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Improving Practice Questionnaire Report

Hampstead Group Practice

January 2014



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03 January 2014

Dear Ms 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=166109>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	12	100	184	163	3
Q2 Telephone access	15	70	126	135	107	11
Q3 Appointment satisfaction	1	27	99	165	169	3
Q4 See practitioner within 48hrs	30	73	102	109	123	27
Q5 See practitioner of choice	37	92	129	83	81	42
Q6 Speak to practitioner on phone	10	26	126	126	125	51
Q7 Comfort of waiting room	6	58	154	134	105	7
Q8 Waiting time	11	76	152	127	92	6
Q9 Satisfaction with visit	0	1	33	113	315	2
Q10 Warmth of greeting	0	0	30	106	325	3
Q11 Ability to listen	0	0	35	89	337	3
Q12 Explanations	0	2	34	115	307	6
Q13 Reassurance	0	2	41	111	302	8
Q14 Confidence in ability	0	0	36	108	314	6
Q15 Express concerns/fears	0	2	36	109	311	6
Q16 Respect shown	0	0	24	85	351	4
Q17 Time for visit	1	5	50	118	287	3
Q18 Consideration	0	3	49	124	268	20
Q19 Concern for patient	0	3	41	129	284	7
Q20 Self care	0	3	52	116	278	15
Q21 Recommendation	0	2	35	107	314	6
Q22 Reception staff	6	28	99	179	135	17
Q23 Respect for privacy/confidentiality	4	26	105	161	148	20
Q24 Information of services	3	23	111	161	138	28
Q25 Complaints/compliments	5	35	123	135	109	57
Q26 Illness prevention	0	30	123	138	125	48
Q27 Reminder systems	2	32	102	130	152	46
Q28 Second opinion / comp medicine	4	27	105	113	104	111

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

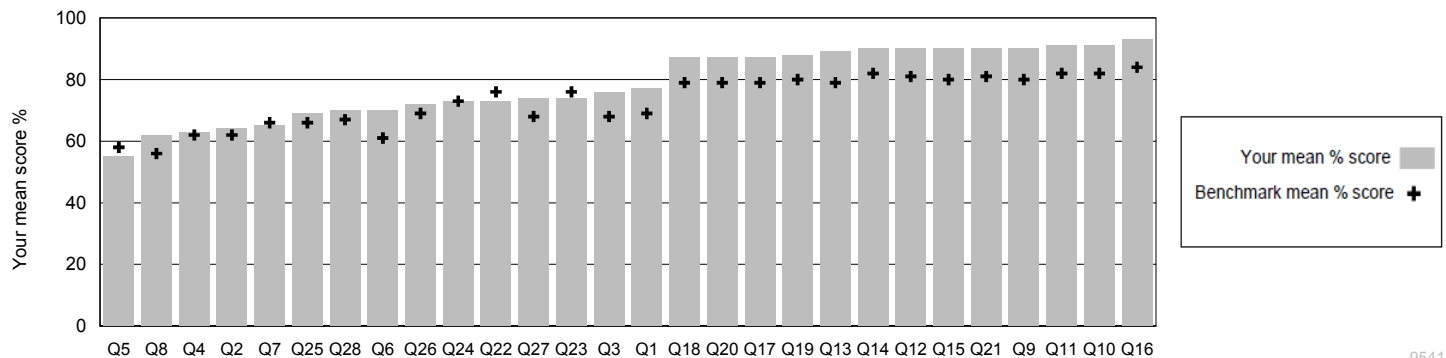
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	77	69	23	64	68	73	92
Q2 Telephone access	64	62	13	53	63	71	92
Q3 Appointment satisfaction	76	68	23	63	68	74	92
Q4 See practitioner within 48hrs	63	62	18	54	62	70	96
Q5 See practitioner of choice	55	58	22	48	57	65	95
Q6 Speak to practitioner on phone	70	61	25	54	61	67	92
Q7 Comfort of waiting room	65	66	27	60	66	71	90
Q8 Waiting time	62	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	90	80	41	76	81	85	97
Q10 Warmth of greeting	91	82	45	78	82	86	96
Q11 Ability to listen	91	82	46	78	83	87	97
Q12 Explanations	90	81	42	77	81	85	97
Q13 Reassurance	89	79	41	75	80	84	98
Q14 Confidence in ability	90	82	43	79	83	87	99
Q15 Express concerns/fears	90	80	45	76	81	85	96
Q16 Respect shown	93	84	49	80	85	88	98
Q17 Time for visit	87	79	38	75	80	84	96
Q18 Consideration	87	79	41	75	79	83	98
Q19 Concern for patient	88	80	43	76	80	84	97
Q20 Self care	87	79	38	75	79	83	97
Q21 Recommendation	90	81	41	78	82	86	99
About the staff							
Q22 Reception staff	73	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	74	76	43	72	76	80	96
Q24 Information of services	73	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	69	66	31	62	66	70	96
Q26 Illness prevention	72	69	34	64	68	72	96
Q27 Reminder systems	74	68	27	63	68	72	96
Q28 Second opinion / comp medicine	70	67	30	62	67	71	96
Overall score	79	73	35	69	73	77	95

