

Private and Confidential
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Improving Practice Questionnaire Report

Hampstead Group Practice

November 2012



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30 November 2012

Dear Miss Canagasuriam

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=139795>

Please contact the office on 0845 5197493 or reports@cfep.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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	10	90	170	141	3
Q2 Telephone access	16	54	124	116	87	17
Q3 Appointment satisfaction	7	22	97	144	134	10
Q4 See practitioner within 48hrs	21	58	97	103	103	32
Q5 See practitioner of choice	33	81	110	87	70	33
Q6 Speak to practitioner on phone	5	31	126	106	103	43
Q7 Comfort of waiting room	4	48	152	133	69	8
Q8 Waiting time	12	68	144	119	65	6
Q9 Satisfaction with visit	0	3	34	95	280	2
Q10 Warmth of greeting	0	3	26	96	289	0
Q11 Ability to listen	0	2	25	96	287	4
Q12 Explanations	0	2	34	109	265	4
Q13 Reassurance	1	5	42	107	256	3
Q14 Confidence in ability	0	4	29	114	262	5
Q15 Express concerns/fears	0	3	38	115	250	8
Q16 Respect shown	0	3	21	96	293	1
Q17 Time for visit	0	7	54	109	242	2
Q18 Consideration	0	4	48	122	225	15
Q19 Concern for patient	1	4	39	124	238	8
Q20 Self care	0	3	43	125	226	17
Q21 Recommendation	0	4	27	110	262	11
Q22 Reception staff	4	30	118	144	107	11
Q23 Respect for privacy/confidentiality	0	26	100	150	114	24
Q24 Information of services	4	21	117	135	112	25
Q25 Complaints/compliments	5	29	108	125	80	67
Q26 Illness prevention	3	28	113	130	95	45
Q27 Reminder systems	1	23	120	118	110	42
Q28 Second opinion / comp medicine	5	26	94	93	77	119

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

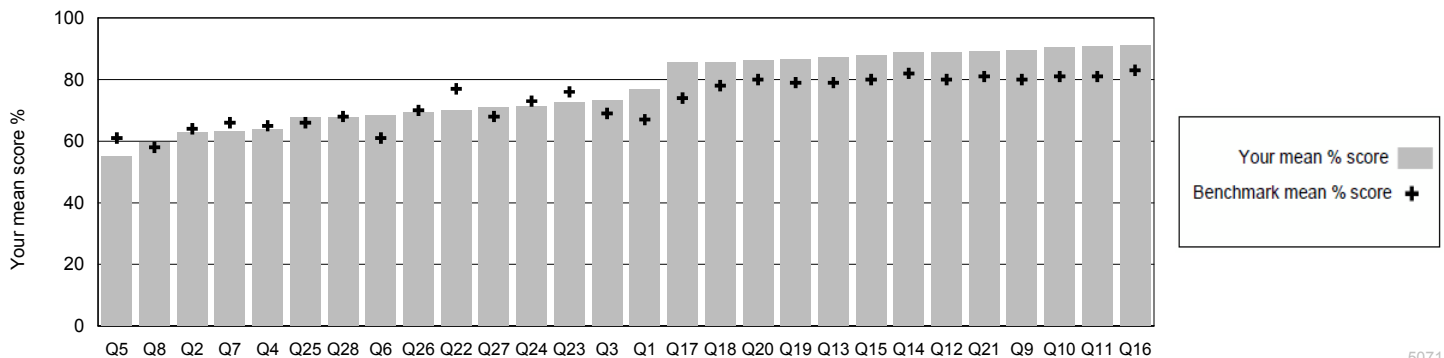
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	77	67	44	62	66	71	99
Q2 Telephone access	63	64	24	56	64	72	99
Q3 Appointment satisfaction	73	69	37	64	69	74	99
Q4 See practitioner within 48hrs	64	65	25	57	65	72	99
Q5 See practitioner of choice	55	61	24	53	60	69	99
Q6 Speak to practitioner on phone	68	61	31	54	61	67	99
Q7 Comfort of waiting room	63	66	31	61	66	72	100
Q8 Waiting time	60	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	90	80	49	76	80	84	99
Q10 Warmth of greeting	91	81	50	78	82	86	99
Q11 Ability to listen	91	81	50	78	82	86	100
Q12 Explanations	89	80	49	77	81	84	100
Q13 Reassurance	87	79	49	75	79	83	100
Q14 Confidence in ability	89	82	50	79	83	86	100
Q15 Express concerns/fears	88	80	50	76	80	84	100
Q16 Respect shown	91	83	50	80	84	88	100
Q17 Time for visit	86	74	46	70	74	79	100
Q18 Consideration	86	78	48	74	78	82	100
Q19 Concern for patient	87	79	48	75	79	83	100
Q20 Self care	86	80	51	78	81	85	99
Q21 Recommendation	89	81	46	77	81	85	100
About the staff							
Q22 Reception staff	70	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	73	76	45	72	76	80	100
Q24 Information of services	71	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	68	66	42	62	66	71	100
Q26 Illness prevention	69	70	46	66	69	73	100
Q27 Reminder systems	71	68	43	63	67	72	99
Q28 Second opinion / comp medicine	68	68	44	63	67	72	99
Overall score	77	73	46	69	73	77	100

