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# Improving Practice Questionnaire Report

Hampstead Group Practice

January 2017



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09 January 2017

Dear Miss Canagasuriam

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

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

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

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

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=197399>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
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## Introduction

### About the IPQ

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

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

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

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

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

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	1	7	66	113	112	1
Q2 Telephone access	12	22	93	87	77	9
Q3 Appointment satisfaction	2	24	74	96	97	7
Q4 See practitioner within 48hrs	17	60	65	60	78	20
Q5 See practitioner of choice	25	54	82	66	54	19
Q6 Speak to practitioner on phone	9	24	70	80	84	33
Q7 Comfort of waiting room	5	43	93	88	63	8
Q8 Waiting time	6	44	100	80	55	15
Q9 Satisfaction with visit	0	1	13	70	216	0
Q10 Warmth of greeting	1	1	11	65	216	6
Q11 Ability to listen	0	2	13	53	227	5
Q12 Explanations	0	1	14	66	214	5
Q13 Reassurance	0	1	20	69	206	4
Q14 Confidence in ability	0	1	15	62	217	5
Q15 Express concerns/fears	0	1	20	70	200	9
Q16 Respect shown	0	1	9	54	225	11
Q17 Time for visit	0	5	20	68	197	10
Q18 Consideration	0	0	21	69	195	15
Q19 Concern for patient	0	0	22	58	208	12
Q20 Self care	0	2	35	55	191	17
Q21 Recommendation	0	2	17	58	203	20
Q22 Reception staff	3	13	58	109	101	16
Q23 Respect for privacy/confidentiality	1	10	62	91	111	25
Q24 Information of services	4	10	64	88	97	37
Q25 Complaints/compliments	4	16	73	83	77	47
Q26 Illness prevention	2	13	77	88	88	32
Q27 Reminder systems	1	18	63	84	99	35
Q28 Second opinion / comp medicine	2	10	67	64	80	77

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

Your patient feedback

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

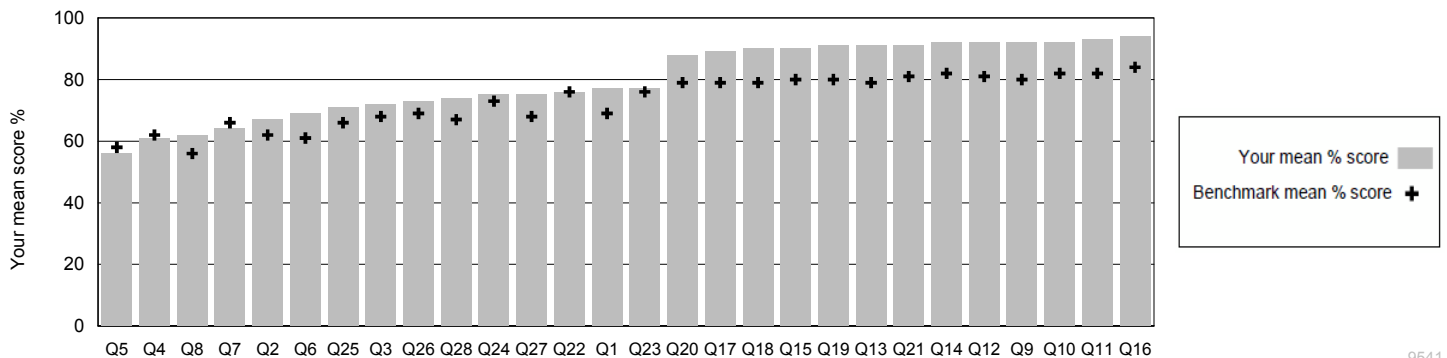
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	77	69	23	64	68	73	92
Q2 Telephone access	67	62	13	53	63	71	92
Q3 Appointment satisfaction	72	68	23	63	68	74	92
Q4 See practitioner within 48hrs	61	62	18	54	62	70	96
Q5 See practitioner of choice	56	58	22	48	57	65	95
Q6 Speak to practitioner on phone	69	61	25	54	61	67	92
Q7 Comfort of waiting room	64	66	27	60	66	71	90
Q8 Waiting time	62	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	92	80	41	76	81	85	97
Q10 Warmth of greeting	92	82	45	78	82	86	96
Q11 Ability to listen	93	82	46	78	83	87	97
Q12 Explanations	92	81	42	77	81	85	97
Q13 Reassurance	91	79	41	75	80	84	98
Q14 Confidence in ability	92	82	43	79	83	87	99
Q15 Express concerns/fears	90	80	45	76	81	85	96
Q16 Respect shown	94	84	49	80	85	88	98
Q17 Time for visit	89	79	38	75	80	84	96
Q18 Consideration	90	79	41	75	79	83	98
Q19 Concern for patient	91	80	43	76	80	84	97
Q20 Self care	88	79	38	75	79	83	97
Q21 Recommendation	91	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	76	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	77	76	43	72	76	80	96
Q24 Information of services	75	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	71	66	31	62	66	70	96
Q26 Illness prevention	73	69	34	64	68	72	96
Q27 Reminder systems	75	68	27	63	68	72	96
Q28 Second opinion / comp medicine	74	67	30	62	67	71	96
Overall score	80	73	35	69	73	77	95

