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# **Improving Practice Questionnaire Report**

Hampstead Group Practice

January 2012



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06 January 2012

Dear Miss Canagasuriam

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your survey resulted in the return of 331 paper IPQs and 12 online IPQs. The 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).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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

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

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

Yours sincerely



Helen Powell  
Survey Manager

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Sample questionnaire
Guidance template for discussion of local survey findings and action plan
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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
Q1 Opening hours satisfaction	3	25	105	124	79	7
Q2 Telephone access	26	54	114	98	34	17
Q3 Appointment satisfaction	20	47	102	106	58	10
Q4 See practitioner within 48hrs	41	62	91	69	58	22
Q5 See practitioner of choice	47	85	98	51	31	31
Q6 Speak to practitioner on phone	11	35	114	82	68	33
Q7 Comfort of waiting room	6	43	127	111	44	12
Q8 Waiting time	18	89	131	60	32	13
Q9 Satisfaction with visit	3	17	64	116	117	26
Q10 Warmth of greeting	0	13	68	108	131	23
Q11 Ability to listen	3	16	61	89	148	26
Q12 Explanations	0	24	66	99	130	24
Q13 Reassurance	3	20	70	104	121	25
Q14 Confidence in ability	2	15	57	98	146	25
Q15 Express concerns/fears	1	19	69	99	129	26
Q16 Respect shown	0	13	52	92	157	29
Q17 Time for visit	4	25	78	80	130	26
Q18 Consideration	1	18	67	87	94	76
Q19 Concern for patient	2	15	73	77	106	70
Q20 Self care	0	11	77	76	103	76
Q21 Recommendation	3	13	56	79	119	73
Q22 Reception staff	6	29	82	95	78	53
Q23 Respect shown	2	17	91	91	84	58
Q24 Information of services	7	32	86	85	67	66
Q25 Complaints/compliments	9	27	111	75	36	85
Q26 Illness prevention	5	27	110	75	45	81
Q27 Reminder systems	7	30	93	78	59	76
Q28 Second opinion / comp medicine	7	22	78	62	41	133

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

## Your patient feedback

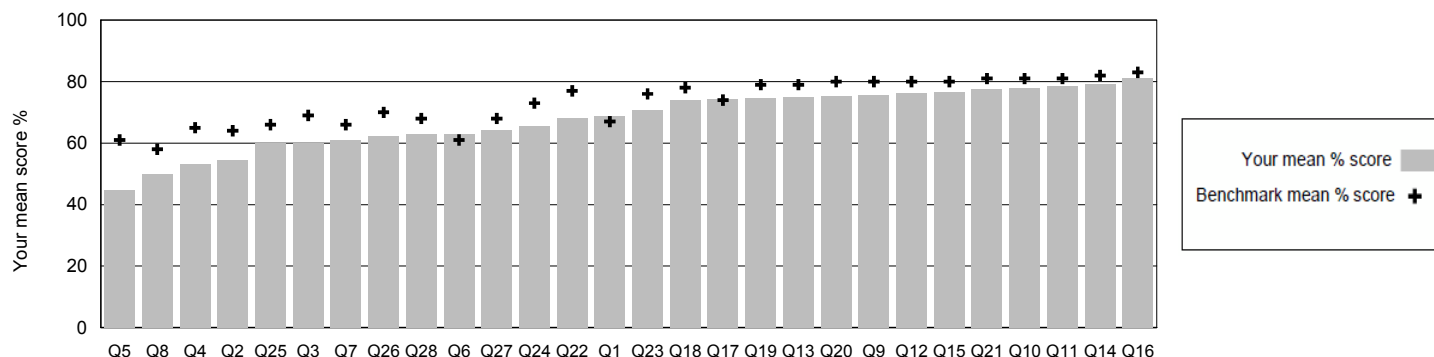
Table 2: Your mean percentage scores and benchmarks from all participating practices

