

**Private and Confidential**

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# Improving Practice Questionnaire Report

Burnham & Berrow Medical Centre

March 2014



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03 March 2014

Dear Mrs Hale

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 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=167894>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

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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': 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	2	22	102	176	106	5
Q2 Telephone access	21	59	112	132	82	7
Q3 Appointment satisfaction	3	13	90	156	145	6
Q4 See practitioner within 48hrs	10	32	102	121	133	15
Q5 See practitioner of choice	17	55	103	114	100	24
Q6 Speak to practitioner on phone	7	21	103	130	137	15
Q7 Comfort of waiting room	0	21	116	147	125	4
Q8 Waiting time	5	41	123	136	101	7
Q9 Satisfaction with visit	0	2	40	99	267	5
Q10 Warmth of greeting	1	3	27	92	286	4
Q11 Ability to listen	1	6	22	81	299	4
Q12 Explanations	0	5	30	103	269	6
Q13 Reassurance	1	7	34	98	269	4
Q14 Confidence in ability	0	9	27	84	288	5
Q15 Express concerns/fears	1	8	35	99	260	10
Q16 Respect shown	1	2	21	85	300	4
Q17 Time for visit	1	10	34	99	261	8
Q18 Consideration	0	8	46	95	249	15
Q19 Concern for patient	0	8	42	96	252	15
Q20 Self care	0	6	46	109	229	23
Q21 Recommendation	0	6	40	84	264	19
Q22 Reception staff	1	9	50	143	190	20
Q23 Respect for privacy/confidentiality	1	9	67	131	182	23
Q24 Information of services	1	19	91	120	146	36
Q25 Complaints/compliments	4	22	109	119	87	72
Q26 Illness prevention	1	26	104	133	87	62
Q27 Reminder systems	5	28	121	111	87	61
Q28 Second opinion / comp medicine	3	21	103	92	92	102

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

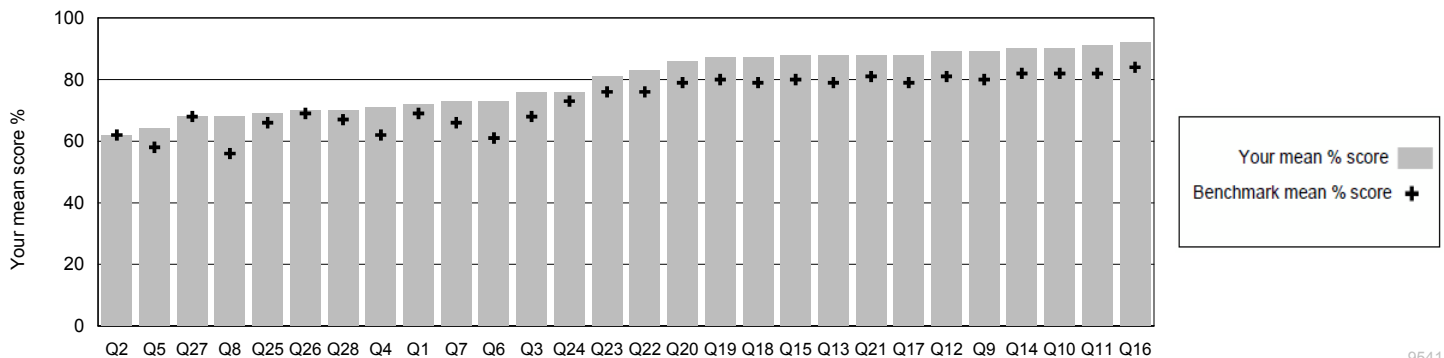
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	72	69	23	64	68	73	92
Q2 Telephone access	62	62	13	53	63	71	92
Q3 Appointment satisfaction	76	68	23	63	68	74	92
Q4 See practitioner within 48hrs	71	62	18	54	62	70	96
Q5 See practitioner of choice	64	58	22	48	57	65	95
Q6 Speak to practitioner on phone	73	61	25	54	61	67	92
Q7 Comfort of waiting room	73	66	27	60	66	71	90
Q8 Waiting time	68	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	89	80	41	76	81	85	97
Q10 Warmth of greeting	90	82	45	78	82	86	96
Q11 Ability to listen	91	82	46	78	83	87	97
Q12 Explanations	89	81	42	77	81	85	97
Q13 Reassurance	88	79	41	75	80	84	98
Q14 Confidence in ability	90	82	43	79	83	87	99
Q15 Express concerns/fears	88	80	45	76	81	85	96
Q16 Respect shown	92	84	49	80	85	88	98
Q17 Time for visit	88	79	38	75	80	84	96
Q18 Consideration	87	79	41	75	79	83	98
Q19 Concern for patient	87	80	43	76	80	84	97
Q20 Self care	86	79	38	75	79	83	97
Q21 Recommendation	88	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	83	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	81	76	43	72	76	80	96
Q24 Information of services	76	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	69	66	31	62	66	70	96
Q26 Illness prevention	70	69	34	64	68	72	96
Q27 Reminder systems	68	68	27	63	68	72	96
Q28 Second opinion / comp medicine	70	67	30	62	67	71	96
Overall score	80	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

