

Private and Confidential
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Improving Practice Questionnaire Report

Saltaire Medical Practice

December 2015



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Dear Mrs Darlington

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

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

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

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

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=188920>

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

Yours sincerely

CFEP UK Reports Team

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	7	33	160	187	116	8
Q2 Telephone access	8	71	138	158	126	10
Q3 Appointment satisfaction	7	43	128	168	157	8
Q4 See practitioner within 48hrs	29	95	135	125	104	23
Q5 See practitioner of choice	42	127	149	88	60	45
Q6 Speak to practitioner on phone	6	57	152	147	87	62
Q7 Comfort of waiting room	0	19	149	192	142	9
Q8 Waiting time	16	71	160	155	80	29
Q9 Satisfaction with visit	2	8	67	147	279	8
Q10 Warmth of greeting	1	3	54	148	297	8
Q11 Ability to listen	3	5	59	115	319	10
Q12 Explanations	2	5	56	129	307	12
Q13 Reassurance	3	8	58	137	292	13
Q14 Confidence in ability	2	8	57	129	305	10
Q15 Express concerns/fears	2	10	64	137	285	13
Q16 Respect shown	1	5	52	109	334	10
Q17 Time for visit	2	15	60	135	284	15
Q18 Consideration	3	9	68	137	255	39
Q19 Concern for patient	2	9	72	127	261	40
Q20 Self care	2	12	68	140	244	45
Q21 Recommendation	2	9	63	117	278	42
Q22 Reception staff	1	16	64	175	229	26
Q23 Respect for privacy/confidentiality	1	14	71	171	221	33
Q24 Information of services	3	19	97	156	194	42
Q25 Complaints/compliments	6	28	128	146	110	93
Q26 Illness prevention	0	26	132	162	131	60
Q27 Reminder systems	5	18	102	155	168	63
Q28 Second opinion / comp medicine	5	25	116	108	109	148