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

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* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



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Your patient feedback

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

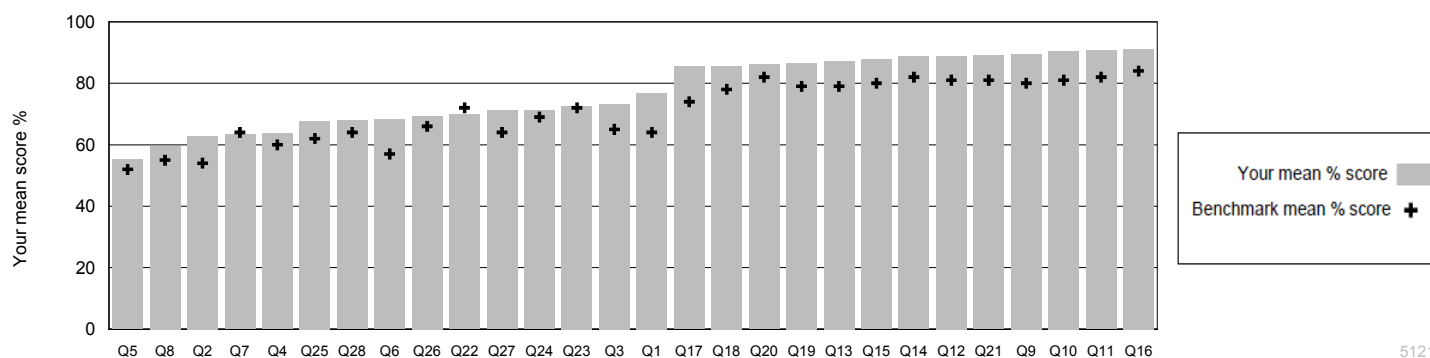
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	77	64	52	60	65	68	79
Q2 Telephone access	63	54	27	47	55	61	81
Q3 Appointment satisfaction	73	65	43	60	66	69	81
Q4 See practitioner within 48hrs	64	60	29	53	60	66	82
Q5 See practitioner of choice	55	52	25	45	51	59	85
Q6 Speak to practitioner on phone	68	57	31	51	57	63	81
Q7 Comfort of waiting room	63	64	42	59	64	69	85
Q8 Waiting time	60	55	35	50	55	59	77
About the practitioner							
Q9 Satisfaction with visit	90	80	67	76	80	84	94
Q10 Warmth of greeting	91	81	69	78	81	85	95
Q11 Ability to listen	91	82	69	79	82	86	95
Q12 Explanations	89	81	67	77	81	84	94
Q13 Reassurance	87	79	66	76	80	82	93
Q14 Confidence in ability	89	82	70	79	83	85	95
Q15 Express concerns/fears	88	80	67	77	80	83	95
Q16 Respect shown	91	84	73	81	84	87	96
Q17 Time for visit	86	74	59	70	73	77	93
Q18 Consideration	86	78	64	75	78	81	92
Q19 Concern for patient	87	79	66	76	79	83	93
Q20 Self care	86	82	71	79	82	85	92
Q21 Recommendation	89	81	66	78	81	84	95
About the staff							
Q22 Reception staff	70	72	58	69	72	75	87
Q23 Respect for privacy/confidentiality	73	72	58	68	72	75	87
Q24 Information of services	71	69	56	65	69	72	84
Finally							
Q25 Complaints/compliments	68	62	49	58	63	66	80
Q26 Illness prevention	69	66	54	63	66	69	85
Q27 Reminder systems	71	64	51	60	64	67	84
Q28 Second opinion / comp medicine	68	64	51	61	64	67	83
Overall score	77	71	57	67	71	74	84