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

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
<b>About the practice</b>							
Q1 Opening hours satisfaction	77	67	45	64	67	71	78
Q2 Telephone access	67	53	15	46	52	60	77
Q3 Appointment satisfaction	72	64	33	60	64	69	81
Q4 See practitioner within 48hrs	61	56	23	50	56	63	80
Q5 See practitioner of choice	56	48	22	41	48	55	83
Q6 Speak to practitioner on phone	69	57	31	51	57	63	76
Q7 Comfort of waiting room	64	62	47	57	63	68	83
Q8 Waiting time	62	53	28	49	53	58	74
<b>About the practitioner</b>							
Q9 Satisfaction with visit	92	80	60	76	80	84	94
Q10 Warmth of greeting	92	81	62	78	81	85	95
Q11 Ability to listen	93	82	65	78	82	86	96
Q12 Explanations	92	80	63	76	81	85	95
Q13 Reassurance	91	79	61	75	80	83	94
Q14 Confidence in ability	92	82	65	79	83	86	95
Q15 Express concerns/fears	90	80	62	76	80	84	94
Q16 Respect shown	94	84	68	80	84	87	95
Q17 Time for visit	89	78	59	74	79	83	93
Q18 Consideration	90	78	59	74	78	82	92
Q19 Concern for patient	91	79	60	75	79	83	93
Q20 Self care	88	78	61	74	78	82	92
Q21 Recommendation	91	81	60	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	76	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	77	72	51	69	72	76	83
Q24 Information of services	75	68	45	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	71	62	34	58	62	66	76
Q26 Illness prevention	73	65	42	62	65	68	79
Q27 Reminder systems	75	64	38	60	64	68	80
Q28 Second opinion / comp medicine	74	63	42	60	63	67	77
Overall score	80	70	48	67	70	74	86

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

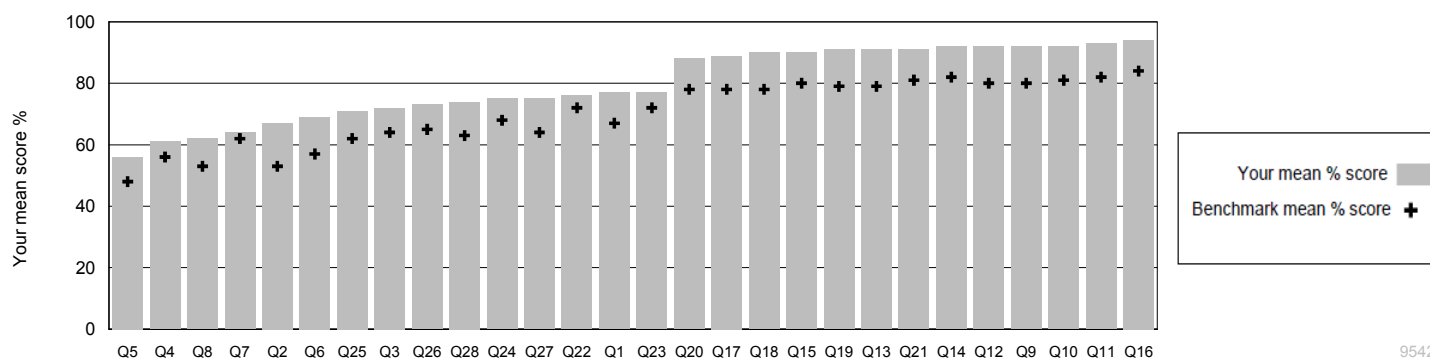
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\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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