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

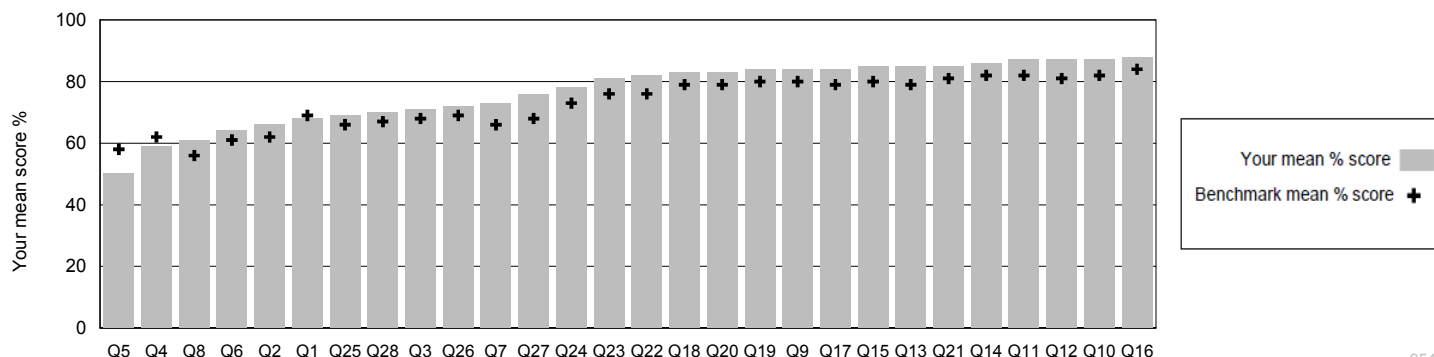
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	69	23	64	68	73	92
Q2 Telephone access	66	62	13	53	63	71	92
Q3 Appointment satisfaction	71	68	23	63	68	74	92
Q4 See practitioner within 48hrs	59	62	18	54	62	70	96
Q5 See practitioner of choice	50	58	22	48	57	65	95
Q6 Speak to practitioner on phone	64	61	25	54	61	67	92
Q7 Comfort of waiting room	73	66	27	60	66	71	90
Q8 Waiting time	61	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	84	80	41	76	81	85	97
Q10 Warmth of greeting	87	82	45	78	82	86	96
Q11 Ability to listen	87	82	46	78	83	87	97
Q12 Explanations	87	81	42	77	81	85	97
Q13 Reassurance	85	79	41	75	80	84	98
Q14 Confidence in ability	86	82	43	79	83	87	99
Q15 Express concerns/fears	85	80	45	76	81	85	96
Q16 Respect shown	88	84	49	80	85	88	98
Q17 Time for visit	84	79	38	75	80	84	96
Q18 Consideration	83	79	41	75	79	83	98
Q19 Concern for patient	84	80	43	76	80	84	97
Q20 Self care	83	79	38	75	79	83	97
Q21 Recommendation	85	81	41	78	82	86	99
About the staff							
Q22 Reception staff	82	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	81	76	43	72	76	80	96
Q24 Information of services	78	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	69	66	31	62	66	70	96
Q26 Illness prevention	72	69	34	64	68	72	96
Q27 Reminder systems	76	68	27	63	68	72	96
Q28 Second opinion / comp medicine	70	67	30	62	67	71	96
Overall score	77	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 (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	23	64	68	71	88
Q2 Telephone access	66	56	13	47	58	65	78
Q3 Appointment satisfaction	71	65	23	62	65	69	85
Q4 See practitioner within 48hrs	59	57	18	52	58	64	83
Q5 See practitioner of choice	50	49	22	44	48	55	84
Q6 Speak to practitioner on phone	64	57	25	52	57	63	85
Q7 Comfort of waiting room	73	64	27	60	65	69	86
Q8 Waiting time	61	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	84	80	41	76	81	84	91
Q10 Warmth of greeting	87	82	45	78	83	85	93
Q11 Ability to listen	87	82	46	79	83	87	94
Q12 Explanations	87	81	42	77	81	85	92
Q13 Reassurance	85	80	41	76	80	84	91
Q14 Confidence in ability	86	82	43	79	83	86	92
Q15 Express concerns/fears	85	80	45	77	81	84	91
Q16 Respect shown	88	84	56	81	85	88	93
Q17 Time for visit	84	79	38	75	80	83	91
Q18 Consideration	83	79	46	75	79	83	89
Q19 Concern for patient	84	80	46	76	80	84	90
Q20 Self care	83	78	38	75	79	83	89
Q21 Recommendation	85	81	41	78	82	86	91
About the staff							
Q22 Reception staff	82	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	81	73	43	70	73	76	90
Q24 Information of services	78	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	69	63	31	60	64	66	86
Q26 Illness prevention	72	66	34	63	66	69	86
Q27 Reminder systems	76	65	27	62	65	68	86
Q28 Second opinion / comp medicine	70	64	30	61	64	68	87
Overall score	77	71	35	68	72	75	87

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

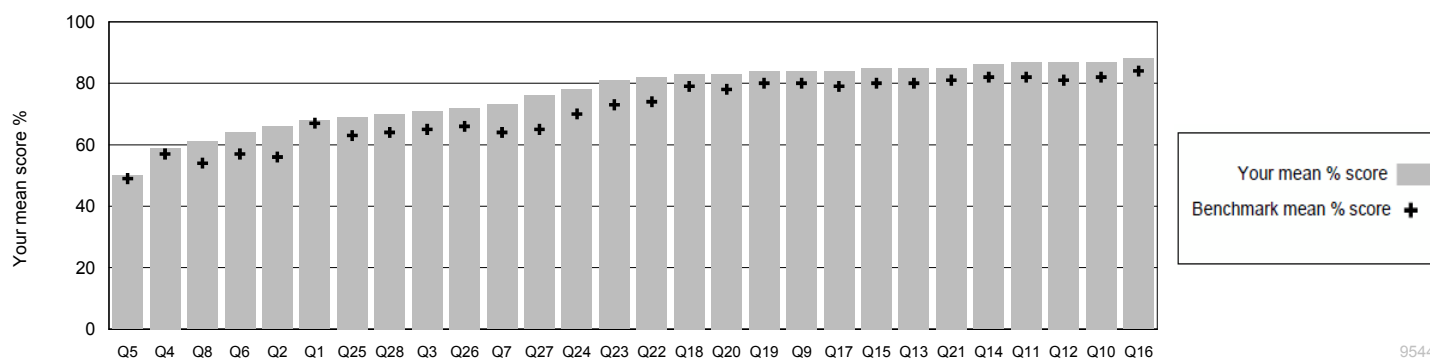
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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 (10001-12000 patients)