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 269 practices surveyed between April 2008 and February 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

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



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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
Age								
Under 25	23	81	69	52	65	69	73	89
25 - 59	222	76	69	56	66	70	72	84
60 +	146	79	73	58	70	73	76	87
Blank	23	81	69	47	64	69	73	90
Gender								
Female	254	76	70	56	67	70	73	84
Male	137	80	72	58	68	72	75	85
Blank	23	81	69	50	65	69	73	87
Visit usual practitioner								
Yes	213	79	73	59	70	73	76	85
No	149	75	67	52	63	67	70	85
Blank	52	81	69	52	65	69	73	86
Years attending								
< 5 years	122	77	71	56	67	71	74	87
5 - 10 years	78	75	70	55	66	70	73	86
> 10 years	185	79	71	55	68	71	74	85
Blank	29	81	69	51	64	69	74	92

* Based on data from 269 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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

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

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

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	24/08/2012	11/11/2011	11/08/2008	13/09/2007
Q1 Opening hours satisfaction	77	69	67	61
Q2 Telephone access	63	55	57	50
Q3 Appointment satisfaction	73	60	68	69
Q4 See practitioner within 48hrs	64	53	64	53
Q5 See practitioner of choice	55	45	49	41
Q6 Speak to practitioner on phone	68	63	65	55
Q7 Comfort of waiting room	63	61	62	65
Q8 Waiting time	60	50	56	59
Q9 Satisfaction with visit	90	76	86	76
Q10 Warmth of greeting	91	78	88	75
Q11 Ability to listen	91	79	88	75
Q12 Explanations	89	76	87	72
Q13 Reassurance	87	75	85	73
Q14 Confidence in ability	89	79	86	72
Q15 Express concerns/fears	88	76	86	74
Q16 Respect shown	91	81	89	80
Q17 Time for visit	86	74	78	69
Q18 Consideration	86	74	83	72
Q19 Concern for patient	87	75	85	75
Q20 Self care	86	75	--	--
Q21 Recommendation	89	78	86	74
Q22 Reception staff	70	68	66	69
Q23 Respect for privacy/confidentiality	73	71	69	69
Q24 Information of services	71	66	67	70
Q25 Complaints/compliments	68	60	63	62
Q26 Illness prevention	69	62	69	68
Q27 Reminder systems	71	64	66	61
Q28 Second opinion / comp medicine	68	63	66	69
Overall score	77	68	74	67

-- no data available, question introduced in October 2009.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

