

**Private and Confidential**  
Mrs Lynne Matts  
Merridale Medical Centre  
5 Fullhurst Avenue  
Leicester  
LE3 1BL

# Improving Practice Questionnaire Report

Merridale Medical Centre

February 2012



1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

Mrs Lynne Matts  
Merridale Medical Centre  
5 Fullhurst Avenue  
Leicester  
LE3 1BL

t 0845 5197493  
f 01392 824767

e [enquiries@cfep.co.uk](mailto:enquiries@cfep.co.uk)  
w [www.cfep.co.uk](http://www.cfep.co.uk)

23 February 2012

Dear Mrs Matts

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

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

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

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order 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](mailto:reports@cfep.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

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Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire
Guidance template for discussion of local survey findings and action plan
Feedback form

## Introduction

### About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	11	107	127	100	4
Q2 Telephone access	62	86	92	66	39	4
Q3 Appointment satisfaction	10	31	124	109	74	1
Q4 See practitioner within 48hrs	29	52	91	81	87	9
Q5 See practitioner of choice	83	66	81	47	49	23
Q6 Speak to practitioner on phone	39	80	94	36	29	71
Q7 Comfort of waiting room	8	47	119	111	58	6
Q8 Waiting time	15	67	110	85	64	8
Q9 Satisfaction with visit	3	5	49	102	190	0
Q10 Warmth of greeting	1	9	42	105	191	1
Q11 Ability to listen	1	8	40	92	207	1
Q12 Explanations	1	6	47	112	178	5
Q13 Reassurance	1	13	47	104	181	3
Q14 Confidence in ability	2	5	42	102	193	5
Q15 Express concerns/fears	1	12	42	103	186	5
Q16 Respect shown	1	4	30	96	215	3
Q17 Time for visit	2	14	52	93	185	3
Q18 Consideration	2	13	48	115	165	6
Q19 Concern for patient	1	13	52	101	173	9
Q20 Self care	1	17	52	116	159	4
Q21 Recommendation	2	13	46	93	186	9
Q22 Reception staff	3	33	103	113	93	4
Q23 Respect for privacy/confidentiality	6	33	103	108	96	3
Q24 Information of services	9	37	99	100	86	18
Q25 Complaints/compliments	23	52	119	69	52	34
Q26 Illness prevention	5	46	113	99	64	22
Q27 Reminder systems	12	53	103	90	65	26
Q28 Second opinion / comp medicine	11	44	88	80	51	75