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

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (>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	67	45	64	67	71	78
Q2 Telephone access	64	53	15	46	52	60	77
Q3 Appointment satisfaction	76	64	33	60	64	69	81
Q4 See practitioner within 48hrs	63	56	23	50	56	63	80
Q5 See practitioner of choice	55	48	22	41	48	55	83
Q6 Speak to practitioner on phone	70	57	31	51	57	63	76
Q7 Comfort of waiting room	65	62	47	57	63	68	83
Q8 Waiting time	62	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	90	80	60	76	80	84	94
Q10 Warmth of greeting	91	81	62	78	81	85	95
Q11 Ability to listen	91	82	65	78	82	86	96
Q12 Explanations	90	80	63	76	81	85	95
Q13 Reassurance	89	79	61	75	80	83	94
Q14 Confidence in ability	90	82	65	79	83	86	95
Q15 Express concerns/fears	90	80	62	76	80	84	94
Q16 Respect shown	93	84	68	80	84	87	95
Q17 Time for visit	87	78	59	74	79	83	93
Q18 Consideration	87	78	59	74	78	82	92
Q19 Concern for patient	88	79	60	75	79	83	93
Q20 Self care	87	78	61	74	78	82	92
Q21 Recommendation	90	81	60	78	81	85	95
About the staff							
Q22 Reception staff	73	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	74	72	51	69	72	76	83
Q24 Information of services	73	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	69	62	34	58	62	66	76
Q26 Illness prevention	72	65	42	62	65	68	79
Q27 Reminder systems	74	64	38	60	64	68	80
Q28 Second opinion / comp medicine	70	63	42	60	63	67	77
Overall score	79	70	48	67	70	74	86

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

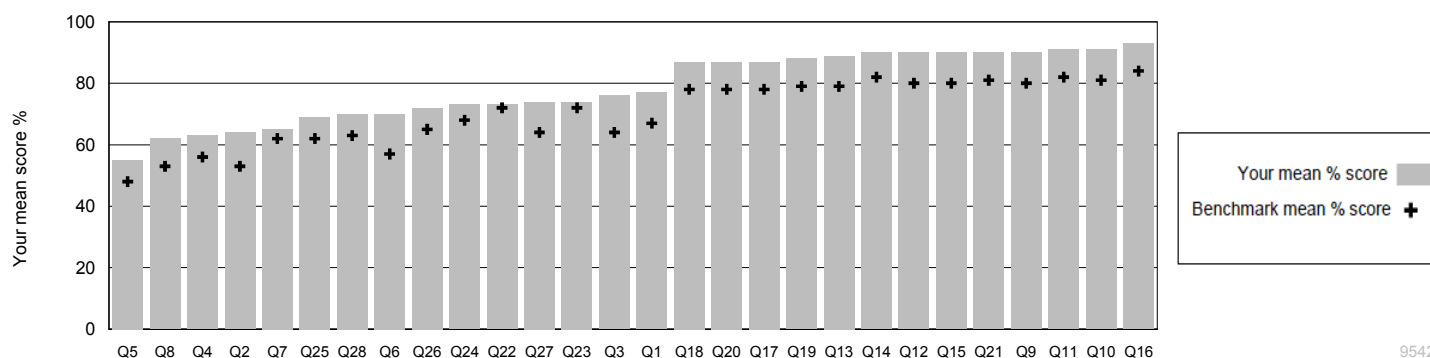
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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