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

Comments about how the practice could improve

- I am very happy.
- In my experience this practice is as good as they come.
- Reception staff need to be warm.
- The doctors are fantastic. Occasionally I find the amount of time in making an appointment frustrating, both on the phone and the flexibility of when I can book an appointment. Often I have had to wait 2 weeks and book at an inconvenient time to be seen.
- Good. Thank you.
- Generally staff are very good. Nurse appointments for vaccine are hard to acquire. Personal experience excellent overall but sister is often not seen same day.
- Online booking system does not work properly.
- Better/faster access for treatment at the hospital for integrated medicine. Thank you!
- The telephone service could be improved - possibly need more back-up staff to man the telephone.
- Extended opening hours on Saturday for drop-in patients. Also, it would be useful to be able to collect prescriptions vitally important for those patients who have no time during the week. A fast phone connection to the reception desk without the lengthy, frustrating menu options would be much appreciated.
- The quality of front reception staffs service varies a great degree - some are good, some are terrible.
- A suggestions/comments box - anonymous. A link with GPs and psychiatry currently the link is very weak.
- Most reception staff are very welcoming. There is, however, one member who can be very abrupt and rude. I, luckily, do not attend very often so I am not sure if that person is still here. The biggest improvement would be the ability to see one own doctor at shorter notice than at the moment.
- Not in my eyes!
- No comment as it is perfect.
- More same day appointments.
- This practice looks professional, friendly and clean. You feel comfortable to come to this practice to be treated.
- Online appointments/availability checker.
- Everyone is very helpful.
- Sometimes find reception a bit disorganised. A couple of times I have been asked to take a seat and then after half an hour or more have asked what the delay is, only to be told I wasn't on the system or the person I was supposed to see isn't in the building!
- It has improved greatly in the past two years.
- The practice is excellent in every way.
- Not taking too long answering calls and one receptionist asking personal questions between them and the patients, it's between the doctors and patients, not discussing the reason at reception desk.
- The reception staff could be a little friendlier.
- More choice for appointments online.
- Television, even quiet TV. More magazines. Up to date. Reading the same message 20 minutes a bit grating.
- I am a new patient and have not had too many contacts with the GP.
- There are two people behind the desk some days and they are very rude.

Your patient feedback

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

Comments about how the practice could improve

- No faults found.
- Nothing comes to mind.
- This is one of the best practices I've been to (and I've been to a few!).
- All good.
- It would be helpful if the phone could be answered by a person rather than a computer. It sometimes takes a long time to make an appointment on the phone.
- The waiting time for an appointment is too long.
- The receptionist team (not all) could be more friendly and patient, I had been treated in a rude manner by staff once and that impression stayed with me for long time, work with public is not easy but they still have to treat people with consideration and good manners, is your jobs.
- The receptionists can be horrible and they ask questions, very loudly. They are sarcastic and impatient.
- Baby changing is really bad, because toilet and baby changing together.
- This practice has improved 100% for me by knowing the online system - I can see availability and book immediately. It also very soon for repeat prescriptions.
- When a patient needs help because he or she have had a loss and shock to their personal life. Have one doctor help - stick with one doctor - going to a different one each time can be confusing to both and not get the proper medicine and help you need.
- I have sometimes thought it would be nice to be able to see a doctor of my choice who knows me more quickly - Otherwise I am a very satisfied patient.
- The reception staff should be more friendly and understanding towards patients.
- Reception could be friendlier. Screen where your name comes up you can't hear or notice it. Better water drinking facilities and toilets need redoing.
- Seems fine.
- I always had a good experience with this practice.
- Review waiting area.
- I have no complaints whatsoever. The staff always manage to try and fit you in, even when you haven't a pre-booked appointment.
- The practice is excellent and needs only a little improvement in phone service.
- Just a note about the toilets, they need a deeper cleaning.
- My experience at this practice is very enjoyable when I need to go. I don't think it needs to improve.
- The front desk at busy times needs to calm down, some receptionists seem stressed out within busy time slots.
- Appointments booked with same doctor rather than seeing different are each time.
- A bit more info re waiting times while patients are in the waiting room would be useful (to avoid having to bother the receptionist).
- Perhaps long wait on phone for the test results can be improved.
- Receptionists (some) could be better.
- Repeat prescriptions could be ordered over the phone. More receptionists to answer phones!
- More magazines needed in waiting area. This surgery, it's doctors and nurses are outstanding, sympathetic and excellent overall. I moved here from a bad practice and have been happy with it ever since.

