understanding as a doctor. Knows how to treat patients in their care.
- No excellent service.
- I impressed with the change in this doctor and their ability to be more caring and considerate these days.
- None whatsoever. Very good doctor.
- N/A, this doctor is the one of the best doctors I have ever seen.
- Nothing to improve. A dedicated and knowledgeable doctor and a wonderful human being.
- None, this doctor is very professional.
- Taking time and not to rush and get more help!
- No improvements, excellent doctor.
- Understand more.
- I'm happy with the services provided.
- None whatsoever as they were lovely and spoke to me about my concerns for why I was there.
- Be like this all the time! Best appointment yet as they took time to listen and seemed as though they had more time to listen to me.
- No all good.
- Maybe a TV in reception?!
- This doctor has been very supportive concerning my injury and has given me confidence in their ability to treat me.
- Excellent visit and mind put at rest.
- There is always room for improvement.
- We just need more time please.
- No all up to standard.
- They are understanding.
- Blaming parents because they smoke not very good!
- No improvement required from this doctor.

