

**Private and Confidential**  
Mrs Miriam McNally  
Ambleside Health Centre  
Rydal Road  
Ambleside  
Cumbria  
LA22 9BP

# Improving Practice Questionnaire Report

Ambleside Health Centre

January 2014



1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

Mrs Miriam McNally  
Ambleside Health Centre  
Rydal Road  
Ambleside  
Cumbria  
LA22 9BP

t 0845 5197493  
f 01392 824767

e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

31 January 2014

Dear Mrs McNally

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=168927>

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

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

### Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

### Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

## 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	11	67	69	29	2
Q2 Telephone access	1	13	57	66	40	3
Q3 Appointment satisfaction	3	17	45	68	44	3
Q4 See practitioner within 48hrs	17	27	49	53	25	9
Q5 See practitioner of choice	23	55	51	31	12	8
Q6 Speak to practitioner on phone	1	19	58	61	25	16
Q7 Comfort of waiting room	0	1	69	74	36	0
Q8 Waiting time	5	48	67	42	12	6
Q9 Satisfaction with visit	0	2	26	71	76	5
Q10 Warmth of greeting	0	1	23	63	90	3
Q11 Ability to listen	0	2	16	69	90	3
Q12 Explanations	1	5	18	73	81	2
Q13 Reassurance	1	1	27	73	76	2
Q14 Confidence in ability	1	1	20	67	88	3
Q15 Express concerns/fears	0	0	21	70	81	8
Q16 Respect shown	0	0	16	65	95	4
Q17 Time for visit	1	0	26	66	85	2
Q18 Consideration	0	2	25	69	67	17
Q19 Concern for patient	0	2	24	61	77	16
Q20 Self care	1	3	26	66	66	18
Q21 Recommendation	1	1	24	62	75	17
Q22 Reception staff	0	4	24	73	76	3
Q23 Respect for privacy/confidentiality	2	8	24	77	64	5
Q24 Information of services	1	10	47	60	52	10
Q25 Complaints/compliments	2	10	58	56	26	28
Q26 Illness prevention	0	12	51	67	35	15
Q27 Reminder systems	0	14	46	64	36	20
Q28 Second opinion / comp medicine	0	12	39	58	19	52

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

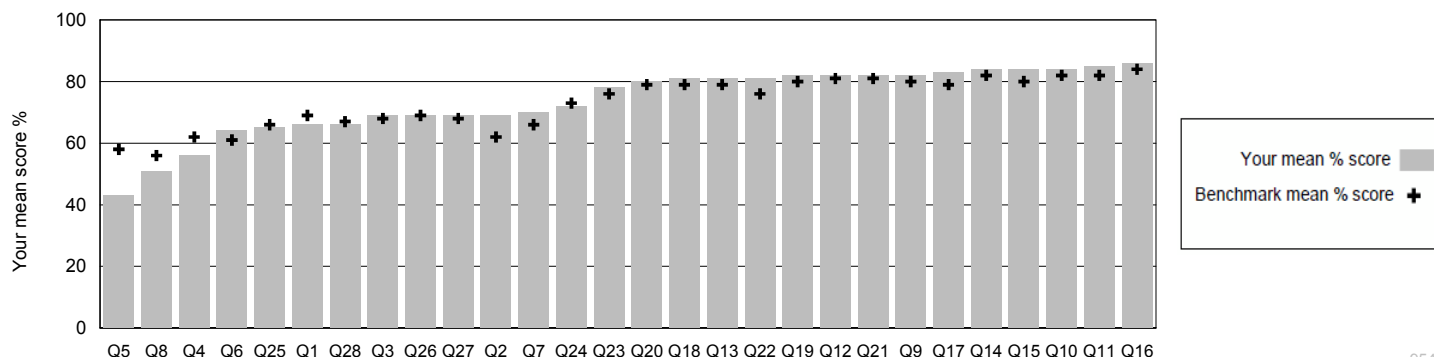
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	66	69	23	64	68	73	92
Q2 Telephone access	69	62	13	53	63	71	92
Q3 Appointment satisfaction	69	68	23	63	68	74	92
Q4 See practitioner within 48hrs	56	62	18	54	62	70	96
Q5 See practitioner of choice	43	58	22	48	57	65	95
Q6 Speak to practitioner on phone	64	61	25	54	61	67	92
Q7 Comfort of waiting room	70	66	27	60	66	71	90
Q8 Waiting time	51	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	82	80	41	76	81	85	97
Q10 Warmth of greeting	84	82	45	78	82	86	96
Q11 Ability to listen	85	82	46	78	83	87	97
Q12 Explanations	82	81	42	77	81	85	97
Q13 Reassurance	81	79	41	75	80	84	98
Q14 Confidence in ability	84	82	43	79	83	87	99
Q15 Express concerns/fears	84	80	45	76	81	85	96
Q16 Respect shown	86	84	49	80	85	88	98
Q17 Time for visit	83	79	38	75	80	84	96
Q18 Consideration	81	79	41	75	79	83	98
Q19 Concern for patient	82	80	43	76	80	84	97
Q20 Self care	80	79	38	75	79	83	97
Q21 Recommendation	82	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	81	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	78	76	43	72	76	80	96
Q24 Information of services	72	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	65	66	31	62	66	70	96
Q26 Illness prevention	69	69	34	64	68	72	96
Q27 Reminder systems	69	68	27	63	68	72	96
Q28 Second opinion / comp medicine	66	67	30	62	67	71	96
Overall score	74	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 (4001-6000 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	66	69	50	65	69	73	88
Q2 Telephone access	69	65	29	58	66	73	86
Q3 Appointment satisfaction	69	69	45	64	70	75	89
Q4 See practitioner within 48hrs	56	63	31	55	63	71	89
Q5 See practitioner of choice	43	59	32	51	60	66	87
Q6 Speak to practitioner on phone	64	61	35	55	61	68	86
Q7 Comfort of waiting room	70	66	42	60	66	72	86
Q8 Waiting time	51	55	26	49	56	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	82	80	59	76	81	85	93
Q10 Warmth of greeting	84	82	62	78	83	87	94
Q11 Ability to listen	85	82	61	78	83	87	94
Q12 Explanations	82	81	61	77	81	86	92
Q13 Reassurance	81	79	59	75	80	84	92
Q14 Confidence in ability	84	82	62	78	83	87	93
Q15 Express concerns/fears	84	80	59	76	81	85	92
Q16 Respect shown	86	84	64	80	85	88	94
Q17 Time for visit	83	79	56	75	80	84	91
Q18 Consideration	81	79	58	75	80	84	91
Q19 Concern for patient	82	79	57	75	80	84	91
Q20 Self care	80	78	58	74	79	84	90
Q21 Recommendation	82	81	59	77	82	86	92
<b>About the staff</b>							
Q22 Reception staff	81	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	78	76	58	73	77	80	91
Q24 Information of services	72	73	55	69	74	77	90
<b>Finally</b>							
Q25 Complaints/compliments	65	66	43	62	68	71	85
Q26 Illness prevention	69	69	47	65	70	73	87
Q27 Reminder systems	69	68	44	64	69	73	86
Q28 Second opinion / comp medicine	66	67	45	63	68	72	86
<b>Overall score</b>	<b>74</b>	<b>73</b>	<b>53</b>	<b>70</b>	<b>74</b>	<b>78</b>	<b>88</b>