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Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	33	81	69	50	65	70	74	83
25 - 59	268	78	70	47	66	70	74	87
60 +	144	80	72	50	69	72	75	85
Blank	19	75	69	51	64	69	74	89
Gender								
Female	296	78	70	48	67	70	74	86
Male	142	81	72	49	68	72	75	84
Blank	26	77	69	49	65	69	74	85
Visit usual practitioner								
Yes	224	80	73	53	70	73	76	86
No	181	77	68	44	64	68	72	84
Blank	59	78	69	47	65	69	74	86
Years attending								
< 5 years	171	79	71	47	67	72	74	88
5 - 10 years	70	78	70	47	66	71	75	86
> 10 years	196	79	71	49	67	71	75	85
Blank	27	75	69	50	64	69	73	85

*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	07/11/2012	28/12/2011	18/11/2008
Q1 Opening hours satisfaction	77	77	69	67
Q2 Telephone access	64	63	55	57
Q3 Appointment satisfaction	76	73	60	68
Q4 See practitioner within 48hrs	63	64	53	64
Q5 See practitioner of choice	55	55	45	49
Q6 Speak to practitioner on phone	70	68	63	65
Q7 Comfort of waiting room	65	63	61	62
Q8 Waiting time	62	60	50	56
Q9 Satisfaction with visit	90	90	76	86
Q10 Warmth of greeting	91	91	78	88
Q11 Ability to listen	91	91	79	88
Q12 Explanations	90	89	76	87
Q13 Reassurance	89	87	75	85
Q14 Confidence in ability	90	89	79	86
Q15 Express concerns/fears	90	88	76	86
Q16 Respect shown	93	91	81	89
Q17 Time for visit	87	86	74	78
Q18 Consideration	87	86	74	83
Q19 Concern for patient	88	87	75	85
Q20 Self care	87	86	75	
Q21 Recommendation	90	89	78	86
Q22 Reception staff	73	70	68	66
Q23 Respect for privacy/confidentiality	74	73	71	69
Q24 Information of services	73	71	66	67
Q25 Complaints/compliments	69	68	60	63
Q26 Illness prevention	72	69	62	69
Q27 Reminder systems	74	71	64	66
Q28 Second opinion / comp medicine	70	68	63	66
Overall score	79	77	68	74

Your patient feedback

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

Any comments about how this practice could improve its service?