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Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	45	77	70	42	66	70	75	91
25 - 59	266	76	70	35	67	70	74	87
60 +	158	79	73	24	70	73	76	87
Blank	42	75	69	50	63	69	74	86
Gender								
Female	303	76	71	32	67	71	74	87
Male	158	79	73	45	69	73	77	88
Blank	50	76	69	49	65	69	74	89
Visit usual practitioner								
Yes	225	79	74	35	71	74	77	89
No	197	76	68	35	64	68	72	84
Blank	89	73	70	53	65	70	73	83
Years attending								
< 5 years	98	79	72	28	68	72	76	88
5 - 10 years	98	75	71	40	67	71	75	91
> 10 years	262	78	72	48	69	72	75	86
Blank	53	75	69	49	65	69	73	85

*Based on data from 103 practices carrying out 153 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	31/12/2013	05/12/2011	06/09/2010
Q1 Opening hours satisfaction	68	68	69	65
Q2 Telephone access	66	66	58	58
Q3 Appointment satisfaction	71	66	69	67
Q4 See practitioner within 48hrs	59	55	62	66
Q5 See practitioner of choice	50	46	48	52
Q6 Speak to practitioner on phone	64	63	64	64
Q7 Comfort of waiting room	73	75	71	72
Q8 Waiting time	61	60	57	57
Q9 Satisfaction with visit	84	84	84	82
Q10 Warmth of greeting	87	84	85	82
Q11 Ability to listen	87	86	86	84
Q12 Explanations	87	84	85	82
Q13 Reassurance	85	83	84	82
Q14 Confidence in ability	86	85	86	85
Q15 Express concerns/fears	85	85	84	83
Q16 Respect shown	88	87	89	87
Q17 Time for visit	84	82	85	82
Q18 Consideration	83	83	83	81
Q19 Concern for patient	84	83	84	83
Q20 Self care	83	81	83	81
Q21 Recommendation	85	83	87	83
Q22 Reception staff	82	79	77	79
Q23 Respect for privacy/confidentiality	81	80	76	79
Q24 Information of services	78	74	71	75
Q25 Complaints/compliments	69	66	64	66
Q26 Illness prevention	72	69	69	69
Q27 Reminder systems	76	72	66	66
Q28 Second opinion / comp medicine	70	67	67	69
Overall score	77	75	75	75

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?

- No sign to indicate how a complaint or compliment could be made.
- Possibly longer appointment times with the doctor.
- Fantastic doctors, brilliant staff.
- We are happy to be patients of this practice.
- For emergency appointments, in making extra time to see patients in need, in lots of cases parents are made to wait far too long before been seen when it's urgent.
- Repeat prescriptions - need to go back to you being able to ring up and request one. Not all people are able to attend the surgery. Appointment length not long enough - meaning longer waiting times.
- Waiting three minutes over appointment time. We have had to wait 20 minutes over the appointment time.
- It's just difficult to get an appointment with the GP.
- New patient - very good.
- Often toilet doesn't have hand soap when I have been with children.
- I think they should improve in waiting time we could be there 30 minutes to 40 minutes to see a doctor it's too long of waiting time. It shouldn't be more than 20 minutes wait.
- Because I needed two appointments on the same day. The receptionist was quite annoyed that the date she gave me I was on holiday I felt that I had to wait a long time for an appointment with the nurse. She said I should not go on holiday.
- To open on Saturday mornings.
- On odd occasions receptionists have been poor.
- More punctual appointment times.
- No complaints at all. The practice is doing a good job.
- Only comment is that the reception desk is open and conversations can be heard to people seated to the right of it.
- Staff member on today very good. Can't say that about some of them.
- There is sometimes info on the walls but there is not always time to read it. Sometimes, perhaps, info session about particular pertinent subjects could be presented perhaps at a Patient Participation Session.
- Possibility of shorter waiting time for appointments with chosen doctor would be great.
- The length of time to contact the surgery on the telephone.
- Excellent.
- I have been in this practice all my life. I have always found the care and help I have received excellent.
- As things stand this is a very good practice. One of the best I have attended.
- More nurses like two of the nurses. More doctors like one doctor.
- Some evening opening to help people who work full time or Saturday morning.
- I have brilliant care by the nurses I see.
- No privacy at the reception.
- Understanding of referral system to fertility treatment at Seacroft Hospital. General comment above, not about nurse specifically.