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

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

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



## Your patient feedback

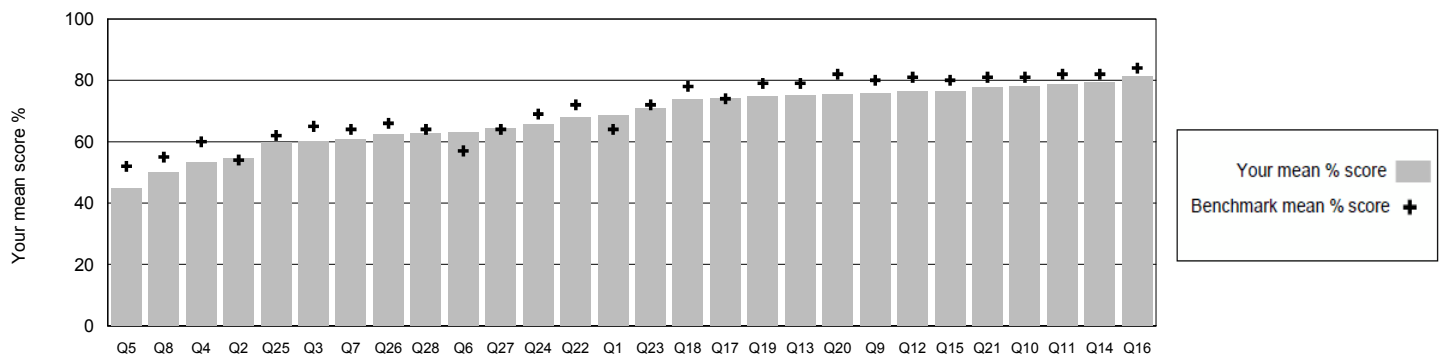
Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

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

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

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





## Your patient feedback

Table 4: Your patient demographics

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

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

### Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	27	72	69	52	65	69	73	89
25 - 59	188	68	69	56	66	70	72	84
60 +	67	69	73	58	70	73	76	87
Blank	61	64	69	47	64	69	73	90

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	202	67	70	56	67	70	73	84
Male	73	72	72	58	68	72	75	85
Blank	68	64	69	50	65	69	73	87

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	106	70	73	59	70	73	76	85
No	138	67	67	52	63	67	70	85
Blank	99	67	69	52	65	69	73	86

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	117	69	71	56	67	71	74	87
5 - 10 years	55	65	70	55	66	70	73	86
> 10 years	95	70	71	55	68	71	74	85
Blank	76	65	69	51	64	69	74	92

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

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

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

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

## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	11/11/2011	11/08/2008	13/09/2007	07/08/2006
Q1 Opening hours satisfaction	69	68	61	70
Q2 Telephone access	55	60	50	54
Q3 Appointment satisfaction	60	70	69	70
Q4 See practitioner within 48hrs	53	70	53	66
Q5 See practitioner of choice	45	53	41	52
Q6 Speak to practitioner on phone	63	69	55	63
Q7 Comfort of waiting room	61	63	65	58
Q8 Waiting time	50	62	59	56
Q9 Satisfaction with visit	76	91	76	91
Q10 Warmth of greeting	78	92	75	92
Q11 Ability to listen	79	91	75	92
Q12 Explanations	76	90	72	91
Q13 Reassurance	75	89	73	89
Q14 Confidence in ability	79	90	72	91
Q15 Express concerns/fears	76	89	74	89
Q16 Respect shown	81	92	80	93
Q17 Time for visit	74	83	69	83
Q18 Consideration	74	87	72	88
Q19 Concern for patient	75	88	75	89
Q20 Self care	75	--	--	--
Q21 Recommendation	78	89	74	92
Q22 Reception staff	68	68	69	68
Q23 Respect shown	71	69	69	71
Q24 Information of services	66	68	70	69
Q25 Complaints/compliments	60	67	62	65
Q26 Illness prevention	62	71	68	72
Q27 Reminder systems	64	67	61	66
Q28 Second opinion / comp medicine	63	70	69	67
Overall score	68	75	67	74