- Changing time/day to see nurse is complicated. Appointment book is not open weeks ahead.
- More important would be improving reception highly rude and raising tone of voice unsuitable! The waiting on phone call needs reduce!
- Waiting on the phone line. Keep up the good work.
- Really impressed by reception staff when I have phoned surgery recently.
- It is a 100% excellent practice where I have attended for over 10 years.
- Do not privatise! If you do it will mean health for the rich - improving the health care yes! Fight and resist do not fear - do what is right. Do not accept everything. Fight back. Get organised. On your own you can't do it.
- I think the service in the practice is very very good always. Thank you!
- Every time I call for appointment new doctor see me - some are very good and proactive but a few are not. Consistency in seeing doctors would be desirable if feasible of course.
- To see doctor at same day.
- Better managing of patient records.
- Delay of half an hour in waiting for my appointment to see the nurse.
- Thank you for the text message reminders. Excellent service. Thank you for the extended hours - very helpful for full-time workers.
- Opening later each day. Saturday opening as per weekday.
- More staff courteous.
- I have no further comments.
- As a person with hearing loss and wearing hearing aids I can miss the audio prompt on the screen to tell me to go into the doctor's room. Poor hearing means you can disconnect from your surroundings a bit - or can be distracted by other noises (poor acoustics in building - echoing sounds).
- Telephone answering, e.g. waiting time. Appointments with doctor of one's choice.
- Very happy.
- I have been coming to this practice for many years. Have been very satisfied with the attention I have been given.
- It has improved recently. I know very little about how the whole practice operates.
- I've not had the opportunity to need to complain about care provided.
- The reception could be more helpful and pleasant.
- Telephone answering.
- The service is very good.
- All but one of the receptionists are excellent and that one has been alright recently.
- None - excellent practice.
- Too long queues! A triage method could work. Need to promote weekends openings of surgery - possibly a Sunday every four weeks.
- This is not related to this doctor, but one of the doctors I saw previously was very irritable and spent more of the appointment sending emails and cutting me off when I was talking.
- It's still quite difficult to make a GP appointment sooner than would wish for - feel that the staff's work is over-stretched and doctors are always rushing to see the next patient.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Improve waiting room. Reception smile more.
- I am very grateful to the doctor - she is so understanding, caring and empathic.
- One of the best I've had the opportunity of using.
- You need a draught protector over the front door and better seating. Also to upgrade the toy offering.
- Sometimes one feels the reception staff have a tendency to be 'jobs worths'. They can sound bored and as if working is a nuisance. Sometimes they don't listen/believe the patient.
- Fleeting visit - feel every visit is a fleeting visit and that I haven't really registered as a person.
- The service I get at this practice is good.
- It could improve its service I think, by somehow reducing time to reply telephone calls.
- Very good.
- This is very good practice.
- The message on the answer phone has to be changed. It gives the wrong number for NHS direct and is very depressing in terms of the man saying the message. The correct NHS Direct number is 111, not 0845.
- Better/clearer announcements - notice that people miss the call quite a lot. Or at least notice on check-in screen/in person at reception that points out you should check the screen (when turning yellow).
- Waiting time, over 30 minutes for a 5 minute visit with doctor, needs improvement.
- I've been with three different GPs in my time in the UK, and my experience with you as practice and with each of the doctors, has been the best (excellent service!).
- Overly intrusive questions by one member of the reception staff. As always the reception staff is the problem. Blocking in a vexatious manner hard to get through on phone.
- Very good.
- I can't think - I really like this service. Admin staff are great. Majority of doctors are excellent - I've only had one or two unhelpful and grumpy ones - you can't have everything!
- Make the waiting room brighter and more welcoming. A smile at reception, some pictures - paintings on walls, magazines and music.
- I think this is a brilliant practice with a high level of care. The service is excellent and I cannot think of any improvements.
- I love this practice and one particular doctor. All midwives, nurses are also wonderful. Another doctor occasionally provide some words that could be more considerate. E.g. "your baby should smile at this stage", (at my baby's 6 weeks screening). That word 'should' was a bit offensive.
- Decrease the amount of waiting time on the phones.
- Be available at the weekend. Provide a call out service in the night (i.e. not a private provider). I know this is not under your control. Sometimes it is difficult to get through by telephone perhaps feed through to others.
- The telephone answering system is too slow press this press that and when you don't feel well you don't need it.
- A small aquarium in the waiting room would make the wait (in our case the wait was very short) less long for children and could help give a nicer feeling to the waiting area.
- A water dispenser in the waiting room - there is a jug but it is always empty!
- Prescriptions - particularly repeat prescriptions are cumbersome - the process is laborious, and could be made easier.
- I am satisfied with the service I have been receiving and hope other doctors do the same.

Your patient feedback

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

Any comments about how this practice could improve its service?

