

Private and Confidential

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**Improving Practice Questionnaire
Report**

The Villa Medical Centre

February 2022





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21 February 2022

Dear Mrs Brennan

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

A guidance template for discussion of these local survey findings and an action plan have also been included which may help facilitate discussions with your patient reference group (PRG).

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

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection.

Please contact the office on 01392 927005 or reports@cfepsurveys.co.uk if you would like further information about your report.

Yours sincerely

CFEP UK Surveys Reports Team

IPQ Report: Contents

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IPQ Report: Introduction

About the IPQ

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

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

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

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

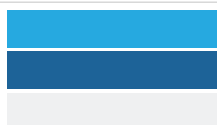
	Poor	Fair	Good	Very Good	Excellent	Blank/ spoilt
Q1 Opening hours satisfaction	0	10	47	66	61	3
Q2 Telephone access	30	46	47	36	24	4
Q3 Appointment satisfaction	3	4	34	62	83	1
Q4 See practitioner within 48hrs	15	24	37	41	58	12
Q5 See practitioner of choice	12	29	44	40	39	23
Q6 Speak to practitioner on phone	8	18	46	56	42	17
Q7 Comfort of waiting room	8	15	49	51	53	11
Q8 Waiting time	4	19	52	56	49	7
Q9 Satisfaction with visit	0	0	2	30	154	1
Q10 Warmth of greeting	0	0	5	25	155	2
Q11 Ability to listen	0	2	3	23	158	1
Q12 Explanations	0	0	4	26	155	2
Q13 Reassurance	0	0	6	34	147	0
Q14 Confidence in ability	0	0	2	27	157	1
Q15 Express concerns/fears	0	0	9	33	140	5
Q16 Respect shown	0	0	4	20	162	1
Q17 Time for visit	0	0	8	28	147	4
Q18 Consideration	0	1	9	24	147	6
Q19 Concern for patient	0	1	6	27	145	8
Q20 Self care	0	0	8	27	143	9
Q21 Recommendation	0	0	4	27	149	7
Q22 Reception staff	0	9	41	64	69	4
Q23 Respect for privacy/confidentiality	2	7	35	52	81	10
Q24 Information of services	2	14	28	56	73	14
Q25 Complaints/compliments	8	20	39	48	44	28
Q26 Illness prevention	2	14	44	51	55	21
Q27 Reminder systems	6	15	37	54	53	22
Q28 Second opinion / comp medicine	3	13	33	44	43	51

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 (%)*					
		Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile	Max
About the practice							
Q1 Opening hours satisfaction	74	68	44	64	68	73	92
Q2 Telephone access	47	61	21	51	62	71	97
Q3 Appointment satisfaction	79	68	36	63	68	74	96
Q4 See practitioner within 48hrs	65	60	24	52	60	68	98
Q5 See practitioner of choice	60	56	24	47	56	65	97
Q6 Speak to practitioner on phone	66	61	27	54	61	67	89
Q7 Comfort of waiting room	68	66	38	61	66	72	89
Q8 Waiting time	68	57	28	50	56	63	90
About the practitioner							
Q9 Satisfaction with visit	95	81	49	77	82	86	97
Q10 Warmth of greeting	95	83	49	79	83	87	98
Q11 Ability to listen	95	83	50	79	84	88	98
Q12 Explanations	95	82	51	78	82	87	98
Q13 Reassurance	94	80	50	76	81	86	97
Q14 Confidence in ability	96	83	51	79	84	88	98
Q15 Express concerns/fears	93	81	50	77	82	86	97
Q16 Respect shown	96	85	51	81	85	89	98
Q17 Time for visit	94	80	47	76	81	85	97
Q18 Consideration	94	80	50	75	80	85	96
Q19 Concern for patient	94	80	50	76	81	85	97
Q20 Self care	94	80	50	76	80	84	95
Q21 Recommendation	95	82	48	78	83	87	98
About the staff							
Q22 Reception staff	76	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	79	77	52	72	76	81	98
Q24 Information of services	77	73	47	69	73	78	95
Finally							
Q25 Complaints/compliments	66	67	41	62	67	72	91
Q26 Illness prevention	72	69	45	65	69	73	94
Q27 Reminder systems	70	69	43	63	69	73	93
Q28 Second opinion / comp medicine	70	68	43	63	68	72	92
Overall score	81	73	49	69	74	78	94



Your mean score for this question falls on or above the upper quartile

Your mean score for this question falls below the upper quartile and on or above the lower quartile

