

Private and Confidential

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Improving Practice Questionnaire Report

Oulton Medical Centre

February 2014



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13 February 2014

Dear Mrs Beatson

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

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

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

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

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=157560>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

Supporting documents

Details of score calculation
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	55	135	90	39	4
Q2 Telephone access	12	60	119	100	37	4
Q3 Appointment satisfaction	25	56	105	93	49	4
Q4 See practitioner within 48hrs	80	87	85	44	27	9
Q5 See practitioner of choice	69	95	88	44	16	20
Q6 Speak to practitioner on phone	15	79	109	60	15	54
Q7 Comfort of waiting room	4	55	143	88	35	7
Q8 Waiting time	28	95	111	59	25	14
Q9 Satisfaction with visit	0	8	61	115	143	5
Q10 Warmth of greeting	1	5	61	100	160	5
Q11 Ability to listen	2	6	47	88	182	7
Q12 Explanations	1	5	63	99	157	7
Q13 Reassurance	2	16	51	106	151	6
Q14 Confidence in ability	2	9	43	102	169	7
Q15 Express concerns/fears	2	9	52	101	158	10
Q16 Respect shown	0	4	46	86	189	7
Q17 Time for visit	2	14	62	98	148	8
Q18 Consideration	0	10	65	93	134	30
Q19 Concern for patient	0	8	57	96	143	28
Q20 Self care	0	10	65	94	135	28
Q21 Recommendation	0	7	51	83	163	28
Q22 Reception staff	6	30	103	119	66	8
Q23 Respect for privacy/confidentiality	2	29	106	109	72	14
Q24 Information of services	5	36	106	100	57	28
Q25 Complaints/compliments	9	52	113	74	28	56
Q26 Illness prevention	3	37	130	78	46	38
Q27 Reminder systems	6	46	115	70	53	42
Q28 Second opinion / comp medicine	11	25	109	65	30	92

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

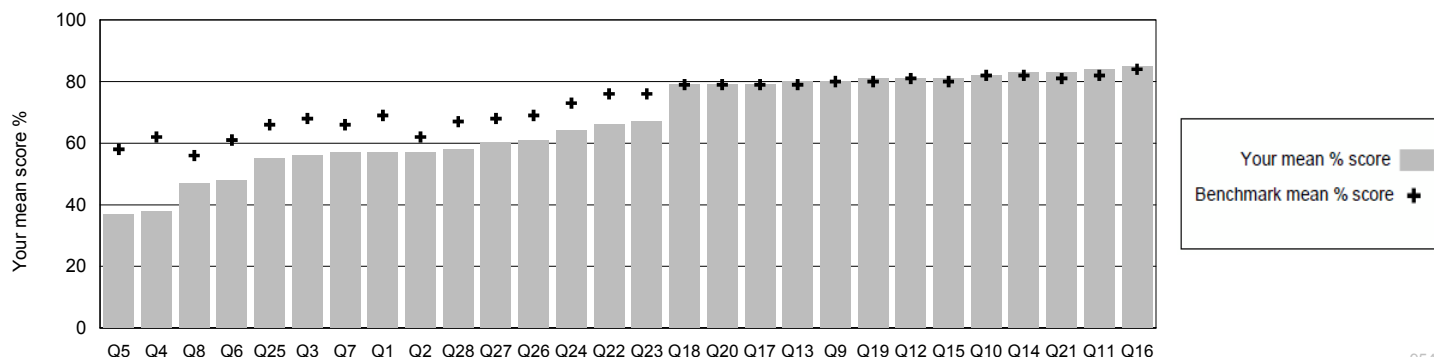
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	57	69	23	64	68	73	92
Q2 Telephone access	57	62	13	53	63	71	92
Q3 Appointment satisfaction	56	68	23	63	68	74	92
Q4 See practitioner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