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

## Your patient feedback

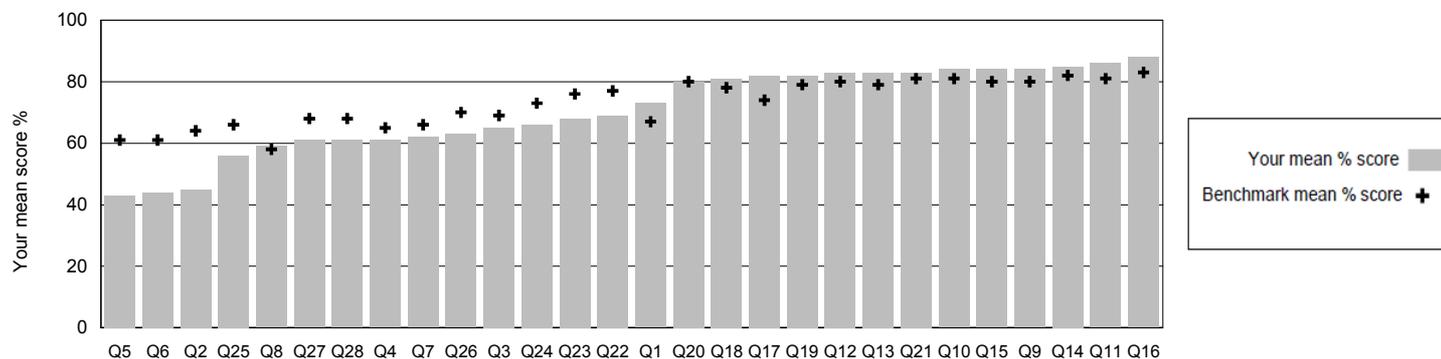
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	73	67	44	62	66	71	99
Q2 Telephone access	45	64	24	56	64	72	99
Q3 Appointment satisfaction	65	69	37	64	69	74	99
Q4 See practitioner within 48hrs	61	65	25	57	65	72	99
Q5 See practitioner of choice	43	61	24	53	60	69	99
Q6 Speak to practitioner on phone	44	61	31	54	61	67	99
Q7 Comfort of waiting room	62	66	31	61	66	72	100
Q8 Waiting time	59	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	49	76	80	84	99
Q10 Warmth of greeting	84	81	50	78	82	86	99
Q11 Ability to listen	86	81	50	78	82	86	100
Q12 Explanations	83	80	49	77	81	84	100
Q13 Reassurance	83	79	49	75	79	83	100
Q14 Confidence in ability	85	82	50	79	83	86	100
Q15 Express concerns/fears	84	80	50	76	80	84	100
Q16 Respect shown	88	83	50	80	84	88	100
Q17 Time for visit	82	74	46	70	74	79	100
Q18 Consideration	81	78	48	74	78	82	100
Q19 Concern for patient	82	79	48	75	79	83	100
Q20 Self care	80	80	51	78	81	85	99
Q21 Recommendation	83	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	69	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	68	76	45	72	76	80	100
Q24 Information of services	66	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	56	66	42	62	66	71	100
Q26 Illness prevention	63	70	46	66	69	73	100
Q27 Reminder systems	61	68	43	63	67	72	99
Q28 Second opinion / comp medicine	61	68	44	63	67	72	99
Overall score	71	70	46	66	69	73	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

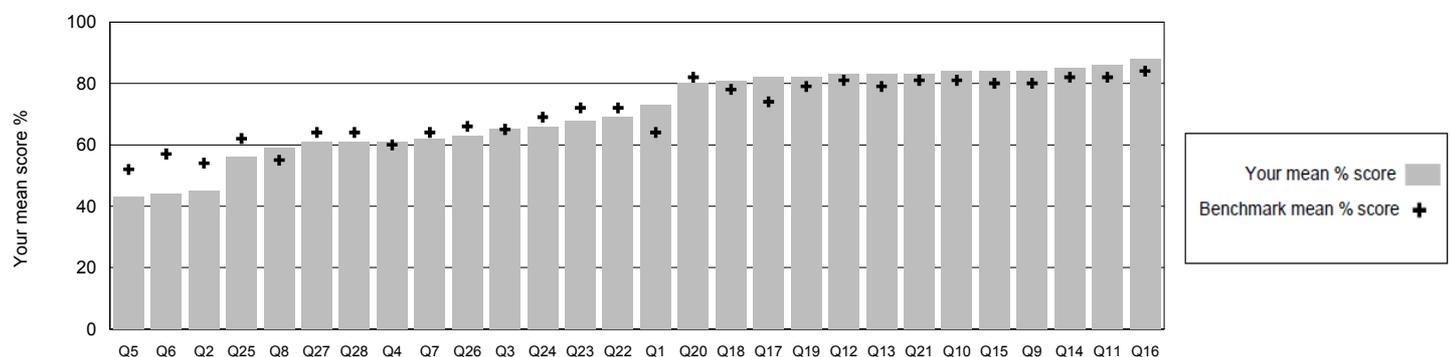
Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	73	64	52	60	65	68	79
Q2 Telephone access	45	54	27	47	55	61	81
Q3 Appointment satisfaction	65	65	43	60	66	69	81
Q4 See practitioner within 48hrs	61	60	29	53	60	66	82
Q5 See practitioner of choice	43	52	25	45	51	59	85
Q6 Speak to practitioner on phone	44	57	31	51	57	63	81
Q7 Comfort of waiting room	62	64	42	59	64	69	85
Q8 Waiting time	59	55	35	50	55	59	77
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	67	76	80	84	94
Q10 Warmth of greeting	84	81	69	78	81	85	95
Q11 Ability to listen	86	82	69	79	82	86	95
Q12 Explanations	83	81	67	77	81	84	94
Q13 Reassurance	83	79	66	76	80	82	93
Q14 Confidence in ability	85	82	70	79	83	85	95
Q15 Express concerns/fears	84	80	67	77	80	83	95
Q16 Respect shown	88	84	73	81	84	87	96
Q17 Time for visit	82	74	59	70	73	77	93
Q18 Consideration	81	78	64	75	78	81	92
Q19 Concern for patient	82	79	66	76	79	83	93
Q20 Self care	80	82	71	79	82	85	92
Q21 Recommendation	83	81	66	78	81	84	95
<b>About the staff</b>							
Q22 Reception staff	69	72	58	69	72	75	87
Q23 Respect for privacy/confidentiality	68	72	58	68	72	75	87
Q24 Information of services	66	69	56	65	69	72	84
<b>Finally</b>							
Q25 Complaints/compliments	56	62	49	58	63	66	80
Q26 Illness prevention	63	66	54	63	66	69	85
Q27 Reminder systems	61	64	51	60	64	67	84
Q28 Second opinion / comp medicine	61	64	51	61	64	67	83
Overall score	71	66	54	63	66	69	85