Your mean score for this question falls below the lower quartile

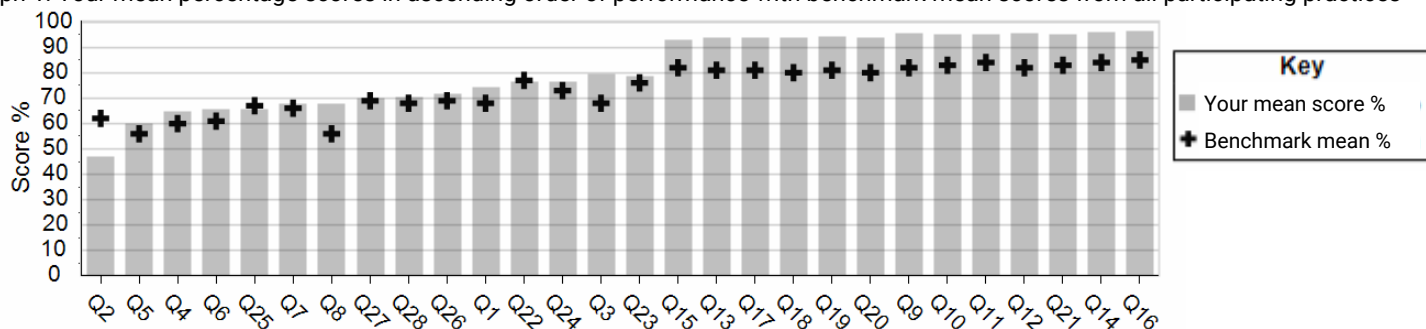
16148

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

Please note the reliability of your patient feedback will be reduced if less than 25 patient ratings per question is achieved. In the event that there are less than 5 valid patient ratings for any question, this 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

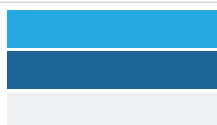


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Your patient feedback

Table 3: Your mean percentage scores and benchmarks by practice list size - (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile	Max
About the practice							
Q1 Opening hours satisfaction	74	67	49	64	68	71	84
Q2 Telephone access	47	60	23	52	61	68	85
Q3 Appointment satisfaction	79	68	40	63	69	73	86
Q4 See practitioner within 48hrs	65	60	30	52	60	67	87
Q5 See practitioner of choice	60	54	28	47	55	61	87
Q6 Speak to practitioner on phone	66	60	33	54	61	66	83
Q7 Comfort of waiting room	68	65	42	59	65	70	84
Q8 Waiting time	68	55	28	49	56	62	81
About the practitioner							
Q9 Satisfaction with visit	95	81	56	77	82	85	93
Q10 Warmth of greeting	95	83	57	80	83	87	94
Q11 Ability to listen	95	84	56	81	84	88	95
Q12 Explanations	95	82	56	79	83	86	93
Q13 Reassurance	94	81	57	77	82	85	95
Q14 Confidence in ability	96	83	59	80	84	88	95
Q15 Express concerns/fears	93	81	57	78	82	85	92
Q16 Respect shown	96	85	59	82	86	89	95
Q17 Time for visit	94	80	56	77	81	85	95
Q18 Consideration	94	80	57	76	81	84	92
Q19 Concern for patient	94	81	58	77	82	85	92
Q20 Self care	94	80	57	76	81	84	91
Q21 Recommendation	95	83	57	80	84	87	93
About the staff							
Q22 Reception staff	76	77	61	73	77	81	89
Q23 Respect for privacy/confidentiality	79	76	61	73	76	80	89
Q24 Information of services	77	73	47	69	73	77	87
Finally							
Q25 Complaints/compliments	66	66	47	63	66	71	84
Q26 Illness prevention	72	69	48	65	69	72	83
Q27 Reminder systems	70	68	50	63	68	72	83
Q28 Second opinion / comp medicine	70	67	49	63	68	71	85
Overall score	81	73	52	70	74	77	86



Your mean score for this question falls on or above the upper quartile

Your mean score for this question falls below the upper quartile and on or above the lower quartile