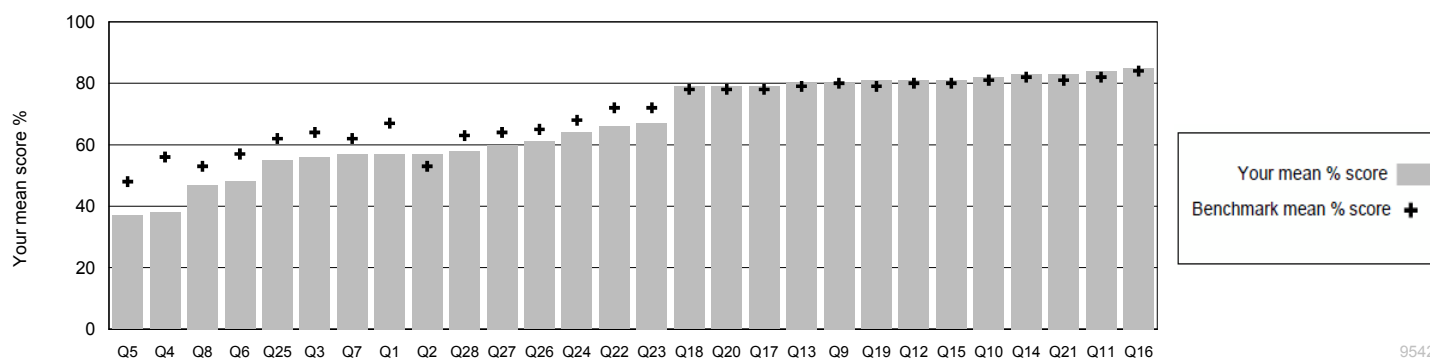
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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)



9542

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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	23	68	69	50	65	70	74	83
25 - 59	171	67	70	47	66	70	74	87
60 +	120	68	72	50	69	72	75	85
Blank	18	68	69	51	64	69	74	89

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	188	68	70	48	67	70	74	86
Male	123	66	72	49	68	72	75	84
Blank	21	72	69	49	65	69	74	85

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	153	69	73	53	70	73	76	86
No	135	65	68	44	64	68	72	84
Blank	44	68	69	47	65	69	74	86

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	56	70	71	47	67	72	74	88
5 - 10 years	45	65	70	47	66	71	75	86
> 10 years	207	67	71	49	67	71	75	85
Blank	24	69	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.

9542

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	17/02/2009	31/10/2007	10/01/2007
Q1 Opening hours satisfaction	57	65	60	68
Q2 Telephone access	57	58	58	66
Q3 Appointment satisfaction	56	65	62	69
Q4 See practitioner within 48hrs	38	60	55	65
Q5 See practitioner of choice	37	54	48	50
Q6 Speak to practitioner on phone	48	58	46	52
Q7 Comfort of waiting room	57	66	62	67
Q8 Waiting time	47	55	49	51
Q9 Satisfaction with visit	80	80	77	81
Q10 Warmth of greeting	82	82	79	82
Q11 Ability to listen	84	81	79	83
Q12 Explanations	81	79	79	82
Q13 Reassurance	80	79	77	81
Q14 Confidence in ability	83	83	80	85
Q15 Express concerns/fears	81	80	78	82
Q16 Respect shown	85	83	80	85
Q17 Time for visit	79	72	71	75
Q18 Consideration	79	77	75	79
Q19 Concern for patient	81	78	76	80
Q20 Self care	79	--	--	--
Q21 Recommendation	83	80	78	82
Q22 Reception staff	66	75	70	75
Q23 Respect for privacy/confidentiality	67	74	69	75
Q24 Information of services	64	69	66	73
Q25 Complaints/compliments	55	64	60	64
Q26 Illness prevention	61	68	64	72
Q27 Reminder systems	60	66	63	68
Q28 Second opinion / comp medicine	58	67	63	67
Overall score	68	71	68	73

-- 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.

Any comments about how this practice could improve its service?