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
<b>Age</b>								
Under 25	44	72	69	52	65	69	73	89
25 - 59	205	71	69	56	66	70	72	84
60 +	83	72	73	58	70	73	76	87
Blank	17	70	69	47	64	69	73	90
<b>Gender</b>								
Female	216	70	70	56	67	70	73	84
Male	102	73	72	58	68	72	75	85
Blank	31	71	69	50	65	69	73	87
<b>Visit usual practitioner</b>								
Yes	171	73	73	59	70	73	76	85
No	128	69	67	52	63	67	70	85
Blank	50	68	69	52	65	69	73	86
<b>Years attending</b>								
< 5 years	72	72	71	56	67	71	74	87
5 - 10 years	74	72	70	55	66	70	73	86
> 10 years	174	70	71	55	68	71	74	85
Blank	29	70	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

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

- Telephone appointments early morning are sometimes difficult.
- Open on Saturdays for routine clinic visits such as blood test, smears, prescriptions, pick up.
- Sometimes the toilets are very dirty. The booking-in panel on the wall is sometimes dirty. Children play in their area are forever dragging their chairs around and making a terrible noise. I think the radio being on should never be.
- Waiting. I'm very happy with Merridale Medical Centre.
- Telephone system is expensive and time consuming, prefer to get straight through to receptionist.
- Sometimes an appointment to see a GP is preferred by the patient, over seeing a clinician. It would be nice to see this acknowledged sometimes.
- Have the ability to talk to Practice Manager either personally or via telephone if needed.
- In the past, I have struggled to get an appointment with a doctor which has caused me extreme anxiety at a time when I needed care and understanding. This situation appeared to be due to a very regimented booking system - I understand this system has since changed and I was able to get an appointment with a doctor (of my choice!) at a time convenient for me, very recently.
- Better reminder system for patients on-going health checks.
- I am very happy with service provided.
- Excellent service, kind and caring team.
- Change appointments system.
- Being able to see my doctor when needed.
- It can be very difficult to get through on the telephone. The fact that there is a phone query system that then cuts you off is unbelievably frustrating.
- Ability to see a specified doctor without a few weeks wait.
- Appointments by phone not easy to get and of course it's an 0844 number.
- The popularity of this doctor inhibits an early appointment.
- More people answering phone 8 - 9 am.
- Telephone, very rarely get an answer, normally visit to make an appointment. Had an issue, a couple of years ago, unfortunately, was not resolved as I had to go into hospital twice and then my mother was ill and then too late to revisit it with the Practice Manager, but I was very unhappy as I was unable to get an appointment and with their reply.
- Rarely able to see doctor of choice. Would like to be able to book doctor of choice in advance. I've been on minor surgery waiting list for few weeks and warned it will take months to be treated. Can this be a regular service? Weekends if necessary?
- When I rang an appointment was made for me asap whereas sometimes I am unable to get an appointment.
- More information on website please.
- I have had problems with the reception staff previously when trying to obtain test results, they were very rude. I have also found their behaviour behind the desk - talking about patients - inappropriate in the past. On this visit, however, the reception staff encountered were very pleasant.
- To see a nurse practitioner you have to call on the day which makes it very difficult to make an appointment. For my prescription I have to see the same nurse practitioner and I really struggle getting to see her. Making appointments about 48 hours before would make it easier.
- Making it easier to see a doctor.