- It would help prevent delays to appointments if another screen were to be installed in the baby clinic room. I have witnessed several occasions of a patients' name flashing up on the screen and the patient not noticing for several minutes. If this keeps happening during the course of each day then delays to appointment times are inevitable.
- Nicer environment to wait in.
- Improve waiting times. Otherwise great practice.
- I wasn't sure if the check in system had worked because there was quite a long delay. If it would be possible to implement a system informing waiting patients how long the delay would be - this might be helpful.
- Receptionists can be a bit more friendly and patient.
- Getting appointment with the doctor who knows you makes life easier. Manner of some of your receptions need improving most are excellent and caring. Better displays with all the services you have.
- Possibly try and reduce the amount of time that patients have to wait before getting seen by the doctor and make it more obvious when someone's name is being called on the board.
- Excellent practice.
- To arrange an appointment within 12 hours.
- Text message to mobile phone 24 hours before appointment as a reminder.
- I like all the practice and the doctor, they are really helpful with my conditions.
- It would be great if the time waiting for the phone to be answered could be reduced. Today was five plus minutes and other days I have waited much longer. Maybe the recording could tell callers their position in the phone queue or how long the wait is expected to be.
- The waiting room needs a little TLC, for example, the plastic seating on the benches could be stuck back down and mended. When the names appear on the screen the bing needs to be louder, so patients can hear it. This would save the doctors coming out to chase patients.
- I would like to have more choice of appointments online.
- It would make sense for online booking system to work with other services (e.g. Marlborough sexual health around the corner).
- None - I'm very happy - only observation is that quality of service given by reception varies. When I came in in the summer with my two year old child who had vomited and was woozy, one member of staff told me I had to wait but might not be seen the person next to them pointed out that as my child was under five and it was a heatwave - policy was that she get priority. We were then seen in half an hour - they were dehydrated.
- I am very happy with the service. Perhaps more baby related toys to help them occupied in the waiting room!
- I'm new to the practice so I don't know about all the facilities yet but so far the treatment given to me has been excellent. Thank you.
- Perhaps more toys for the children (as they get bored and my two year old tends to run around by the consulting rooms).
- All good!
- An ongoing problem with not only this practice but GP's appointments in general is that it always feels rushed and that the least time it takes to see a patient, the better.
- Telephone calls should be prompted to answer rather waiting for even five minutes or more.
- Improving the answer phone time, please. Increase referrals to the specialists.
- Check cleanliness of toilets.
- At times certain members of your reception staff appear disinterested.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Too long on hold on the phone also too long to get an appointment around working hours.
- Practice should improve telephone system, reception should be more caring and efficient. One member of staff is the only person really efficient.
- Find it sometimes difficult to get through on the phone so find it easier to walk in making appointment in person.
- I've previously found it difficult to get a timely appointment. This time I booked online - good service.
- Lunchtime nurse appointments would be handy.
- The reception forgot to tell me to do something prior to my visit so this visit was wasted.
- I feel that one of the receptionists is not very respectful to patients and speaks too loudly to respect privacy. It can be quite cold in the reception area.
- Very pleased to have got a same day appointment when I was ill. GP did a full examination and offered treatment I felt reassured.
- The reception could try to be a little more compassionate and mindful that I feel unwell.
- Access over the weekend.
- Perhaps privacy at reception desk sometimes.
- I find the service excellent.
- They used to be more leaflets about illness prevention, this isn't an issue though. Just a thought for promoting well being in the community.
- Not book a full health screen when in fact not able to do it here!
- My (limited) experience with the practice has been very good. For me, availability of appointments near the beginning or end of the work day are key, along with being able to see a doctor in a timely manner (ideally under 48 hours). In both cases my experience here has been excellent.
- The reception desk is sometimes overloaded and waiting times can be irritating if only one person is dealing with a complicated problem.
- No improvements required, except that it would be helpful to be able to fix date and time for next appointment 12 weeks ahead - but I quite appreciate that this may not be practicable.
- I have always had excellent service - for over 20 years.
- How do you improve excellence? Staff and doctors have a difficult job dealing with the public. Only knows the personal attention given to myself, especially over last six months (and other times in past years).
- All very good.
- I have marked excellent for most questions as I cannot imagine a better service. One small improvement would be greater privacy when talking to the receptionist about private things.
- By not taking any new patients, especially illegal immigrants!
- Answer the telephone quicker.
- There were some issues regarding getting the medication via the chemist correct but these have now been resolved.
- Online booking now in place but does not work for urgent appointments.
- I am thoroughly satisfied with services provided by this practice. However, telephone communication could be improved, it takes too much time to get through.
- I have been a patient of the practice for at least 20 years. For most of that time this doctor has been my doctor his care for me has always been excellent.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Keep up the good work.
- No comment how to improve its service as staff are working hard. It's the patient who have no manner speaking to the staff.
- Bring extra staff the reception at busy times.
- Very good.
- Internet book could be available.
- I am new to this practice but am impressed so far.
- Great practice and great doctor.
- My opinion is - when we call the reception for make an appointment. Telephone received take time also several option to press - correct button - which any emergency I think not preferable.