- Receptionists shouldn't act like door staff at a night club i.e. if you're asking for an appointment give it - don't start the Spanish Inquisition.
- The phone message is quite informative but rather 'cold' and lengthy. Walk-in clinics are very good. Having 2 shared practices helps.
- Better/easier arrangements for all treatments to be given at one appointment e.g. BP and blood tests and flu jab from one person - 3 visits waste everyone's time.
- All ok.
- Maybe background radio 2/music.
- When ringing for appointments should be seen as urgent if it is! Not be fobbed off!
- Difficult to arrange an appointment when I need to take time off work. Staff sometimes rude and dismissive (not today).
- A comment regarding waiting room - TV is noisy and intrusive especially when waiting for 15-20 minutes, feeling unwell. Seats uncomfortable for longer waits and older people to sit on. Reception area messy with too many notices.
- The practice is excellent.
- The seating in the waiting area could be improved. It is not very comfortable.
- Nothing they do without expanding!
- Being able to get an appointment with a nurse for injection when required.
- Scrap the television or revert to Radio 2!
- I don't mind which doctor I see so a doctor of choice isn't important to me.
- More bookable appointments. It's difficult to attend a drop-in review with young children due to waiting times being very lengthy at times. Receptionists manner needs to improve. They are often rude and unhelpful. A warm and welcoming approach needs to be adopted. People are ill and need to be shown care.
- More availability for appointments.
- I am very happy and satisfied with this practice although I had to wait 3 weeks to see the doctor of my choice.
- The appointments system is a bit of a mystery! It has to be said however that in cases of needing to be seen quickly I have always been accommodated.
- Very hard to book appointments usually can only use 'walk in'.
- The time you have to wait for an appointment two weeks and a day! I am impressed with the early opening times which fit with work.
- More effort to promote preventative measures.
- Wider range of opening times. More flexible appointments.
- Reduce waiting time to see doctor of choice.
- Opening hours should suit working people's hours - for me earlier in the morning and later in evening.
- It would be nice to have some books for children in the waiting room.
- Happy how it is.
- I hate the walk in as you can have a 2 hour wait which is unbearable with children.
- A more friendly manner from the reception staff both on the telephone and face to face.
- To be able to make an appointment with the doctor of your choice and not have to wait over a week.

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 time per visit if possible. This visit was ideal.
- Maybe allocate more doctors to the emergency surgeries, using more experienced doctors. Receptionists always very polite and professional. Doctor's caring and professional.
- The receptionist and doctor was lovely.
- More availability to appointments to book for non-urgent cases.
- With a view of the experience my elderly parents have getting appointment at their GPs I think Oulton Medical Centre is excellent.
- Better promotion of opening times and appointment procedures e.g. extended openings other than in surgery, does it have a website?
- I came for a walk-in appointment - told it would be half an hour, it was 1 1/2 hours. No update given. Obviously I wouldn't have waited had I known the real time. Came for a 7.30am appointment - assured I would be seen at 7.30 but wasn't seen till 7.45am then I was late for work. So basically appointment times is my concern.
- Sky TV. Tea and coffee.
- Try to keep out of working hours appointments for patients who need to go to work.
- I am really happy with this doctor and all the aspects of Marsh Street Surgery.
- Waiting times! On many visits with my children I've waited 40 minutes and more my child has learning difficulties and visiting the doctor is a stressful time.
- Could be more helpful when speaking to them to make an appointment.
- Trying to get an appointment is very hard you could be waiting over a week.
- Not sure as I don't work on behalf of NHS. I know it is extremely busy but the appointment waiting time is ridiculous and I always feel as though there is no care, it's just do your job, go home.
- Stop the pre-recorded messages when calling it's not needed and far too long winded with repeated information.
- On the day appointments and appointments available other than emergencies. Weekend clinics for working people.
- Quicker appointment would be good but know surgery over-subscribed! Don't like shorter time for 'walk-in' surgeries.
- Text messaging service to reduce missed appointments.
- It would be much better if I could see a doctor of my choice much sooner (on some occasions the earliest appointment for my choice of doctor is 3 weeks) there is no continuity when I see different doctors.
- Opening hours need to be extended. Working families can't attend 9-5 open until 9pm each night.
- Having read question 28 I'm a little concerned that complementary medicine is condoned given little evidence of usefulness in or data from clinical trials. I'd feel better if this treatment method was not on the NHS and better information about efficiency was provided to patients. On the whole I've been happy with my contacts with the surgery.
- Online appointments.
- I thought this was a diabetic appointment however the doctor did deal with another ongoing issue.
- Better reception staff, easier use of appointments can never get one without an argument or saying going to hospital because local won't give appointment.
- More opportunity to book an appointment rather than walk-in e.g. I could have to wait anything up to two hours.
- The drop-in system no longer seems to be a drop in as it seems to work more as a 'call in and get an appointment' where on many occasions it can lead to having to come back quite a while later.