## 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

- Chairs in waiting room very stained.
- Could make it easier to see a doctor.
- Trying to get to see a doctor when you work full time is very difficult, this needs to be improved.
- Why is it difficult to see a doctor when you phone up on the same day. I should be able to see a doctor on the same day not wait a few days.
- To call doctor's practice too expensive.
- Ask if you would like a text message for appointment reminder.
- When trying to see a doctor the receptionist should be more patient friendly.
- Very poor, prefer to see that doctor.
- Better seating, not very comfy.
- Change the music in reception to something more soothing.
- If the radio has to be on, turning it down would be preferable, when you feel ill you don't want a radio blaring away.
- It's nice to have clinicians as well as doctor.
- Allow children up to the age of 12 to see a doctor.
- More nurses like this lady - extra hours.
- We always come down to make an appointment because we can't speak to receptionist to make an appointment as line always busy.
- I feel sometimes I am aware that problem requires GP and it is not always easy to book appointment within 24/48 hours. Need to see clinician then doctor and this wastes both my time and clinician.
- Make it easier to make appointments.
- Reduce waiting time.
- Reduce waiting time and have appointments with the same practitioner.
- Just to be able to see the doctor/nurse requested within 24 hours.
- I feel there is no need to improve anything in the surgery. I am always treated with the utmost respect from reception to the clinical member.
- Very good.
- Have a reliable check-in (self check-in) or if out of order have more staff to check people in to save panic on missing appointment.
- It would be nice to be able to see the same doctor each time.
- Staff were rude on the phone and told me there were no appointments then my mum rang for me and they found one not a problem and on same day.
- Dispose of automated phone system, it is annoying and don't do what it should.
- You can never get an appointment to see your own doctor. You are asked to ring up on the day to see the doctor, then when you do, all appointments are fully booked.
- A very good practice so far. Thank you very much.
- So far it is alright apart from the music to be low. Same time it creates more noise along with conversation than to cool down. Keep it up until it proves otherwise.

## Your patient feedback

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## Comments about how the practice could improve

- Manage to see doctor requested.
- Certain members of reception team could be a little bit more polite to patients.
- Clinician nurses used too readily - patients not referred onto doctors when diagnosis in doubt. Diabetic service is excellent.
- More staff on reception.
- As I have a repeat prescription I get to see my doctor of choice. If I have an unexpected illness I don't get a choice of doctor. Usually you are only able to get appointments with a nurse practitioner.
- When calling in the morning and trying to speak to someone making an appointment - the line goes dead. By the time you get through all appointments gone! Improve procedure to get an appointment of your choice with the GP you want.
- Telephoning and seeing the doctor of your choice could be made easier.
- Attitude from younger staff on phone to patients and consideration of what's wrong.
- Please repair the brake on the wheelchair or please replace your wheelchair. I have asked several times.
- Very good.
- To improve the seat chairs to sit on.
- Understand more fully about the appointments available for specific doctors as I have been told a doctor is not here, when I in fact have an appointment with them and they are in.
- Change the 844 telephone number to a geographical number.
- I think you should have TV screen advertising the benefits the surgery offers. There's too many leaflets to pick up and read. Some people are embarrassed to pick them up.
- I've never had a problem with this doctor's service.
- To open on Saturdays and Sundays and Holidays so that patients do not need to go to A&E at the Royal and wait for hours to be seen.
- I have not seen my own doctor for quite a while.
- Receptionist staff are nice but seem confused about simple queries at times e.g. couldn't find a letter that my clinician sent in and couldn't explain why. Appointment system on premium rate number is outrageous!
- Dirty chairs. Please clean.
- More reviews of on-going health complaints. Require more than one slot of baby immunisations sessions, sessions for working parents would be very much appreciated.
- I think the phone number - it's not right to be charged for a Leicester number.
- Put toys back in waiting room for children.
- The only bad thing is getting an appointment is ringing in the morning. I've tried 30-40 times and you get to the last couple in line and you get cut off and it costs an arm and a leg to ring.
- Try to get you in with your requested doctor with your on-going illness with whomever has been following your illness.
- Being able to book appointments in advance.
- It's just the telephone, sometimes when it's down you should turn it off otherwise patients get annoyed.
- Stop using an 0844 number.
- The reception staff need to be aware of the difficulties of trying to access appointments and the fact that people do not always communicate very well. Not very accessible to employed people using the service.