Your mean score for this question falls below the lower quartile

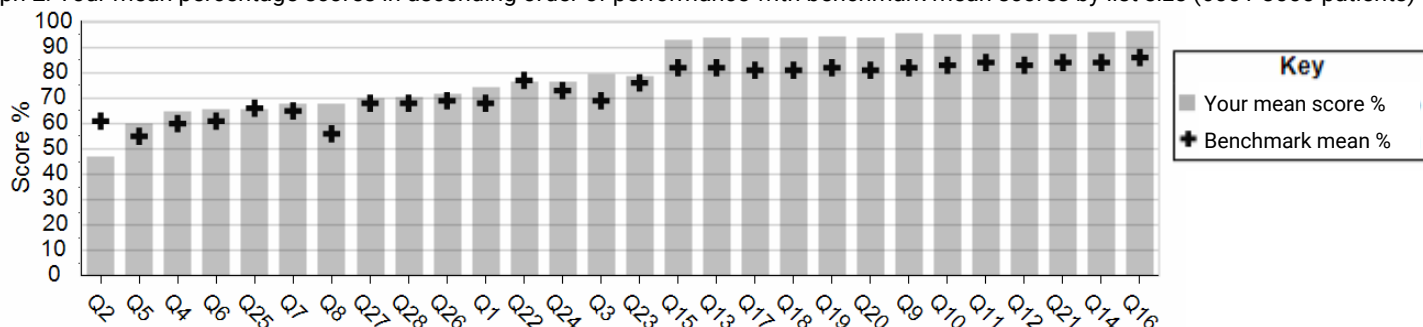
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*Benchmarks are based on data from 306 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 56,931 patient questionnaires.

Please note the reliability of your patient feedback will be reduced if less than 25 patient ratings per question is achieved. In the event that there are less than 5 valid patient ratings for any question, this score will not be illustrated.

Please 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 (6001-8000 patients)



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Your patient feedback

Table 4: Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

Number of responses	Your mean score (%)	Benchmark data (%)*					
		Benchmark mean score (%)	Min	Lower Quartile	Median	Upper Quartile	Max

Age

Under 25	11	78
25 - 59	72	83
60+	94	80
Blank	10	86

72	45	67	72	77	89
73	51	69	74	77	87
75	53	71	75	79	88
71	43	66	72	77	93

Gender

Female	121	82
Male	55	81
Blank	11	80

73	50	69	74	77	86
74	54	70	75	79	88
72	40	66	73	78	93

Visit usual practitioner

Yes	92	83
No	65	80
Blank	30	78

75	57	72	76	79	89
70	48	67	71	74	92
72	50	68	72	77	88

Years attending

Less than 5 years	21	81
5 - 10 years	32	83
More than 10 years	121	81
Blank	13	80

74	48	70	75	78	91
73	48	69	73	78	90
74	53	70	74	78	88
72	43	67	73	78	92

*Benchmarks are based on data from 306 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 56,931 patient questionnaires.

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 will be reduced if less than 25 patient responses per category is achieved. In the event that there are less than 5 valid patient responses in any category, this score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current Scores	March 2019	April 2018	March 2017
Q1 Opening hours satisfaction	74	75	72	71
Q2 Telephone access	47	53	55	54
Q3 Appointment satisfaction	79	68	68	63
Q4 See practitioner within 48hrs	65	56	53	50
Q5 See practitioner of choice	60	52	50	46
Q6 Speak to practitioner on phone	66	57	57	53
Q7 Comfort of waiting room	68	70	71	70
Q8 Waiting time	68	54	51	52
Q9 Satisfaction with visit	95	85	88	86
Q10 Warmth of greeting	95	90	91	88
Q11 Ability to listen	95	90	91	89
Q12 Explanations	95	89	90	88
Q13 Reassurance	94	88	89	87
Q14 Confidence in ability	96	90	91	89
Q15 Express concerns/fears	93	88	90	87
Q16 Respect shown	96	92	92	90
Q17 Time for visit	94	85	88	85
Q18 Consideration	94	88	87	85
Q19 Concern for patient	94	90	89	87
Q20 Self care	94	88	88	85
Q21 Recommendation	95	91	91	88
Q22 Reception staff	76	82	80	79
Q23 Respect for privacy/confidentiality	79	81	78	79
Q24 Information of services	77	76	74	75
Q25 Complaints/compliments	66	69	67	68
Q26 Illness prevention	72	73	73	68
Q27 Reminder systems	70	69	73	72
Q28 Second opinion / comp medicine	70	70	70	69
Overall score	81	77	77	75

*Dates in the table relate to the date on which your completed questionnaires were returned to the CFEP office.

Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

Any comments about how this practice could improve its service?