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?

- When you are sick you need to see a doctor ASAP - you cannot wait 2-3 weeks, you cannot anticipate being ill. You can usually get an appointment if it is an emergency but you have to run the gauntlet of reception staff and get really pathetic with them. I understand that they will get people doing this to get past them but it is frustrating. I very rarely visit so when I need an appointment I need it now not in 2-3 weeks.
- Improve coordination between reports via receptionist and doctor. Waiting time too long.
- Just about two receptionists not been friendly and awkward, and the waiting time reduced.
- No information about a 'Mid Yorkshire Trust' liaison. No information on how you complain about service at Pinderfields.
- I liked the old system where I could ring up in the morning to see a doctor of my choice that same day.
- Not really was very impressed my daughter could be seen at a very short notice I got an appointment within 20 minutes of calling.
- Weekend surgery for those in full time employment.
- The only problem I have is the length of time it takes to make a bookable appointment.
- More doctors? Able to see doctors when you phone up.
- Long wait sometimes for non-emergency appointments. Notice number of appointments missed by patients is quite high which must be frustrating.
- I preferred it when I could ring up for a same day appointment as it meant I didn't have to wait in the waiting room.
- I feel that should I need help in an emergency the staff are helpful and would respond if I clearly showed distress. They would see me! I find it frustrating that when the doctor says he would like to see me in two months it is necessary to ring a few times as the appointments are only arranged a month in advance.
- Booking follow up appointments with same GP can sometimes be difficult as appointments released one month in advance. I do make a note in my diary a month prior to when appointment due, but they do book up very quickly if you need to see same GP for continuity, sometimes quite a few weeks for blood tests.
- Shorter waiting times.
- Should be able to ring up and get an appointment for sit and wait before leaving the house (I have mobility problems and 2 small children). When a person rings up to make an appointment, the phone message (whilst waiting for someone to pick up) is far too long. It's impossible to remember all the information and by the time reception staff answer I've forgotten what I rang for.
- I work full time and sometimes with a minor illness it's hard to book time to see a doctor. You should offer an after hour service for people working full time.
- Excellent service. Friendly staff.
- I have had no problems. They are all very patient and helpful. I have had no need to complain so cannot answer question 25.
- I can't fault you. When I've needed you you've been there!
- More emergency appointments, being able to pick up the phone whenever ill and be seen by a doctor the same day.
- Quicker appointments.
- To be more private.
- Make doctor available for appointments at the times of day when I am available. Make named doctor appointments possible within a reasonable time frame.
- A cup of tea would be good.
- As with any service later appointments after work are always needed more but I understand the limits of service provision.

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?

- Reserve a few appointments daily so that people can see the doctor sooner with a booked appointment in an emergency. Afternoon walk-in clinics for people who work mornings - a must!
- No complaints very good service.
- It is very difficult to make an appointment within a week. The last 3 appointments I have made have all been for a minimum of 2 weeks time.
- Better opening times.
- To be able to see your own doctor promptly and not have to wait over a week for an appointment.
- Re-vamp reception area. Reception staff could be more polite. Waiting time - shorter.
- More appointments available and more choice of doctor and late nights and weekends.
- Pleased to find this year that I can now book an appointment up to 4 weeks in advance. Also pleased that the receptionist, when I phoned, didn't ask me to explain the reason for my visit (which has happened on previous occasions).
- Some of the reception staff could be friendlier. You should not have other patient's notes on view on the reception desk. Sometimes it feels as if they are gatekeepers rather than wanting to help you see a doctor!
- Seating arrangement less invasive. Soft music.
- Suggest senior doctors should take note how well their recent additions to the practice are dealing with their patients.
- More practical help to see doctor at short notice.
- I am satisfied with the service I get it's a pleasure when I'm needing attention and know I will be treated in the best way.
- Reception staff could be more pleasant saying good morning, doesn't hurt. Follow up appointment to see same doctor is abysmal.
- When first time visitors came to the walk-in a little explanation about how it all works would be great.
- Better provision for sick children, sometimes it's difficult to get a sick child up dressed etc to then have to sit around at waiting clinic or be sent away to come back 2 hours later. Telephone appointments should be available in certain circumstances on the day.
- Occasionally reception staff have been quite short with me. As a new patient in the clinic not knowing how everything works this was a bit of a shock. It has only happened a couple of times and generally staff are fine.