## Your patient feedback

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## Comments about how the practice could improve

- Unable to see same doctor. Disabled parking unsatisfactory. All parking seems to be full, have to wait to park.
- Since moving to Merridale Medical Centre a few years ago me and my wife have found the staff, doctors and nurse practitioners fantastic and brilliant comparing to our last medical centre.
- More doctors' appointments, not to be rushed, doctors that stay, consider carers' needs for appointments at appropriate times. Clean the toilets and seating area is worn and dirty.
- Getting an appointment is a nightmare, it needs to be possible to book appointments in advance more easily.
- The availability to see a doctor should be more readily available. Receptionists should not ask what the problem is.
- Being able to book using automated service out of hours.
- Not turn patients away from appointments.
- So far, brilliant.
- Not at present but very happy with the professionals I see on a regular basis.
- More doctors.
- Waiting area to provide more comfy seats. Also to have more up to date magazines/leaflets/newspapers.
- Good.
- Change the phone number as costs too much when waiting for ages then told to ring back later as line's busy.
- I can never see an actual GP until today and I had to wait 4 days.
- Text messages to remind of appointments and when test results are in.
- The radio we find is too loud and no variety or necessary.
- Better improvement on being able to see doctor of choice.
- I can never get in touch by phone.
- Radio in reception too loud and intrusive and no magazines available.
- Making more availability to be able to see own doctor and not having to wait months! It is like a lottery draw, you can have an appointment if you ring during a certain time of day. If you miss the deadline you miss getting an appointment with the preferred doctor for another 2-3 weeks! Some of the staff do not listen and can be rude and not very helpful! Some make up rules as they go along!
- Have a local phone number with local rates.
- 0844 number to contact practice is not acceptable. Most people will contact with a mobile phone and need an STD number. There is no reason not to provide this.
- Less clinicians, more doctors. Seeing the same doctor regularly as used to be customary, especially with an on-going condition.
- Not have first come first served telephone appointments at 8 am. It's very hard to get through and get doctor's appointment.
- The only problem I find is when you phone up if you have picked the wrong option you cannot go back, you have to ring back. Also very hard to get through to the repeat prescription line.
- When phoning for visits/information, communication is poor and things are not followed through.
- Very good.
- Reception - too many 'don't do this and don't do that' notices. Not a warm welcome. It lets down the professional/friendliness of doctors.

## 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

- Great practice.
- I hate calling for appointments, sometimes I know I need to see a doctor but am forced to a clinician, then need to visit a second time. Typically I wait until I am really ill as I hate the stress of interacting with receptionist - this needs to change.
- Phoning at 8am, rather difficult to get through.
- This is a very good doctor.
- Employ more doctors. This doctor is the best thing to happen to this practice in many years. I have always classed this doctor as my doctor but in the last few years have only got to see this doctor twice, this is not good. We need to see a doctor who knows us. This is very important to patients.
- Better doctors.
- Doctors here are either very good or bad. To see doctor of your choice sooner. No 'computer says no' by reception staff. Telephoning in the morning earlier and later as it's just when you're organising children for school. People want to see a doctor when they ring not a clinician and half the time when you see one they say you need to see the doctor.
- The quality of the doctors I see in the day time is far superior to those I have seen at night time. After an appointment with another doctor my child was rushed to A&E and the steroids he had been prescribed were not suitable, said the hospital pharmacy. Would never see this doctor again.
- Need more people on switchboard to answer calls.