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?

- The push button to exit I feel is an area where germs could manifest. Advise a standard door or electric (sensor activated one).
- Not sure how this could be done, but there is little privacy at reception especially when giving personal information - if this could be improved?
- More welcoming reception staff.
- Overall, the environment, staff and practitioners are really good. However, a water cooler will be of benefit to the practice. Other than that it's all good.
- Don't know, tend not to come much.
- Sometimes it takes a very long time to get through on the phone, but I suppose it's because it's such a popular practice.
- Depends who is on reception as to what type of greeting you receive - one particular one who is very abrupt verging on rude - another one spends a lot of time gossiping on the phone to Saltaire Practice?
- Should be able to see my choice of doctor sooner rather than waiting six days for telephone appointment or seven/eight days for surgery appointment.
- Reduce the waiting time.
- Better opening hours. Trying to make an appointment on a Monday is appalling.
- Longer appointment times to prevent waiting/allow fuller discussion (but I know this is probably impossible).
- See more people at Cottingley.
- Have a direct external line. Have quicker appointments. By the time you get an appointment you're either dead or cured.
- Delighted with my medical help at this surgery.
- Could offer more out of hours appointments, e.g. more evening options for appointments, e.g. three days per week would enable patients who work full time to attend more flexible times.
- When an emergency appointment is needed I aren't comfortable with the call handler asking what's wrong with me and the attitude of them isn't very professional.
- Evening and weekend appointments would be good.
- None, fab.
- More doctors = more appointments, e.g. only Tuesday and no appointments available till the week after.
- I put a complaint in last year with one doctor I specifically asked for someone else to deal with this complaint. They called me (told me they shouldn't really be calling me) offered an apology letter (I refused) they sent one anyway - not happy with this at all, very unprofessional.
- What takes a service from good to great is consistency. The quality of service at this practice is consistently great.
- I have had an incident where a check up was not booked in properly, however, the practice apologised and sorted me out.
- The practice is always (99.9%) running late. Patient appointment slots should be made longer to avoid this - late again today!
- To be able to get through to Cottingley directly would be better. Would be better if we could see/be allocated to one doctor as they get to know you and your problems.
- Having a new born baby and needing a repeat prescription weekly, it makes life a little difficult walking up to the surgery weekly for prescription especially sometimes when the surgery is closed around lunch time some days.
- Evening consultations.

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?

- The reception staff are excellent, where you always hear complaints from other people about their own practice receptions, I always praise the reception staff at Saltaire and Cottingley who are helpful, non-judgemental and friendly.
- Felt rushed because the doctor was running late that's all.
- Needs to be more pram friendly, automatic door to consulting room 5,6,7,8 would be good.
- No, great practice, always helpful and friendly to deal with.
- I have no comments about how to improve. I live in Thornton and have chosen to stay in Cottingley surgery as I think it is very good.
- Better access to GP for acute problems.
- Very very happy with my continuous care at this practice.
- No - I think this is the best practice I've been registered at. Thank you.
- Availability of out of hours appointments for full time workers - need to book two weeks in advance!
- Later appointments on work days. Water dispenser in waiting room.
- Lovely friendly practice. Great deal of respect for all the doctors here.
- Takes a long time to get an appointment, have to wait.
- I don't think maternity patients should wait in the same area as people visiting the GP who might have infections diseases that are harmful for them.
- Longer opening hours, difficult to get an appointment first thing or evenings. Often booked up long in advance for doctors. Called a few weeks ago to get GP appointment. Couldn't see the GP I wanted for over two weeks, can rarely get an evening appointment and asked by reception "Is it an emergency to see a GP today" not usually an emergency but don't want to wait weeks to be seen.
- I like booking appointments and ordering prescriptions on my smart phone, rather than phoning or calling in. Also Saltaire pharmacy deliver my meds which is very convenient.
- Just waiting time is forever. Your appointment meant to be at 10am and you're still there at 10:15 and doctors running late as well. Looks bad on the practice.
- Go back to telephone repeat prescriptions. It is so inconvenient to have to travel in.
- Better service for repeat review medication.
- A previous doctor had been very patronising towards myself and not given me the opportunity to speak - showed very little care (a couldn't give a monkey's attitude). Maybe some buddying with this doctor would be best.
- Weekend appointments? Longer appointments? Waiting times for blood tests could be shorter.
- Weekend opening would improve service, but I've no cause to complain. I don't come often enough to know about second opinions never needed one as I have always trusted GPs judgement.
- No always excellent throughout!
- More doctor appointments at Cottingley available.
- This day and age is no improvement necessary.
- I have every confidence that I am getting the best possible care from the practice.
- Fine as it is. At this moment in time.
- Only by Sat AM surgery hours but I realise it would put too much strain on staff.