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?

- I am very pleased with doctor and her ability to listen but involve me in my health and decision making in my treatment.
- All ok.
- This doctor was great - no improvement needed!
- This doctor is wonderful there's no improvements to be made.
- I am always reassured by my visit to the doctor.
- All great!
- This doctor is excellent. Patient, listens and is willing to consider all areas of diagnosis and treatment.
- Don't have a doctor of choice most I know have left, but happy with whoever I have seen, don't have many appointments but confident with the service.
- To be able to see the doctor of your choice consistently is a huge advantage and allows you to build trust and feel confident to express your desire in how you want to be treated.
- No improvement needed.
- I have scored the doctor as good as this doctor appeared to be concerned and sympathetic - I would have scored 'poor' for everything if this survey had been carried out after a previous consultation with another doctor - they were very abrupt and showed little concern (maybe they have improved knowing that this survey was being carried out).
- I think this doctor and another are the best doctors at this practice I always prefer to see them and all round they are excellent.
- This doctor is excellent and in 12 months has improved my blood pressure so much.
- None excellent doctor very caring.
- This doctor is one of the best doctors to see with my children and will go that extra bit to make you feel at ease.
- No, she was very nice. But I have to say I often feel some of the other doctors don't seem very genuine. I avoid them if possible.
- First visit with this doctor and was very happy, if having to return would be very happy to be seen by this doctor again.
- No they are all lovely, but sometimes more time could be allowed, if you have more than one condition as they could be linked, and something may be missed.
- None - the doctors are excellent - no issues at all.
- Speak a little louder for anyone hard of hearing.
- He's very good.
- No. Lovely doctor.
- Not really the one thing I like about this doctor is that he takes time with all his patients and always makes sure that you're fully satisfied before you leave and understand everything he's told you.
- Doctor is improving with experience should get even better with age.
- He is supportive, caring, fabulous, thorough and really is trying to help me with an annoying problem what appears to be a digestive problem.
- None as already excellent. Very impressed with care and service provided. Thank you.
- Being able to politely request a particular doctor when coming to sit and wait (for consistency and continuity) rather than being told it's pot luck. It is difficult to relate to some doctors (no disrespect), more a communication problem.
- This doctor is probably the best doctor I have ever seen, great listener and helped me with a difficult illness.

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?

- Could not be improved.
- No, I felt very pleased with the way I was treated.
- Make it possible to discuss more than one ailment per visit since time pressure sometimes make the appointment seem worthless.
- None she's very pretty.
- She is very nice and helpful and is approachable. She likes to double check things rather than make an immediate decision but I think this is good as she does whatever she can for her patient.
- None. This doctor has always been very helpful.
- Could not have been better.
- All nursing staff have treated me with care and always give me information about my condition. Being ill it's a comfort to know I will be looked after. Thank you.
- We are very happy with treatment we have received.
- N/A excellent.

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 = 332

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	9	55	135	90	39	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(9 \times 0) + (55 \times 25) + (135 \times 50) + (90 \times 75) + (39 \times 100)}{(332 - 4)} = 18,775/328$$

Your mean percentage score for Q1 = 57%

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

Explanation of quartiles

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

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

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

Question	Your mean score (%)
Q1 Opening hours satisfaction	57

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

9541

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

Oulton Medical Centre

Dr Hudson & Partners
Quarry Hill
Oulton
Leeds
LS26 8SZ

Practice List Size: 13500

Surveys Completed: 332

has completed the

Improving Practice Questionnaire

Completed on 13 February 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.