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

\*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

- Increase medical staff to relieve doctors, they are clearly overworked despite maintaining excellent patient care.
- May I suggest that patients need to be aware that long conversations on their mobile phones can be upsetting to others waiting. Also can you ask patients for suggestions on how to cut down missed appointments.
- Some members of the reception have a manner which appears uncaring. I don't know how they can be helped to improve.
- Repeat prescriptions cannot be requested over the phone, only in person, online or fax. These methods may not be suitable for some people.
- Better telephone management. Lack of appointment times are a problem if you have a job/studying as they always seem to be during 9am-5pm and not often given evening appointments. Evening opening hours.
- Occasional problems with prescriptions not being put in the correct box for pharmacy's collection, otherwise very satisfied with visits, phone calls, etc.
- More polite reception staff. A phone call from reception staff to tell that appointment was cancelled and repeat prescription can't be issued without having a review with GP first.
- Toilets are not particularly clean and on occasions only one was working. Not easy to talk privately to receptionist.
- Availability of appointments, although I understand the NHS is overstretched, so while this would be preferable, I doubt it's practical.
- All excellent.
- Telephone, at times a very long time before being connected to a receptionist.
- Receptionists who do not know one, could/should be encouraged to use one's name before one's date of birth. I know the system works on date of birth but it is just common courtesy to treat one as a human being, and that involves names.
- Making a bit more effort to inform when regular doctors change, but not a big issue. Everyone very helpful and supportive.
- Improve telephone answering - frequently can't get through. Change emergency time - or add in more emergency time?
- I am very impressed with the service!
- Yes, the doctor I've seen has saved my life, if it was not for the doctor I wouldn't be here now.
- I would like patient mobile phones to be switched off while in the waiting room.
- Difficult to get an appointment outside of normal working hours, had to wait 2 weeks.
- Not sure how, but maybe have a designated doctor for each patient if everything else is equal. However, if that cuts across the ease with which you can see a doctor if there's a possible emergency then I would not be in favour of it.
- Longer working hours including weekends. Some of the receptionists are brash and impatient.
- The phone service is very bad, when I phone up it takes all of my mobile credit which is about £4-£5 just to get through.
- Less waiting time for picking up the telephone, still quite long unfortunately.
- Telephone answering should be quicker.
- I wish I could see more often the same doctor and the doctor of my choice for continuity of care - it feels very impersonal for me and my children. More toys in the waiting room?
- I wish that when making an appointment to see a doctor, one does not wait to receive a phone call from the doctor, be stuck at home almost all day, then be examined over the phone. If it an emergency, should be emergency - other practices use different methods.
- One of the nurses is lovely. There is one receptionist who is pretty difficult and hard to connect with.

## 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

- Overall I'm very happy with the practice, however it is difficult to see the same GP twice ever, which is very strange to me. No one on Sundays.
- The ability to see a doctor of your choice with a shorter waiting time. Improve the toilets!! (over a 2 week period the toilets were still down).
- Sometimes it takes about a week to see doctors. When my condition is really bad, it was very tough time to wait.
- Maybe improve the prescription service - like it to be 2 working days all the time.
- More appointments and walk in clinics.
- Earlier emergency surgery hours, I couldn't see anyone until after 11am on a work day as the surgery began at 11am.
- Very good in supporting patients.
- How people would be satisfied, more benefited and helpful. Try to use modern procedures.
- Couldn't find the doctor I saw last time on the online appointment service - they have told me they work full time though.
- Longer opening hours on Saturdays ought to be considered.
- Better waiting/reception area - tidier with more reading material, etc.
- Have improved your service significantly over the last few years.
- Often long waiting times, this should be improved. Also, over the busiest periods, e.g. Christmas, it has been very difficult to get an appointment within a few days of calling up - needs to improve.
- Difficult to get to speak to a doctor, or doctor of your choice by phone although that isn't particularly relevant to me at the moment. Website system is great!
- Change the front desk staff - some of them are competent but quite a few are rude and incompetent. My test records got lost a few times. Include preventative care and mental health services to help patients deal with stress.
- Very good.
- Always, it's the reception staff who are problematic.
- Sometimes being able to see the child and the parent at the same time.
- Thank you all, in my experience and opinion this practice is helpful/very good in the service delivered to all patients, young, mature and old. We are so blessed and grateful for all doctors/nurses, administration and management teams making our lives so beautiful and well. We pray for all your continual wisdom and support in maintaining our wellbeing. Continued learning, engaging and administration of real actual best support from start to finish. We are blessed to continue to enjoy the ministry of your god given wisdom, keep doing well we love and appreciate you. Thank you all.
- The desk staff are 99% very courteous. In the past I sometimes felt warning of a long delay for a particular doctor might have helped peace of mind, but not had occasion to find out recently if this has been implemented. Once, very recently, asked to stand aside while others in the queue were seen and then forgotten about by new person on desk.
- Opening times.
- Consulting a doctor by telephone is difficult because the patient won't necessarily be available when the doctor rings back. Privacy is difficult when the reception desk is open to the waiting room and some reception staff give you the third degree before they will make you an appointment. Behaviour of reception staff is variable, some much better than others.
- The automatic telephone system doesn't always work properly and phone calls can take a while to be answered.
- Really like this surgery and the good doctors. Get screen up and running.