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\*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



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## 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	72	67	45	64	67	71	78
Q2 Telephone access	62	53	15	46	52	60	77
Q3 Appointment satisfaction	76	64	33	60	64	69	81
Q4 See practitioner within 48hrs	71	56	23	50	56	63	80
Q5 See practitioner of choice	64	48	22	41	48	55	83
Q6 Speak to practitioner on phone	73	57	31	51	57	63	76
Q7 Comfort of waiting room	73	62	47	57	63	68	83
Q8 Waiting time	68	53	28	49	53	58	74
<b>About the practitioner</b>							
Q9 Satisfaction with visit	89	80	60	76	80	84	94
Q10 Warmth of greeting	90	81	62	78	81	85	95
Q11 Ability to listen	91	82	65	78	82	86	96
Q12 Explanations	89	80	63	76	81	85	95
Q13 Reassurance	88	79	61	75	80	83	94
Q14 Confidence in ability	90	82	65	79	83	86	95
Q15 Express concerns/fears	88	80	62	76	80	84	94
Q16 Respect shown	92	84	68	80	84	87	95
Q17 Time for visit	88	78	59	74	79	83	93
Q18 Consideration	87	78	59	74	78	82	92
Q19 Concern for patient	87	79	60	75	79	83	93
Q20 Self care	86	78	61	74	78	82	92
Q21 Recommendation	88	81	60	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	83	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	81	72	51	69	72	76	83
Q24 Information of services	76	68	45	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	69	62	34	58	62	66	76
Q26 Illness prevention	70	65	42	62	65	68	79
Q27 Reminder systems	68	64	38	60	64	68	80
Q28 Second opinion / comp medicine	70	63	42	60	63	67	77
Overall score	80	70	48	67	70	74	86

Your mean score for this question falls in the highest 25% of all means  
 Your mean score for this question falls in the middle 50% of all means  
 Your mean score for this question falls in the lowest 25% of all means

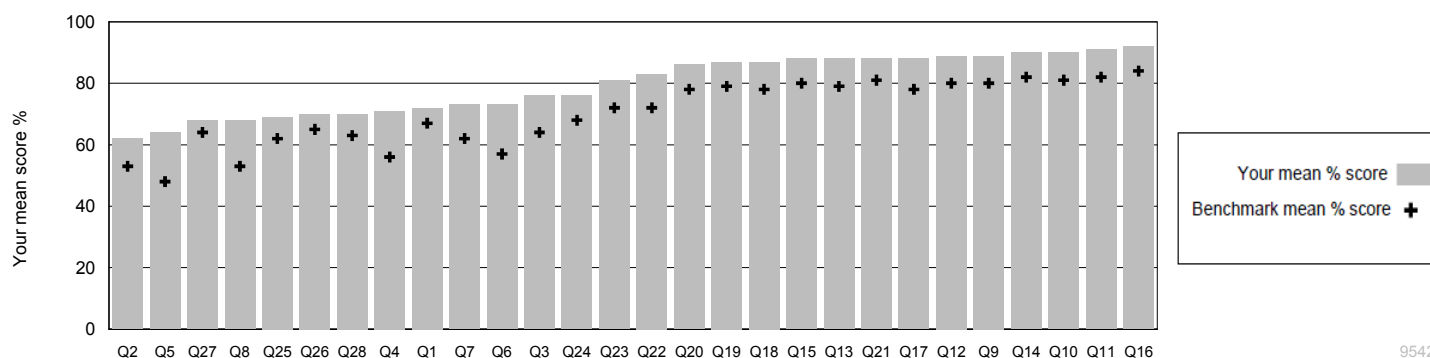
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\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (>12000 patients)



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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 (>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	20	78	69	50	65	70	74	83
25 - 59	147	80	70	47	66	70	74	87
60 +	211	81	72	50	69	72	75	85
Blank	35	75	69	51	64	69	74	89
<b>Gender</b>								
Female	220	81	70	48	67	70	74	86
Male	154	79	72	49	68	72	75	84
Blank	39	77	69	49	65	69	74	85
<b>Visit usual practitioner</b>								
Yes	221	82	73	53	70	73	76	86
No	133	77	68	44	64	68	72	84
Blank	59	78	69	47	65	69	74	86
<b>Years attending</b>								
< 5 years	103	80	71	47	67	72	74	88
5 - 10 years	59	81	70	47	66	71	75	86
> 10 years	214	80	71	49	67	71	75	85
Blank	37	76	69	50	64	69	73	85

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

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

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

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

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## 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?