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?

- Sometimes receptionists are not welcoming. A smile with a greeting is essential!
- I think they do extremely well with the resources they have.
- Evenings for people who work.
- All staff are excellent.
- Getting appointments is the most difficult thing - obviously Saltaire serves a lot of people but definitely seems to have to run more stretched than other practices.
- 1) The time we now have to wait to get an appointment has escalated dramatically in recent months. Bad news.
2) The practice is not good at responding to suggestions for improvements.
3) A specific complaint...the systemonline service is not been used properly or well by the practice.
- Couldn't you have a sit and wait session for a while each day for patients who feel they can't wait days for a formal appointment.
- The appointment procedure is bad. It only caters for people regularly attending. No good for healthy people who become ill and need to see doctor quickly.
- Great service all through.
- The first appointment I was offered was eight days hence. I don't consider this acceptable?
- Early phone contact is extremely difficult.
- No need to complain about anything.
- With NHS constraints I think you do a marvellous job.
- My personal comment is the practice is would find it hard to improve on this/their record.
- Sometimes not possible to get prompt appointments.
- I have been with this practice for many years and have always been treated and looked after by the doctors and the practice staff.
- Possibly more male doctors.
- I did not respond to the ability to make complaints as I have never had to do so, nor have I ever needed a second opinion.
- The service is very good. I still miss the repeat prescription telephone service. I also had a problem a few months ago with the attitude of a receptionist who treated me with little respect and understanding of my reason for being 10 minutes late.
- I am happy with all aspects of the service.
- Quicker appointments. Tests back quicker.
- Make all patient records available online.
- I always arrive on time for appointments yet on average have to wait 20-40 minutes, e.g. today my appointment was for 5.20pm and when I booked in it said there were seven appointments before mine! I booked in at 5.18pm.
- Better cover at Cottingley in afternoons.
- When googling the practice it brings up the Cottingley practice.
- On the telephone the reception staff sometimes give the impression of efficiency to the point of abruptness. More warmth.
- Appointments for routine visits to be available sooner. Parking is an issue. Had to park in a residents bay as parking allocation for the surgery was insufficient.

Your patient feedback

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

Any comments about how this practice could improve its service?

- I haven't had to complain or felt the need to seek a second opinion. More GPs at Cottingley would be useful - one is not enough.
- None needed. Excellent service.
- This is my first visit to the practice and I am happy with the service.
- Kids/technology magazines.
- I struggle to comment on improvement to this excellent practice given all the challenges our health service face. Well done all.
- Online appointment booking via Saltaire Medical Centre website doesn't appear to be working/available - just opens an account login page.
- 48 hour appointments.
- I think that the service offered was very good. Have to use the electronic sign would be helpful. Two screens for notice to see doctor.
- Clarity in online booking system especially regarding appointment types.
- I think it's the best doctor surgery I ever had. Also a prayer room for all faiths would be excellent as British Muslims need to fit in prays during the day.
- Waiting room a bit cold.
- Male magazines!
- Do something about allowing all doctor appointments to be pre-booked. I rang at exactly 8.00am and was told that all appointments had been booked. Alternatives (Nurse Practitioner) were offered, but I feel that it is wrong to allow all appointments to be pre-booked.
- Phone is often engaged.
- No. I am a long standing patient and receive excellent, caring service. One doctor has been very helpful.
- Maybe some form of weekend surgery would be welcome by most patients.
- Improvements in phone access to arrange appointments etc would be an asset. Reception staff's manner does vary!
- I have and do always receive an excellent service from this practice, particularly from member of staff during my diabetic appointment. She is friendly, always informative about my tests/results etc. I feel that the practice does not need to improve.
- Unable to see monitor from side seats when surgery full.
- Annual MOT checking for those at least over 70 years!
- Highly satisfied.