## 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

- Improve response times on the phone or set up a schedule on practice's website to book appointments.
- Being informed when test results have arrived would allow us to know when to come in.
- It would be good if you could see a doctor without an appointment as a matter of urgency, instead of a telephone consultation. In the past this was an excellent service and felt reassured that you could see your doctor face to face at short notice. Sometimes the old systems were the better ones.
- It would be nice for some toys to be here for when you bring your child or some children's book in their own area.
- Generally very good - really like the text message appointment reminder.
- Results, e.g. blood test results should be identified before they exceed the recognised standard to enable early action to be taken. For scheduled appointments an understanding of patient history. Waste paper receptacle for tissues would be helpful.
- Overall an excellent service.
- I have no idea how to complain/compliment the practice other than by writing to the practice manager. I don't see such information routinely and prominently displayed.
- I'm not happy that I see a different doctor every time I visit the practice. It is really unsettling having to go over my history each time, also it is very difficult to make repeat appointments with regular doctors, I often have to wait a long time for next appointment.
- Ease of getting through on the phone.
- I always have to wait for my doctors appointment - it always seems to be running late. Then when you get into see the doctor you feel they are rushing and you are in there for less than 5 minutes!
- Generally very happy with the service here - friendly staff, the call back service works well and I've been fast-tracked to see a doctor a few times on the same day which was good.
- Maybe redecorate the front reception area, more plants? More art work on the walls? Perhaps a lick of paint around the pillars? I'm extremely satisfied with the service at Hampstead Group Practice!
- Ability to get same day appointments or next day.
- Phone calls returned.
- I can never, ever get to see a doctor within 48 hours. Usual wait is 10 days - that's appalling. As a full time worker it's ideal to get an appointment first thing or last thing of the day, this is usually impossible. Phone lines are always busy and can never get through - very difficult when calling from work. Thank goodness for online bookings. Could the online system confirm repeat prescription requests? I never know if it's gone through and then have to go through the phone line to find out before making a trip to the surgery. Reception staff are usually quite helpful.
- Turn around time for prescriptions need not be such a hassle surely?
- Answer the phone more quickly.
- Computer check in sometimes shows you have checked in correctly and then after waiting 30 minutes and approaching reception staff it clearly has not worked. Did not get alerted when nurse I was booked into see was off sick.
- Have more evening slots or early morning slots so I don't have to take time off work. I like the electronic sign-in that tells you how long you will have to wait. I also like the phone consultations with a doctor, very helpful for busy working people.
- Punctuality for appointment times.
- Have seen steady improvements over 20 years.
- Have been coming to this surgery since the 1970's - luckily, hardly used it for a long time, although I use it more regularly nowadays. Have noticed a change in very recent years - that it is so much easier to get an appointment, that the receptionist is incredibly kind and respectful. The surgery is very clean and bright.

## 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

- Receptionists very helpful always, very happy with services.
- Friendliness of receptionists is highly variable.
- So little continuity. Given 'sparse' roster of doctors, and inability to schedule weeks in ahead, makes it a 'take it or leave it' situation. Support agencies - e.g., osteopath, physiotherapist, is poor. Quality is ok to good, but availability is very poor to horrible.
- One particular member of staff is very helpful, always a lovely smile on their face, a good member of staff, if only others could pick up from them.
- Often difficult to book appointments at short notice and have to wait 2 weeks.
- Address long phone queues for appointments.
- Informing patients when test results are available. Telephone service is not always available.
- Improve telephone system. Email.
- No, the service is excellent.
- Occasionally, when busy, the reception staff would be abrupt. Maintaining a level of politeness in customer service is very important. Language services - a couple of times I've had to help foreign speakers whilst waiting in reception.
- Longer opening hours.
- Waiting room somewhat austere.
- Nothing to improve, it's excellent.
- Practice is very good, plenty of space, information screen is good and the arrival touch system is excellent.
- All visits to the doctors have been great.
- Telephone they don't wait for sometimes.
- Let the left hand know what the right hand is doing.
- With urgent appointments, should be treated in a more serious manner.
- Generally reception staff are good, but on occasions I find one or two of the reception staff abrupt and almost disinterested in me as a patient. It almost seems to be a great effort to be polite and courteous.
- Poor car parking arrangements.
- Punctuality where possible.
- Only the telephone service was an issue.
- All good.
- Just moved - only seen twice, seems very good.
- The queuing system on the phone is annoying.
- Answering the telephone with a helpful manner. Greet patients with a smile and a good morning, etc.
- Wider range of magazines (including kids) in the waiting room.
- Wait on the phone is unacceptable. Also reception usually has long lines.
- When you ring to make an appointment the staff can be quite rude and unhelpful. They make you feel that needing to see a doctor or nurse is a real imposition making the whole experience worse than it already is when you are ill. The rest of the service (doctors, receptionists and nurses) is very 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.