- Allow you to order prescription over the phone.
- More seating in waiting room.
- It takes a long time to see the doctor. I called on Thursday, my appointment was on Wednesday. I was very tempted to go to A&E. Dog gets to the vet a lot faster.
- None.
- Keep on track as is now.
- Not having to telephone for a consultation when you really need to see a doctor and not having to phone from work and speaking over the phone in front of your work people when it's something personal.
- Very good no changes needed.
- To confirm a person's name when making appointments. More than three times I have been confused with another female of the same birth date. Once I waited and missed an appointment as I was booked in as someone else.
- This is excellent customer satisfaction.
- Links with hospital need improving.
- More chairs with arms for handicapped.
- Car park
- The BP machine is a bit public!
- Greeting with a smile at reception would be nice!
- My husband and I are very pleased with the services we both receive.
- Ok as is.
- If more appointments could be at the Love Lane practice. Not easy to get to Berrow unless you have car.
- Access to a doctor after 5:00pm on a Friday and 8:30 on Monday would be comforting and ease any worry.
- Prefer Burnham surgery - Berrow too far.
- Can't always get through on telephone, when you can appointments the gone.
- Parking poor both at Burnham and Berrow.
- More access at weekends in emergency.
- More time.
- Getting through on the phone in the morning is very difficult.
- Turn off the tinny radio in reception. It does not cover what is being said at reception (Berrow surgery).
- I have attended Burnham Medical Centre for over 20 years. I have always found everyone polite and as helpful as possible. I do sometimes feel for some of the reception staff as some people seem to be so rude to them. To me they are brilliant.
- More later surgeries as I work out of the area.
- So far I don't have comments I'm satisfied on the practices being imposed.
- More time for patients would improve the overall quality of consultations.
- Better appointment system.

## 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?

- Staff do show respect but neither surgery receptions lend themselves to any degree of privacy.
- So far so good, can't think of anything needed improvements.
- A drinks machine would be handy for any unscheduled long waits.
- Needs to link to community services that could assist wider health outcomes and work together.
- Couldn't see a practice booklet. Cold in the waiting room.
- Reception staff at Berrow not as friendly as Burnham. I tried to join patient participation group, got no response. Poor support for preventative care. I am obese and have not got help losing weight.
- Very good, doctor I had seen was very understanding, was easy to talk to.
- Shouldn't close over lunchtime. Staff should stagger their lunch breaks.
- More telephone lines. Unnecessary message at beginning of calls.
- On previous occasion a second opinion was sought, but felt that I was made to feel that this should not have been done.
- Should provide some privacy at reception.
- Easier to get through on phone.
- Ability to order repeat prescriptions is poor. Too many times ordered via website only to turn up (at appropriate time!) and not done. No confidence in system. No acknowledgement that actioned!
- Don't really know about these.
- Excellent practice.
- With the doctor I saw today it was all good. Previously I have had diagnosis over the phone which I do not like.
- Nothing to improve.
- I do have a lot of health issues but I have never felt I was a burden by any of the doctors I have seen or any of the staff I have spoken to.
- Taking things into info order very happy with service given.
- Excellent.
- None - I think the doctor and other staff handle today's pressure very well.
- Difficulty in seeing hypertension nurses, had to take GP's appointment.
- More than satisfied at this moment in time.
- Clock. Notice board not on windows!! List of doctors on duty.
- Very happy with the service.
- All staff are always as helpful as possible, especially bearing in mind the enormous pressure in today's climate.
- Never had to make a complaint.
- Best I been to.
- Always found a high level of support whenever needed.
- None at all.
- Sometimes liaison with Berrow practice lacking. Otherwise good.