## 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

- As a patient I always try to be on time. But sometimes I have sat for over an hour before being called in (it should work both ways).
- She was brilliant!
- I'm very happy with my doctor. Excellent.
- Gets behind with appointments, but I don't mind waiting if I get time to be listened to.
- This doctor is excellent and always has been! Thank you.
- This doctor is excellent and I would recommend her to my friends/family. Having only seen her a handful of times, she still remembered me - excellent doctor/patient service.
- No need to improve. The doctor is very good. The way you are treated and looked after by this doctor is first class.
- No improvement needed.
- Excellent, lovely doctor.
- Excellent.
- Doctor is perfect.
- Amazing GP.
- The doctor is excellent.
- My doctor is very good.
- Absolutely brilliant.
- They're very good.
- I would always like to see a doctor not a practitioner, that's what a surgery is for.
- Very good.
- She is always approachable a really kind lady.
- She is excellent!
- Every excellence.
- Already excellent.
- I am always happy with this nurse, she is very good at explaining to me. I hope she does not leave. She is excellent nurse, she is as good as a doctor.
- She is very kind and caring.
- I feel the nurse practitioner service has improved in the last few years and my confidence with the service has also improved.
- Very professional and caring.
- Excellent doctor. Could not improve.
- So far doctors have been excellent to me and understand my situation which is great. With busy timetable, I don't know how best can my doctor is be seen when I need the most!
- The doctor is excellent.
- The doctor is excellent.

## 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

- Couldn't get appointment with particular doctor since October.
- Doctors are well knowledgeable although don't always look past 'text book' cases.
- Maintain the very good standard that she has provided for all these years with Merridale/Limeleigh.
- Although I said I sometimes had to wait this isn't a complaint because the doctor always gives me as much time as I need so I would expect the doctor to do the same for other patients. Excellent care!
- The doctor is great.
- The doctor is excellent, always very caring and helpful, only sorry cannot always get in to see him.
- The nurse practitioners are all very good and work to their best ability.
- They are 100%, very caring, understanding and considerate.
- She was impeccable.
- The nurse practitioner is very professional and does an excellent job.
- It is impossible to get to see an actual doctor. Only time I managed to get one was when I asked to see a nurse! This is not really good enough. I feel short changed by this. I'm sure it will come out that your service is very good whereas I'm quite dissatisfied.
- They are just fine and brilliant.
- Great. Thank you.
- Seen quicker.
- The GP I just saw was the first time we had met. The doctor was extremely helpful and re-assuring and explored further avenues later on if symptoms didn't improve.
- This was the first time I have seen this doctor and was very good.
- Would be great to be listened to about being referred to a specialist, rather than being told they can 'keep tabs' at this surgery. They don't.
- I was very satisfied on my visit to see this particular doctor. He is very well informed.
- He was very good.
- The doctor is a very caring person and best doctor we have seen to date. He is a calm person who listens to our concerns and tries to do his best for our son.
- Would like to see my registered doctor more often.
- This doctor was just excellent.
- Very satisfied.
- Excellent.
- Just to have more appointment times available.
- Two doctors have been very understanding, supportive and helpful in treating my daughter.

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 = 349

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	11	107	127	100	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (11 \times 25) + (107 \times 50) + (127 \times 75) + (100 \times 100)}{(349 - 4)} = 25,150/345$$

Your mean percentage score for Q1 = 73%

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	73	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 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

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



OFFICER 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"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

**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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<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"/>				

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

**Merridale Medical Centre**

5 Fullhurst Avenue  
Leicester  
LE3 1BL

**Practice List Size: 14000**

**Surveys Completed: 349**

has completed the

## **Improving Practice Questionnaire**

Completed on 23 February 2012



**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.