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## Your patient feedback

Table 4: Your patient demographics

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

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	17	82	69	50	65	70	74	83
25 - 59	167	80	70	47	66	70	74	87
60 +	86	79	72	50	69	72	75	85
Blank	30	82	69	51	64	69	74	89
<b>Gender</b>								
Female	168	80	70	48	67	70	74	86
Male	95	78	72	49	68	72	75	84
Blank	37	85	69	49	65	69	74	85
<b>Visit usual practitioner</b>								
Yes	138	80	73	53	70	73	76	86
No	100	78	68	44	64	68	72	84
Blank	62	83	69	47	65	69	74	86
<b>Years attending</b>								
< 5 years	92	81	71	47	67	72	74	88
5 - 10 years	46	78	70	47	66	71	75	86
> 10 years	122	79	71	49	67	71	75	85
Blank	40	84	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	11/01/2016	30/12/2014	16/12/2013
Q1 Opening hours satisfaction	77	80	77	77
Q2 Telephone access	67	68	64	63
Q3 Appointment satisfaction	72	78	72	75
Q4 See practitioner within 48hrs	61	67	62	62
Q5 See practitioner of choice	56	58	55	54
Q6 Speak to practitioner on phone	69	73	69	70
Q7 Comfort of waiting room	64	66	66	65
Q8 Waiting time	62	64	64	61
Q9 Satisfaction with visit	92	91	90	90
Q10 Warmth of greeting	92	92	91	91
Q11 Ability to listen	93	92	91	92
Q12 Explanations	92	91	90	90
Q13 Reassurance	91	90	90	89
Q14 Confidence in ability	92	91	92	90
Q15 Express concerns/fears	90	90	89	90
Q16 Respect shown	94	93	92	93
Q17 Time for visit	89	89	88	87
Q18 Consideration	90	89	88	87
Q19 Concern for patient	91	90	88	88
Q20 Self care	88	88	87	88
Q21 Recommendation	91	91	90	90
Q22 Reception staff	76	79	75	73
Q23 Respect for privacy/confidentiality	77	80	76	73
Q24 Information of services	75	78	74	73
Q25 Complaints/compliments	71	74	71	69
Q26 Illness prevention	73	74	72	71
Q27 Reminder systems	75	77	74	74
Q28 Second opinion / comp medicine	74	76	71	70
Overall score	80	81	79	79

## Your patient feedback

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

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

- I have been extremely impressed with all of the staff that I have met - and think it's an excellent surgery.
- Reception does well under enormous strain at times. Don't like the telephone service much.
- Very happy with all the doctors at HGP.
- Spoken with another doctor on the phone in the morning, who was really impatient. Didn't hear what I was saying, reason why I had to make another appointment to see a doctor.
- I have nothing else to say, it is excellent. Maybe the repeat prescription service may need to be revised so they don't miss out things on the list.
- Water cooler. Waiting area could be a bit cleaner.
- This is the best practice I have been registered with. The reception staff are very calm, patient and professional.
- More availability - had to wait two and a half weeks for an appointment.
- It's too warm in the waiting room!
- I think this practice is good. I don't have to seek medical help very often but when I do I was treated well here, a part from when I had a smear as there was no towel to protect my modesty.
- The support that my family and I have been receiving at the Hampstead Group Practice is outstanding!
- More accurate information on waiting times.
- If ongoing tests over specific problem result in action then offer second opinion rather than go round the houses in one hospital.
- The service you supply is fantastic.
- Overall the service is very good - longer Saturday opening may also help.
- I can't answer all questions as I haven't asked for second opinion and other questions I have left blank when I never needed/used that.
- The practice is excellent. I have no complaint about it.
- The practice is brilliant - the only thing that could be improved is the building - they need more space and the reception area could be improved so that people don't wait in a draught by the door when there is a queue.
- Attempt to booking of follow up appointments in advance of three weeks or more. Unable to book at time of appointment as diary not written up. When phone back as advised appointments gone. Have to leave message for GP to obtain an appointment.
- Doctor of choice is very limited.
- I have trouble logging on to the website on my iPhone therefore don't use the online service. I've tried on several occasions - maybe because I use a phone? It is always possible to see a doctor, not always your own doctor. An impossible ask perhaps but would be nice!
- I tried to use the online service for repeat prescription but it didn't work. Admittedly it was quite some time ago.
- More up to date magazines!
- Waiting room crowded and uncomfortable - also seating with radiators behind it should be looked at ASAP.
- The service I get is good overall.
- No, because this is the best practice I have ever been registered in. Many thanks for giving me this opportunity.
- Excellent, but more appointment availability would be great!
- Thank you all so much - this service is 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?