Your patient feedback

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

Comments about how the practice could improve

- All GP's at this practice are very good.
- I have a lot of health problems at the moment in different area. My doctor was very informative about my concerns and explained very clearly about operation and also I felt very much more confident about my health.
- Amazing practice - always helped me.
- Easier to get through on telephone, needs to be improved and own choice of GP.
- I think the NHS is fantastic. Double check appointment booking. Had problems with one member of reception staff but everyone else is fantastic and I believe everyone is doing a great job.
- Should be more flexible on appointments with regular doctor, always have to wait 3-4 weeks to see the same doctor.
- More communication between reception and the nurse if a patient has been waiting for a long time, to establish what the delay is.
- More magazines in waiting area.
- I find the practice continues to make improvement and more with the change of time - well done!
- Waiting too long at reception.
- Show involvement in research findings for invisible long term chronic illness specific to patient. More enthusiasm.
- There remains the difficulty when one is working full time of getting an early i.e. 24-48 hours appointment and one that fits with working schedule - time off is not given from work and also with doctor of choice.
- Greater opportunity to see the doctors of your choice.
- More information should be available about the practice in readily accessible leaflets at the counter. Perhaps when booking appointments or collecting prescriptions or registering.
- I don't see any ways that it could be improved within reason - except once I had a problem with repeat medication and my prescription (recorded as signed) had been lost, so I had to buy 1 pill for a night before the next appointments.
- Please give more privacy when talking to the receptionist because other patients stand too close and listen to personal details. Could you paint a square on the floor like the ATM for privacy?
- I am more than satisfied, after many years the practice has improved and the services are great. The reception staff are always great.
- Very happy overall.
- Difficulty in making an appointment in advance. Told to ring at a specific time on the day even though I was not an emergency - not offered any other days the following week. Very confusing system.
- It's a great practice. Best in the world.
- The person answering the phone at 8:00am sounded bored, unhappy and annoyed by my phone call, even though she did take the message and passed it on - efficient but very unpleasant.
- Appointments need to be on time. Sometimes you have to sit for a long time, but I don't understand that some people are more in need of doctors help.
- Young children should always be given priority.
- More nurses available for early and late appointments - can wait weeks for one.
- Someone other than a receptionist for the results line. Although this probably would be impossible!
- Sometimes getting an appointment with a specific doctor, when the doctor has not booked the appointment following consultation is difficult - maximum wait just over a week. Booking can be difficult with shift work. I have benefitted from telephone consultation and follow on following day appointment.

Your patient feedback

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

Comments about how the practice could improve

- I did not receive a letter about the flu jab. I would like to be able to see the same doctor more often and without a long wait for an appointment.
- Nicer waiting area.
- I've been very pleased with the practice so far only once did I experience long waiting times. Opening hours are really convenient.
- Am completely satisfied - an extremely well run practice.
- Happy with everything.
- My only concerns is that it is difficult to see the doctor of my choice i.e. who knows me the best. But I believe the doctors here are superb.
- Perfect.
- Perfect in every way.
- Good.
- I think this is an excellent practice so I have no suggestions.
- I am very please with the level of service offered at this practice. Overall the reception staff are very kind and helpful. Occasionally reception can feel a bit stressed and this affects the welcome at the surgery. I have always found doctors kind and respectful and I really appreciate the call back service which I use when my son is ill - this really makes a difference and I would strongly recommend continuing this service. Maybe the waiting room could be brightened up and the beads on the play table look a bit grubby (I hope they get cleaned). Thank you for a good level of service.
- Personally I find it delivers a very good service.
- The telephone system is appalling. I rang on Friday at 4:30pm and hung on for 10 minutes, then the surgery put the phone down. Disgraceful. This morning got the same voice saying "experiencing lots of calls" etc. after 6 minutes when I was about to ring off - I got through. Thank god. Then my appointment was 11:00am - I was seen at 11:45 - Poor.
- Emailing result.
- Yes repeat prescriptions are a nightmare to obtain. Boots now agree the setup to order on internet never works.
- No complaints whatsoever.
- The waiting room can be improved with child focused toys/books/materials.
- My GP deserves a gold medal for the care I have received from them as a senior citizen. I regard the present service of the practice is one of the best if not the best and the level should be kept up.
- There were problems with attitude of a receptionist but that no longer is a problem.
- Provide information on any specialties doctors have.
- I've been extremely happy with it through many years.
- Making same day appointments is a problem.
- Making an appointment is often different given the lack of telephone operators. Suggest online system for appointments, results, repeat prescriptions.
- Make certain that all foreign health tourists pay their bills!?
- Very satisfied with the service.
- Better phone answering services and better basic manners on the front desk. Keep to time.