- The practice is very often too warm in summer and winter - more heating regulation. The waiting time at reception and on the phones far too long. More staff or more efficiency!
- Increase/make more obvious opportunities for patients to contribute to GP practice developments and inform strategy/operational practice.
- I waited nearly an hour for my appointment without any explanation, and after being advised by the check-in systems that the waiting time is 0 minutes!
- Longer Saturday opening.
- Machine said no delay but there was 20 minute delay - consider improving.
- The only issue with HGP is the waiting time for appointments. This is too long to see the GP of your choice. Otherwise HGP is excellent.
- Fantastic practice.
- Maybe have a morning weighing session as well as Thursday afternoon.
- Excellent. Very friendly and welcoming. Clear, tidy, comfortable. Congratulations on providing such a good service.
- In recently moving house, catchment area for this practice was a primary concern. We feel that availability of this practice is important to our family.
- Doctors and nurses are excellent, but the reception staffs are always unprofessional, sometimes rude, so needs improvement.
- More people answering phones.
- None - all fine.
- It appears that online appointment slots are scarcer than phone appointment slots. As I can't always call early enough this could be changed.
- Very happy with the visit.
- I have visited several general practices within Camden over my years of living within Camden and Hampstead Group Practice is the best.
- I am satisfied of the services of the practice.
- By seeing the same doctor if visiting more than once. Seeing the doctor of your choice. Being able to book an appointment for or within a couple of days.
- I could not have been better treated by my GP who literally saved my life.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Front-desk staff can be a bit dismissive or distant. It would be nice to see the same doctor on more than one successive visit (I've long given up thinking of any one of them as 'my doctor'). More appointments with more doctors available online.
- I do not know whether or not there is still a walk in service. I would like to know this.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- Very satisfied.
- All the doctors are first rate.
- I have been extremely fortunate to receive the excellent and compassionate care from my GP. She has been instrumental in helping me manage my health and in finding the effective pathways for my conditions. I am deeply grateful to have such a great GP!
- Nil. Very professional and helpful.
- Appreciate use of evidence based medicine, the doctor clearly up to date with current evidence and I appreciated being provided the evidence to support my decisions about my treatment options.
- To give you more information about your results.
- To be able to speak to your own doctor her/him if need be on the phone.
- Surgery can accommodate more doctors and nurses etc. I contacted physiotherapist and left my message but I was not contacted.
- Very happy.
- I have a very good relationship with the doctor. I feel very free to talk with him.
- Very good.
- None - always caring and concerned for his patients.
- I am perfectly satisfied.
- Telephone connection.
- The doctor I saw could not have been any better.
- None, she's amazing!
- The doctor is excellent.
- Some people prefer to keep the same doctor merely because they are older, I think and acquainted more with their illness. They like the doctor who listens, perhaps, and converses, to put their mind at rest, as well as offering suitable treatment that may help the healing process.
- With many years experience, I can affirm that he's one of the best.
- Fantastic doctor.
- Maybe she needs help with baby clinic.
- No. The doctor is a top notch female GP.
- Very happy.
- Longer appointments. Sometimes hard to get appointment.
- None. The doctor is a very good doctor empathic, listens well and good advice.
- I can't think of any comment. He is quite good.
- I have always had an excellent service from the practice and all the doctors.
- The nurses take great care to help.
- Excellent.
- Could not improve he is an excellent and understanding person who listens.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- Absolutely none - he was as ever, very good listener, really helpful and kind.
- Not really.
- Nope. All doctors seen here are really great. Thanks very much!
- I am very happy with my doctor.
- The doctor is a fabulous GP. I am grateful to him for everything.
- Keep up the good work! Very professional, compassionate and sincere.
- The doctor is an exceptional doctor. I feel very lucky to have such a thoughtful, caring and experienced doctor. No comments on improvements - I don't think he could do anymore.
- No improvements - excellent care and support from the doctor. The doctor is an excellent doctor - very kind and caring, helpful, very experienced and knowledgeable. He is always there for one as a patient and gives 150 percent!
- No, she was great!
- Attend the surgery for more hours. I have not found other doctors to be as competent.
- She is very good at what she does - perhaps get/use technology more such as accessing information online or using diagnostic tools. This could be applicable to all the other doctors.
- No, this doctor is a very good doctor.
- No excellent.
- Remain patient focus. Her communication and care skills were excellent.
- The doctor was excellent; nothing to improve!
- He is excellent. Very knowledgeable and caring. I really have the feeling that he cares about my family and our problems.
- N/A. She's brilliant.
- No, I think she is really great! The doctor is very nice and helpful, she also helps me understand everything that is going on because I don't understand the technical words.
- Information about this clinician and what they can do or not do I never knew we had one. Display information - name and picture easily identifiable.
- Excellent doctor.
- No. I think the doctor is very good and is excellent with my daughter. Thank you!
- The doctor was excellent. So far every doctor I have seen in this practice are very well informed.
- No - great.
- He was competent, very helpful and listened. Patient and good bedside manner.
- None.
- The doctor was excellent do not change anything, always treat patients like this.
- The doctor was welcoming and explained why he was giving me blood tests and what I should do while I wait for results to improve my symptoms.
- Keep it up doctors.
- I have always found, whoever the doctor was, the best service. I have been coming to this practice 40 years plus and it's improving all the 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.