## Comments about how the doctor/nurse could improve

- They are already excellent.
- All members of staff are satisfactory.
- Excellent service from the doctors/nurses.
- Some GPs don't seem to be interested in your illness history. They seem to want 'easy' patients. I try to see a couple of GPs I know are good.
- I have always had care, attentive help and advice and been well looked after by all members of the team of doctors and nurses. I like the reminders system for appointments and flu jabs.
- No the doctor/nurse is always professional etc, it is just the waiting time for an appointment that is disappointing.
- All excellent.
- Not possible!
- I am satisfied with their care.
- Would be nice to see my own doctor now and again.
- I believe the practice has improved over the past years.
- I found the doctors very good, also the nurses, but it would be useful to see the same doctor for follow ups. It would be in my opinion more useful and the follow up more efficient.
- I had a medical condition that one doctor told me was nothing and that I could continue going to the gym, this was not great advice and resulted in an operation.
- I appreciate that antibiotics should be given carefully, however, if I come 4 times in a week, I'd rather be given them on the third visit when it's obviously getting worse than after 24 more hours of suffering!
- The doctors are very empathic, good listeners and professional.
- Should be very careful about ability and experience, honest care and open minded, timely manner and very active.
- Usual nurse away - locum I felt was very poor.
- My current doctor is excellent, but I'm lucky after a few tries.
- Very good.
- Not possible to improve in either case, nurse or doctors. They are all superb, so kind, attentive, helpful, reassuring and informative. No one could ask for more.
- None - All nurses and doctors I have dealt with have been very helpful.
- My doctor is wonderful!
- If your doctor or nurse is running a little late, I feel this should be highlighted at reception when checking in. So you are prepared for a wait rather than checking with the receptionist after some time. This must be frustrating for the patient especially those with small children or elderly people.
- Advice in which screening procedures to follow up would be helpful as these are sent to patients from various health providers once you reach 60. Information on screen is too small when sitting at the other end of the room.
- Excellent service.
- Make it easier to see a regular doctor.
- Excellent manner.
- All doctors and nurses I've seen have been good, polite etc. The only thing is when you need an urgent appointment, you often see a new doctor - even for the same problem - and it would be nice to see the same one, but alas.

## 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

- None, keep up the amazing care!
- Always very approachable, thorough and pleasant.
- No, excellent.
- Completely impressed with the service.
- I could not have been more impressed or reassured by the doctor.
- No, the service is excellent.
- None - first class.
- They are very good.
- More staff on the phones.
- I have come here since this practice opened, every appointment I have come to at the time of the appointment I have had to wait 15-30 minutes sometimes over an hour. I came today but was late by 15 minutes and was told the nurse would not see me.
- The doctor I saw was most pleasant and very helpful in dealing with my medical condition. Very pleased with the all round care they afforded me.
- No, my doctor is excellent, thank you.



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 = 343

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank
Number of ratings	3	25	105	124	79	7

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of 'blanks'})} = \frac{(3 \times 0) + (25 \times 25) + (105 \times 50) + (124 \times 75) + (79 \times 100)}{(343 - 7)} = 23,075/336$$

Your mean percentage score for Q1 = 69%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	69	44	62	66	71	99

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

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent for every question and also the number of 'blank' responses where patients did not respond to the question. 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 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
- 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"/>

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  
PLEASE DO NOT COPY**

**Finally**

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<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**



# Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).  
Please retain this form for future reference and to present to your PCT if required.

## PART 1: 2011/2012

### A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

## B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:



**PART 2: 2012/2013**

(To be completed after completion of second survey)

**A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

## B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

# Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-  
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

# *Certificate of Completion*

This is to certify that

**Hampstead Group Practice**

75 Fleet Road  
LONDON  
NW3 2QU

**Practice List Size: 12517**

**Surveys Completed: 343**

has completed the

## **Improving Practice Questionnaire**

Completed on 06 January 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.