- Overall I think you run an efficient and successful practice. I would like it if there was more reading materials.
- I think there is too much waiting time in general. As it concerns my particular condition and the ability to see my doctor, I was very satisfied. I think it is good if I see the same doctor rather than always seeing a different one.
- I am not sure what can be done to improve as it has worked for me beautifully in many years. One doctor is an amazing doctor and she has been all over even in the emotional side of things I can say without a doubt that she has saved my life. The staff are always willing to help. Staff whom I've known for years are amazing people, always helpful. The rest of the staff have always been great too.
- I had a very bad experience with reception staff whereby a receptionist got up and said "would someone deal with woman". I was in tears and very distressed and was very upset by this interaction.
- No it is already outstanding.
- Clean toilet.
- Long wait to see GP of choice.
- Repeat prescription: I have requested a repeat prescription and I was having a GP appointment scheduled in a month. I have been refused the repeat prescription advising to take GP appointment. Better option would have been to check system - see I had GP appointment and give me one month emergency prescription (it was for birth control). Overall management of repeat prescriptions could be improved.
- Please ask people their name before asking for date of birth. I know the system is set up to check date of birth but it only takes seconds to ask someones name then date of birth. One feels like a parcel at the post office.
- No comment, I am very happy.
- Be open hours that work for people who work Monday to Friday. Book appointments more than four weeks in advance. Have a phone line that someone answers so if you are running late you can call ahead (after 6pm). Invest in more nurses so you can get an appointment more often than in one month's time.
- Reduce wait times in the waiting room.
- Very good, as ever.
- More reception staff, they looked very overloaded with patient flow but appeared to be managing well.
- They could do more to advertise 111 which is an excellent NHS service. This could be part of the telephone answering machine message as an alternative to A&E. Not enough people know about it.
- Website needs to be up and running ASAP as it's currently down apparently until the new year.
- Toilet to have better water pressure. Patients to flush toilet after every use.
- I came in for mental health stuff not long ago and felt a little awkward about all this information being on the screen for this (travel clinic) appointment. Not a big deal but would be smoother if no overlap.
- Occasionally wait times are quite long which is understandable given it's so busy but as the big screen isn't working you're never sure how long the wait will be. Overall brilliant and still the best GP practice I've been with.
- Please do not ask where people live when they pick up prescriptions. Date of birth is much more private.
- I find the practice very friendly and welcoming. I am satisfied with the service received and very confident with the advice and recommendations given.
- Possibility to book online a call from doctor. Clinic dedicated to baby like a paediatrician available. Booking online for physio.
- Redesign reception to make more private.
- Waiting room often too hot.
- The doctors and all the staff here are amazing - very good. I am very happy with the practice.

## Your patient feedback

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

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

- The reminders go out too early. One or two days before an appointment would be better.
- The two nurses I saw today were excellent.
- Everything is more than great.
- Was seen before my time which was very convenient.
- Given the current situation with the NHS I find this practice to be very good. I don't have a concrete advice but please keep being vigilant so that this level of service continues. Thank you!
- I love Hampstead Group Practice. I don't need any more.
- Has improved over the years and always satisfactory.
- It's not very comfortable in the waiting area and the open doors leave it a bit cold.
- Would be great if you could improve seeing the doctor of my choice.
- This practice is very good.
- I always find I have problems with prescriptions, the doctor does them no problem and sent to chemist. But repeats are never done properly if I go to chemist it's not been put in or they haven't done it. This has happened to me over six different times, I would like to see some improvement on repeat scripts please. Thank you.
- Shorter waiting times for appointment only thing. Otherwise genuinely excellent.
- Could be more efficient to allocate patients to see same GP. Quality of GP can strongly vary.
- Happy with service, despite pressures GPs remain tolerant and considerate to patients.
- A full list of items I use when collecting my prescription for next time.
- Sometimes long delay in getting through on the telephone.
- Improve sometimes poor attitude of certain reception staff. They are busy but also need to properly take care of needs of patients at their counter.
- All good as far as I can tell.