Your patient feedback

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

Comments about how the practice could improve

- Please allow booking by email or online.
- The telephone service was very bad yesterday. I could not get through from 9am to about 2pm. I wonder why. I would have loved to see the doctor yesterday when my condition was very bad.
- Excellent service.
- An extra telephone line for making appointments.
- Make the repeat prescription service easier and more up to date - email or computerised or text? It would save time and resources.
- There are often very large queues at reception, most of the people just booking in. It would be a good idea if some of the volunteers could man the self service booking in computer and show people carrying into the surgery how to use it so as people queuing for other reasons don't face a long wait.
- Improve response in answering the telephone.
- Faster pick up of phone calls please.
- No improvement needed, an excellent practice.
- Always had very good or excellent treatment here.
- My main and only complaint about the practice is that one of the receptionists can be very panicky which means that she can sometimes be unhelpful and unable to deal calmly with a situation (e.g. the computer system failing which happened at a previous appointment).
- No, not really. I think it is a very good practice.
- Sooner appointments.
- Been registered with this service since my previous GP retired. Service staff have been without exception extremely helpful and able on the few occasions I've had to visit.
- Allowing to email doctor directly by email (there is a message box when requesting medication etc.) but no response! This would probably have drawbacks! Toilets tend to smell. Waiting area is drab. Double system is confusing (calling in person and screen).
- Always been good.
- No, it's an excellent practice.
- Telephone contact is better than before but could still be better. I am deaf so best way for practice to contact me is by email or SMS text.
- I never feel confident about an appointment with my selected doctor at a reasonable time length - sometimes have to wait 3 weeks for date. Review date (annual) needs classification - never sure of month - a review reminder would be useful - one month beforehand.
- Provision of bike racks.
- Keep up the excellent hard job.
- I can't think of any. The receptionists, nurses and doctors do a great job in very difficult times.
- I am very happy with this practice but time management can be poor sometimes.
- Very satisfactory at present time.
- Everything is fine.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- Everything was fine.
- I am happy with the doctor.
- She is very professional and friendly. One of the best I've ever seen!
- The nurses at this surgery are excellent caring kind understanding. This is what we need here and luckily we have that. Please don't change this fantastic nurse.
- Amazing I felt totally at ease. He listened to concerns. Lovely manner. Very helpful what you want when you see a doctor.
- Very good doctor! Thank you!
- She is excellent.
- They were efficient and assumed I knew what to do before a procedure - I've had the treatment elsewhere before.
- To all doctors - more information given to patients if necessary, about their referrals, management etc.
- None whatsoever, she is perfect.
- The service was very good.
- None - excellent, professional and friendly. Able to make me comfortable even while discussing/consulting embarrassing topics and checks.
- Really excellent service.
- The doctor was excellent.
- He is perfect.
- None, he was fab. Staff generally excellent this visit.
- No, she was lovely!
- Very pleased, no faults found.
- I was pleased about how I was given the opportunity for a flu jab above and beyond what I come in for and the doctor treating me did a thorough assessment of my medication.
- I'm perfectly satisfied.
- I think the doctors are extremely good.
- I have been so impressed by the time, care and consideration given by all the doctors I have seen who have all gone out of their way to look at the complete picture which has made me feel very confident that I am receiving the best care possible. Particularly one doctor who has given time above and beyond. The best medical care I have ever received from all my past experiences of practices.
- None - all good.
- No improvement needed, excellent nurse!
- Doctor was excellent!
- No she's a star!
- She was lovely.
- She was very good.
- Doctors are very good. Only thing is we are getting lots of new doctors, therefore I don't always get to see our usual known doctors.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- No - really lovely!
- She is a wonderful doctor, very thoughtful and caring.
- All the doctors I have ever seen at this practice have always been considerate and helpful and make you feel at ease.
- Not necessary.
- Most doctors here at this practice are excellent we are very lucky.
- No, she was great.
- Very good - Thank you.
- Nice.
- None - he was great.
- Two of the nurses (including this one) have been outstanding and have often gone beyond the call of duty.
- Doctor listened very well to recommend physio or exercise class.