## 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?

- Would love to be able to phone and book an appointment straight away instead of speaking to a doctor first.
- Sometimes test results are slow to return causing unnecessary anxiety. Other than this, near perfect.
- No, it's extremely good!
- The new waiting facilities and parking are a welcome improvement to an excellent facility.
- Surgery opening hours should be extended to Saturday and Sunday and open for visitors at lunch times.
- Computers working.
- Acknowledgement when entering and waiting at reception would have been appreciated.
- Receptionists could be more understanding and follow up on patient's requirements when they say they will. Also medical needs should be referred to doctors, receptionists do try to deal with issues they are not (or seem unable) qualified to judge.
- All good.
- Very good this time, although there have been concerns before - most notably when booking appointments over the phone (phone reception staff) and the Berrow pharmacy.
- Excellent.
- I feel as though I was pre-judged and boxed off because of addiction issues. It would have been nice to be treated as an individual although in the end the doctor was helpful in prescribing appropriate medication to aid detox.
- Music in waiting area.
- More privacy for the blood pressure tester, not even a screen there now.
- Very good.
- Reception told me that I didn't have diabetes following fasting blood test - this turned out to be incorrect.
- I think it's doing the best it can. There is no perfect solution to any situation. You always have to look for the best way forward in a changing world.
- The information on the screen was sometimes too small to read from the seating area.
- Weekend opening.
- I prefer Berrow over Burnham, it seems to be a much more relaxed atmosphere.

## 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?

- No, excellent bedside manner. Kind and caring.
- Once I saw the doctor matters were sorted out quickly.
- This doctor was really lovely, she always helps me and feel better when I have spoken to her.
- No.
- The doctor I've seen today was excellent but some doctors are not the same to speak to.
- This doctor is one of the nicest most approachable doctors I have seen for a long while. Long may they remain.
- No improvement necessary. I have complete faith in them. They are very helpful and understanding and respectful of my situation.
- He is great thank you.
- None.
- None, she was very good as always.
- I have the highest regard and utmost faith in this doctor.
- Very satisfied.
- None whatsoever.
- More time.
- My doctor is very caring and listens, carefully, to me. I have been very impressed with their caring attitude.
- Always excellent support thank you.
- He couldn't. Very friendly, polite, personable, not distant.
- I don't believe that she could improve. She has been kind, considerate and caring to myself and all my family on every visit we have made over the past 20 years. To my mind she is the perfect compassionate doctor we all wish for.
- He can't improve, he is a marvellous doctor.
- My GP couldn't possibly improve. He is by far the best GP I have ever had. In a single year he has improved my lifestyle and future for the better! Go doctor!
- Nothing to improve on.
- Another doctor - I felt on previous experience rude and like an inconvenience. This doctor - couldn't recommend more!
- She is very caring - would not wish to see another doctor. She always gives you time and is very professional.
- She was great - only positive comments as above.
- Later opening times. Maybe Saturday mornings as well.
- There is no way this doctor could improve, they are very considerate and make me feel as if I 'matter'!
- One of the best.
- No, he was very caring, clear in explanations and sympathetic.
- No, today the doctors visit was very important to me. The doctor whom I have known for a long time has always extended every kindness and help to me. Well done.
- None at all.

## 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?

- None - excellent.
- Doctor needs more time for patient visits to surgery.
- None.
- No improvements required. Excellent doctor.
- He has saved my life at least once, what more could I ask?
- Very good man.
- He is already good - explains everything very well indeed.
- None whatsoever.
- My doctor I have no comments. Very nice person.
- None.
- No, the doctor has looked after me for many years, very well indeed. I am sorry he is due to retire.
- None - keep up the fantastic work.
- I feel the appointments fail to allow the doctor sufficient consultation time with their patients.
- No - exemplary service as ever by this doctor. Extremely good at what he does, always a pleasure to talk to.
- None. 10 out of 10. Excellent.
- Doctor a little less judgemental and not so aggressive in his manner. This was an initial meeting. Today we were both able to own our pre judgements and I found him to be very understanding and helpful.
- Only by providing more doctors and help required by them.
- Very good.
- I have no complaints with any of them.
- Very satisfactory. No complaints.

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 = 413

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	22	102	176	106	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (22 \times 25) + (102 \times 50) + (176 \times 75) + (106 \times 100)}{(413 - 5)} = 29,450/408$$

Your mean percentage score for Q1 = 72%

### 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	72

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

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\*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

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



### About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

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

# *Certificate of Completion*

This is to certify that

**Burnham & Berrow Medical Centre**

Love Lane  
Burnham-on-Sea  
Somerset  
TA8 1EU

**Practice List Size: 15715**

**Surveys Completed: 413**

has completed the

## Improving Practice Questionnaire

Completed on 03 March 2014



**Michael Greco**  
Director



Thank you to all patients who participated in this survey.  
By letting the practice know your views, positive changes can be made for the benefit of all patients.