Any comments about how the doctor/nurse could improve?

- The doctor I saw was excellent. She has treated my husband recently and her treatment cannot be faulted. Nothing but praise for the doctor and other practice doctors who also saw him as his condition was ongoing. Also the nurse.
- Absolutely none - she's perfect!
- I found doctors are excellent and caring.
- No improvement required. I was impressed with the care with which she had read the letter from RFH Oncology.
- No - he was excellent, thanks.
- None. The system works well, why change it. With so many patients to see I'm still made to feel an individual requiring empathy, encouragement, professionalism, and reliability of treatment I receive are fine. Thank you.
- By speaking more slowly, and not assuming everyone understands all medical terms and treatments.
- He is fantastic.
- He is a perfect English gentleman.
- Room for slight improvement in punctuality.
- She is unbelievably wonderful.
- The doctor was highly professional, efficient and gave me great confidence and help.
- None - she is good and kind.
- The doctor is, I think an excellent doctor.
- Please! Please! Please! Doctor respects always patients doctor have to listen patients word.
- Have enough time to treated each patient.
- Stay calm and carry on.
- My GP, this doctor is everything a GP should be. Concerned, pragmatic, knowledgeable, and thorough. He cannot be faulted. I think this contributes to the extended wait to see him. Everybody should have access to a doctor like him.
- I see regular most of one doctor, but as far as my experience one or two doctor may their are manner not good, but my one very helpful.
- No. Very satisfied.
- Doctors are very nice.
- Too many part-timers.
- Excellent service, very efficient and professional. My only recommendation would be to reduce the focussed eye-contact e.g. more looking away and softer focus. This would make the discussion more relaxed, and I would feel less under the spotlight.
- All my doctors have been fine so far and I've seen at least six in the last three years.
- None. The doctors I have seen have all been good.
- Truly - no!

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 = 464

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	12	100	184	163	3

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

$$\frac{\begin{aligned} &(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) \\ &+ (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100) \end{aligned}}{\begin{aligned} &(\text{Total number of patient responses} - \text{number of blank/spoilt}) \end{aligned}} = \frac{(2 \times 0) + (12 \times 25) + (100 \times 50) + (184 \times 75) + (163 \times 100)}{(464 - 3)} = 35,400/461$$

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
23	64	68	73	92

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

<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: 13298

Surveys Completed: 464

has completed the

Improving Practice Questionnaire

Completed on 03 January 2014



Michael Greco
Director



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