- This is the best doctor I've have seen. He is always very kind, caring, helpful, knowledgeable, professional, capable. He is excellent in every aspect required for a best doctor, including warmth, kindness, ability, knowledgeable, patience, fair, respect and professional experience.
- She was very nice.
- No, I am very happy with my doctor.
- No is fantastic.
- Find research results for chronic invisible illnesses.
- This doctor has been incredibly understanding, supportive in all areas, always providing info, keeping me on top of healthcare outside the practice, and helping my partner also.
- My doctor is excellent.
- I have to make special commendation for this doctor, I couldn't have coped with my health all these years without her concern and professionalism.
- Nurse is very professional and respectful and has a lovely manner. I have also seen this nurse numerous times with my young child and have been extremely impressed and reassured after seeing her.
- This doctor in my opinion is one of the best I feel cared for and I have trust in him. I think we are lucky at this practice to have him. I hope the practice looks after him and they stay with our area doctors.
- She was brilliant!
- I have found the doctors - face to face and via phone consultation to be very approachable.
- Doctor is very good and has been very thorough in dealing with my blood pressure. I have no particular comments on how to improve.
- I have complete faith in my doctor.
- Happy with everything.
- Perfect.
- Good.
- I felt very reassured by her help for my son.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- The doctor is very friendly and treated me well, so I would say no.
- None at all - she was extremely helpful.
- I am fully satisfied with the service and care.
- Doctor is very professional with their job.
- This doctor is one of the best GPs that I have known for the past 50 years - If not the best just like the two GPs I had before him. My GP does not need any more improvement as I would award him a gold medal or a Nobel prize.
- Happy with him as he is.
- Tell patients something about their background and training. Why did they become doctors?
- She is wonderful.
- Excellent.
- Nurse is delightful, efficient, well-organised and very nice.
- Doing a very good job.
- Doctor has taken care of me for the last few years and I could not be more pleased with the service they have provided me. She knows who I am, she knows my medical history, her advice is always excellent and, almost more importantly than anything else, she provides continuity of care.
- No the doctor is excellent, with a kind and compassionate manner. Thank you.
- The surgery is a very busy one, I think the doctors do the best they can but it would be nice if you could see your regular doctor when you need to, but I realise this is not that easy. But at least you can talk to a doctor at any time.
- My doctor is very caring, listens and I think always advises me well.
- This doctor is very friendly, kind and reassuring. No improvement needed.
- This doctor is outstanding!
- No suggestions at all. The doctor was/is excellent.
- I found them knowledgeable, friendly, thorough as their fellow GP's also have been on previous visits.
- Always been good.
- Doctor is outstanding but so, in my experience, are all the doctors here.
- No, he is excellent.
- I am very happy.
- All satisfactory.
- Fantastic doctor, we try and see her each time we need to come. Very good treatment of whole family.
- If my regular doctor is due for retirement, would be useful to know well beforehand to consider replacement/preferred option for the future,
- Already almost perfect.
- Thank you for the care and hard work. I am most grateful.
- I cannot thank or praise the doctors enough for their kindness and help they have shown me. A special thanks to three doctors (including this one).
- Most of the doctors are very helpful at this practice.

Your patient feedback

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

Comments about how the doctor/nurse could improve

- Very good.

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 = 414

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	10	90	170	141	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (10 \times 25) + (90 \times 50) + (170 \times 75) + (141 \times 100)}{(414 - 3)} = 31,600/411$$

Your mean percentage score for Q1 = 77%

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	77

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	62	66	71	99

5071

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

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



Org ID Survey ID Practitioner ID	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

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

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

About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<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"/>

SAMPLE ONLY
PLEASE DO NOT COPY

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"/>

**SAMPLE ONLY
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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

Hampstead Group Practice

75 Fleet Road
London
NW3 2QU

Practice List Size: 12517

Surveys Completed: 414

has completed the

Improving Practice Questionnaire

Completed on 30 November 2012



Michael Greco
Director



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