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?

- The doctors do their best in every case in my opinion, but reception staff would help by trying at least to make extra appointments when needed, for example; a call back would be good if a cancellation came free.
- None excellent.
- I will not see this nurse for any procedures, i.e. ear syringing for my daughter or injection for her and myself as she is rough and in the case of ears - two days of discomfort afterwards - painful injections.
- No she is excellent.
- All good.
- Not today's doctor.
- This doctor is really excellent. She is caring and an excellent communicator. There is nothing I could suggest to improve the way she conducts herself as a doctor.
- Excellent.
- Thank you.
- No, she is brilliant.
- None - she was all round excellent.
- None, she was great!
- My doctor was understanding, caring, professional and really took the time to understand my problems. I don't feel any improvement is needed. First class.
- No. This doctor was brilliant as always.
- (If you are seeing one on a regular basis) to see the same doctor on a regular basis.
- No. This doctor seems an excellent doctor and I always book my appointments with her because of her kind, calm manner and the way she approaches health in an all-round way.
- Just be happy in her work, friendly and content with what she does.
- This doctor has been by GP for many years. Cannot fault her.
- Very good and understanding, great advice given.
- Absolutely lovely.
- Give help more to people with very serious problems. Take the time to listen to what's wrong with them. I do feel that some of the doctors could help more with depression.
- None, fab.
- All very lovely doctors never had any problems until seeing one doctor. Would recommend to anyone.
- None. The doctor is absolutely fantastic!
- One of the doctors (not this one) could improve his understanding towards patients rather than been sarcastic and quite rude. He simply doesn't care at all.
- Needs to be more considerate of patients - needs to follow same practice rules by each doctor.
- Not her fault if she was running late because of previous consultations with other patients. If I felt my condition merited staying longer I would have done so. I just felt a couple of more minutes to digest the information she gave me would have helped.
- Only if they had more time for appointments.

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?

- This doctor has been fantastic - very understanding of my personal situation. Took time to listen and explain. Involved me in decision making. Empowered me by giving verbal and written information. Lovely manner.
- She was perfect for my personality - sensitive and caring. Thank you.
- None - she was fantastic.
- Nurse didn't give her name but other than that she was excellent.
- Excellent attitude towards my eight year old girl, thorough check up and advice and guidance given.
- This doctor was kind and thorough. Good at explaining things to me.
- No very good indeed!
- She is a very professional, pleasant member of the team with little room for improvement.
- Cannot think of any.
- Both today's doctor and the one I see on a regular basis are excellent and have been since I came here first many years ago!
- No she is wonderful.
- This doctor is very competent. Her knowledge makes me feel so confident. She is always very polite and welcoming.
- No. She is first class as far as I am concerned.
- No. I have been very satisfied with the nurses and the taking of blood samples etc.
- This doctor is in a league of his own. Excellent attitude - gives patient confidence.
- Very nice treatment.
- My personal view on this doctor is the doctor is warm and professional. The doctor has the ability to put you at ease and allay your personal worries.
- Not necessary.
- None, very satisfied thank you.
- Keep up the good work.
- No. She was excellent.
- Can't improve. Excellent.
- Find a printer that works!
- No comments here as I found her to be excellent in listening and advising and diagnosing in my case.
- Very happy with this doctor.

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 = 511

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	7	33	160	187	116	8

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(7 \times 0) + (33 \times 25) + (160 \times 50) + (187 \times 75) + (116 \times 100)}{(511 - 8)} = 34,450/503$$

Your mean percentage score for Q1 = 68%

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	68

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

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 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

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.

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

Saltaire Medical Practice

Richmond Road
ShIPLEY
West Yorkshire
BD18 4RX

Practice List Size: 10600

Surveys Completed: 511

has completed the

Improving Practice Questionnaire

Completed December 2015



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.