## 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 kind, no need to change.
- This doctor is an outstanding GP. A genuine, considerate, lovely lady and super inspired GP. Knowledge and commitment to easing patients concerns and illnesses. Superb.
- None, this doctor very professional and empathetic.
- She was excellent! Nothing to add. I am very comfortable seeing this doctor, she understands what she is doing. She is superb!
- I could not be more pleased with the care I have had from this doctor.
- No, doctor is excellent.
- This doctor is a very caring, professional and well informed doctor and I have no suggestions for her to improve. She is great as she is.
- No - excellent advice given.
- The doctor I saw today was very good, so I don't know about improvement as he was good with his examination and explained things to me very clearly.
- This doctor is the most professional, attentive and caring doctor. We have nothing to say but express our huge gratitude and appreciation of the excellent care that he provides his patients with.
- The doctor I saw today is excellent.
- She has been great.
- Doctor is very good approve of being able to make regular one to one appointment every two months whilst burdened with issues.
- This doctor is so good at her job, there's nothing that needs improving. I feel like she is my friend as well as my GP. I am so grateful for the amazing help she provides for me. Thank you.
- This doctor is an incredible doctor. I am always at ease when I see her because she makes sure she follows up and does everything she can for her patient (above and beyond). She is definitely one in the million.
- Be nice if I didn't have to wait so long.
- The doctor is perfect in every way. Every doctor I have seen in this practice has been very good. They choose their doctors well!
- No appointments for follow up.
- This doctor could do more days. She is an excellent doctor!
- Could not have received better care and attention.
- This doctor is excellent.
- I have no complaints about this doctor she is excellent.
- She is excellent.
- Excellent. I have seen this doctor regularly this year.
- No, because if all doctors could be like mine, we'd live in a better world!
- She is excellent, this doctor is the best.
- Ensure doctors look at the patient holistically - focusing on body and mind when trying to figure out what's wrong. Everyone is different and we don't have 'identikit' illnesses. The mind and body are strongly connected.
- She is epic! No need.

## 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?

- I was seeing this doctor following my husband's death. She was excellent, scheduling regular appointments with me taking as much time as she could possibly give to me. Her support is helping me go through this horrible time. She is extremely warm, understanding and she is proactive, very observant and attentive. I would warmly recommend her to anyone, particularly those who find themselves in similar situation to me. Thanks!
- I appreciate this doctor's care and efforts to help me. The text message reminders for appointments are great - thank you.
- This practitioner is an amazing professional, not only to me but also my daughter after she had two operations that needed a lot of care. He is a person that I trust and recommend. The whole surgery is wonderful.
- This doctor is an excellent doctor and always does a very good appointment with me. Well done and many thanks.
- Lovely doctor!
- This doctor has been amazingly consistent, considerate, supportive and caring. I have really appreciated her help, advice and support, it's made a huge difference.
- No, this doctor is brilliant as is every GP I have seen at HGP.
- No, she's lovely.
- My doctor and everyone I've seen at HGP over the last decade plus have been superb.
- None at all.
- Invest in more administrative staff. Train them to be friendly and helpful. Walk in evenings or weekends, do four ten hour days to accomodate patients.
- No, nurse was excellent.
- Cleary I as being looked after a very skillful, professional and kind nurse. She was excellent at explaining everything that she was going to do. I felt very informed and in safe hands. I had a procedure and talked all the way through the procedure and I was pleasantly suprised when she said it was done as I did not feel a thing. Her assistant was also very calming and professional. I felt in very safe hands!
- They were very professional and friendly. They explained each step of the procedure and gave me a lot of reassurance as well as clear explanations of what was going on/how to follow up. I am very grateful.
- No - best experience I've ever had! Quick, professional, skillful, kind.
- This practitioner is really excellent nurse.
- Excellent.
- Great, very nice and professional, engaged, honest, kind.
- Nurse was fabulous - warm, friendly and efficient!
- A play area for kids.
- Everything was fine today.
- I really like this doctor who is kind, listens and very sensible - excellent.
- This doctor has been best for me in years!
- This doctor is excellent.
- I really satisfy doctor tries to understand my poor English.
- Doctors should be allowed to relax it can be seen how committed they are and eager to please. They need to look after themselves as well. As a lecture it is detected that a good holiday and relaxation to compensate for intensive work hours is needed.

## 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 with doctor - practice could not be more helpful.
- She couldn't be better.
- It is very good.
- I found this doctor is excellent, she gives me time and is very considerate. She is warm and friendly and treats me as a person not a number. She looks at me when I am talking and listening to what I have to say. She always talks through treatment plans and gives me choice offering advice when needed.
- This doctor is the best doctor that I have seen in the practice. No improvement needed and would not like to change.
- Make it easier to see him (had to wait three weeks).
- She was outstanding and very welcoming!
- She was truly excellent - respectful, thorough and good.
- No, he was amazing and understanding in dealing with an eight year old.
- Wholly satisfied in both consultations.
- Thank you.
- This doctor was terrific. Much appreciated his professional approach.
- Maybe longer consultant time. But I realise how difficult that is so I am satisfied with service provided.



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 = 300

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	7	66	113	112	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (7 \times 25) + (66 \times 50) + (113 \times 75) + (112 \times 100)}{(300 - 1)} = 23,150/299$$

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: 15214**

**Surveys Completed: 300**

has completed the

## **Improving Practice Questionnaire**

Completed January 2017



**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.