- One person on reception - lovely and helpful. The doctors are great too. It is difficult/a nuisance - online form.
- I can never find the right thing to choose on eConsult and end up filling other boxes in and having to say it is for something different. You have always called back promptly which is great.
- Generally appalling - it is impossible to get an appointment with a GP. Online consultations are not taken seriously - poor reception overall.
- It is far better when the system get back to normal.
- Very polite nice manner.
- Long delays on telephone.
- Make it more accessible for working people.
- To start taking over the phone appointments became trying to get a doctor to call you through the online after answering all questions is a pain because it always comes up call 111 or 999 so you always have to go back and change your answer just to go to the next step.
- Receptionists are often rude (one person more so). Should be "kind". I arrived to check in for appointment, asked who it was with so I said a nurse. Asked "what for?" It's none of their business and I don't wish to tell them and people behind I'm in there for a smear. Also need to sort booking system - eConsult doesn't cover everything - it needs an "other" section as fill in form then get told to ring. Should be able to ring back to book or book online.
- Remove the eConsult service for the older generation who would find it difficult. eConsult should be available to fill in even when out of hours.
- By seeing patients face to face and when suitable to the patient and reading the notes instead of questioning the patient like an inquisition!
- Too long waiting on the phone trying to get an appointment, ringing for 20 minutes plus before getting a person to answer it.
- Receptionists need to communicate better. Sometimes there has been confusion which is frustrating. E.g. confusion over blood tests and no one seemed to know how to get it sorted.
- The new eConsult system has been brilliant and is particularly useful when you need a non-urgent appointment as previously these were impossible to get!
- During COVID-19 the waiting outside situation. I understand, but I've seen elderly people standing in the cold and rain waiting to come in and I thought it was poor. Also still not allowed in chemist!
- Practice staff could be a bit helpful on phone depends on who you get and sometimes get mixed messages.
- Only with certain reception staff. One person rude and unfriendly, mainly everyone else is very good, but communication can be poor and frustrating.
- This visit was excellent. However we did have problems when my child was born here. If it was not for me chasing it up they would have not been resolved by the practice.
- Too many questions on the eConsult.
- Excellent all round.
- To be taken seriously when needing an appointment especially when symptoms worsen.
- eConsult is a waste of time.
- Can be difficult to get through via phone.
- Sort out the telephone answering (I tried on at least four occasions before I finally got through to make an appointment)!
- Not being able to see a doctor! It's the first time I have been able to get into the surgery in a very long time. I know there is COVID-19, but I have worked right through it, so it has been hard, but there were times I needed to see a doctor but couldn't.
- Chairs to be situated outside if that is the only place to await appointment. Concern about elderly unable to sit anywhere and also limited awareness of using the internet.
- I have been with this practice for many years and have always been treated well. In the last year especially. So I can't see any room for improvement.

Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

Any comments about how this practice could improve its service?

- Make booking appointments/getting advice more accessible to people who are not good on computers.
- Service excellent.
- No, very good.
- Less reliance on eConsults. More face to face appointment providing a more personal service (within COVID-19 restrictions).
- Contact by phone. Just let people get through without having to listen to the same COVID-19 information etc. Having to wait 20+ minutes for phone to be answered.
- Excellent service.
- Why are you not allowing patients into the waiting room, as other practices do? I accept we have a situation but surely the improvement due to vaccines, surely you can open the waiting area and not have patients outside? Very poor way of operating the practice.
- The only drawback is the length of time waiting to connect by telephone.
- Professional service.
- Takes too long before you actually speak to someone when telephoning.
- When you ring. Far too long waiting for reply.
- All good.
- Telephone line very poor. 20 minutes wait. Seeing doctor very poor. Have to go through much red tape.
- Urgent contact made with me following a report from NHS 111.
- Able to make appointments by telephone. Quicker response time on telephone.
- Can't understand why asked to wait in my car when there is an empty waiting room.
- Certainly not happy with the eConsult system. I have used it twice in the last couple of months and on both occasions, after answering all the questions, was told to contact the surgery! Consider it a complete waste of time and no help whatsoever!
- Excellent practice, caring and thorough doctors.
- Have used the eConsult a couple of times and find it a complete waste of time as after answering all the questions was told to phone the surgery! Should have been able to do this straightaway.
- Telephone waiting time when making a call. Access to GPs through reception could improve.
- I understand pressure of staff absences, etc., but poor answering of phones and access to appointments.
- Feel as though I cannot comment, as COVID-19 has taken away any of normal ongoing of services.
- Reduce the waiting time listening to the doctors information before speaking to the telephonist.
- All good. Thank you.
- Practice is excellent. No concerns at all.
- I am a new patient to this practice and up to now I have found excellent service provided to me and my husband. At this moment in time, there is nothing that I think can be improved on.
- We are very lucky to have this practice (all staff).
- Have a walk-in no appointment necessary at least once a week. Also have a practice nurse available for minor ailments which need antibiotics/dressing.
- Excellent, very professional, understanding, friendly and kind.
- Be able to order prescriptions at chemist. Some older people are not so good on internet or live too far to come to the surgery. Time waiting on phone is far too long.
- Less time waiting on phone. Prescriptions ordered by chemist.

Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

Any comments about how this practice could improve its service?

- I am concerned at how much has to now can only be done online. I hope this does not carry on after COVID-19. Must be very difficult for very elderly people!

Any comments about how the clinician could improve?

- Nothing to improve, always treated with care and understanding and always professional.
- Long waiting time to see the nurse, but understand we are in a very challenging time with COVID. It would be nice to see one within a week.
- This nurse was brilliant today - I really appreciate them actually listening and wanting to help me.
- They were simply perfect.
- My doctor does not need any improvements. They are amazing.
- That we could see doctors that we know.
- None, brilliant thank you.
- They were lovely and friendly.
- After helping myself and consulting with a chemist. As an adult I know when I need to see a doctor and I don't want the decision taken away from me.
- They are a lovely nurse and will go above and beyond to help and reassure everything for you.
- This doctor has only ever given an outstanding service, listening carefully to all of your concerns and reassuring when necessary. Thank you!
- They were lovely and very reassuring.
- This doctor is a life saver - literally, listens and truly cares.
- None, all brilliant GPs.
- No, they were wonderful and very friendly.
- No, they were very reassuring.
- No, nurse was friendly and approachable.
- No. Nurse is amazing as always they are great!
- No, this doctor has been exceptional towards my condition.
- The nurse was lovely. Would like to see them again.
- Nurse/or admin staff could ask, when they ring a patient with learning disabilities if they think extra time may be needed for the appointment (as communication/memory between persons, care staff may not be sufficient).
- No comment except to say that they were first class.
- No improvement needed, excellent.
- This doctor was excellent.
- None. Very good. Always listens.
- The doctor we saw today was excellent in every way, therefore we can't comment on any improvements.
- Face to face appointments. Online is OK for people who know how to use it.
- No, all good.
- Credit to their profession. First class.
- None as far as I am concerned.
- Not really. Dealt with my issues in depth and professionally.
- Excellent service.

Your patient comments

From the free text component of the questionnaire. All written patient comments have been included in their entirety but, to protect anonymity, all attempts have been made to remove details that could identify a specific patient or member of staff.

Any comments about how the clinician could improve?

- No improvements. The nurse made me feel so at ease at this first examination. Thank you so much!
- Excellent.
- Up to now they been excellent.
- Doctors are excellent.
- None whatsoever.
- Very happy with all the GPs at the practice.
- Feel as though I cannot comment, as COVID-19 has taken away any of normal ongoing of services.
- Fantastic consultation, no concerns at all.
- I have found this doctor to be very pleasant, helpful and extremely professional in my appointments them. Is very easy to approach and discuss things with.

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%. Non-rated responses (blank/spoilt) are not used in the score calculations. (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 the questionnaire was defaced).

Example from your Q1 Opening hours satisfaction Total number of responses = 187

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	0	10	47	66	61	3
Value assigned to each rating	0	25	50	75	100	n/a

(number of Poor ratings x 0) + (number of Fair ratings x 25) + (number of Good ratings x 50) + (number of Very Good ratings x 75) + (number of Excellent ratings x 100)

(total number of client responses - number of non rated responses)

=

(0 x 0) + (10 x 25) + (47 x 50) + (66 x 75) + (61 x 100)

(187 - 3)

=

13650

184

Your score for Q1 = 74%

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 and around which lies the middle 50% of the data.
 - Upper quartile, above which lies the top 25% of the data

Question	Your score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q1 Opening hours satisfaction	74	44	64	68	73	92

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*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

Page by page guide to report interpretation

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 will be 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 valid 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 so that you can compare your achieved scores against those of other practices with a similar number of patients. Evidence indicates that list size can have an effect on how practices perform in this survey, which is why we have provided you with this additional information.

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 data 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.

All written patient comments have been included in their entirety but, to protect patient anonymity, all attempts have been made to remove details that could identify a specific patient. 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



Example
Example

You can help this general practice improve its service

1. This practice would welcome your honest feedback
2. Please read and complete this survey after you have seen the doctor
3. 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.
4. 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 within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor 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 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 (whom you have just seen)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor'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'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'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 was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor 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 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 (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor'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'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 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 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 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.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

The Villa Medical Centre

1 Roman Road
Birkenhead
Prenton
Merseyside
CH43 3DB

Practice List Size: 6230

Surveys Completed: 187

has completed the

Improving Practice Questionnaire

Completed February 2022



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.