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

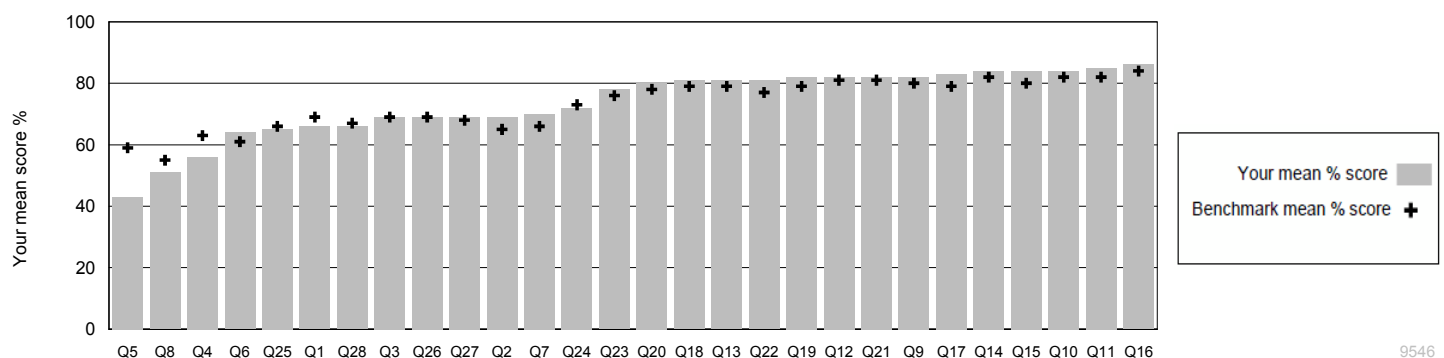
9546

\*Based on data from 184 practices carrying out 263 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 (4001-6000 patients)



9546



## Your patient feedback

Table 4: Your patient demographics  
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (4001-6000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	6	61	71	46	65	71	76	90
25 - 59	78	72	73	52	68	74	78	87
60 +	87	77	75	51	72	76	79	89
Blank	9	70	71	39	66	72	76	100
<b>Gender</b>								
Female	101	73	73	53	70	74	78	89
Male	69	75	74	52	70	75	79	87
Blank	10	71	72	44	66	72	78	98
<b>Visit usual practitioner</b>								
Yes	78	75	75	57	72	76	80	90
No	74	72	70	48	65	70	75	88
Blank	28	75	72	48	67	72	77	93
<b>Years attending</b>								
< 5 years	26	73	73	52	68	73	78	94
5 - 10 years	26	74	72	52	68	74	78	87
> 10 years	117	74	74	53	71	75	78	91
Blank	11	71	71	43	66	71	78	92

\*Based on data from 184 practices carrying out 263 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.

954€

## Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	04/02/2013	06/03/2012	16/10/2008
Q1 Opening hours satisfaction	66	66	67	67
Q2 Telephone access	69	69	68	71
Q3 Appointment satisfaction	69	67	69	71
Q4 See practitioner within 48hrs	56	55	59	65
Q5 See practitioner of choice	43	46	43	56
Q6 Speak to practitioner on phone	64	64	63	63
Q7 Comfort of waiting room	70	69	71	59
Q8 Waiting time	51	45	52	43
Q9 Satisfaction with visit	82	86	84	81
Q10 Warmth of greeting	84	88	85	84
Q11 Ability to listen	85	90	86	84
Q12 Explanations	82	87	84	80
Q13 Reassurance	81	86	84	79
Q14 Confidence in ability	84	89	86	83
Q15 Express concerns/fears	84	88	84	82
Q16 Respect shown	86	90	88	87
Q17 Time for visit	83	87	83	77
Q18 Consideration	81	86	81	81
Q19 Concern for patient	82	88	83	81
Q20 Self care	80	86	82	--
Q21 Recommendation	82	88	85	83
Q22 Reception staff	81	79	80	80
Q23 Respect for privacy/confidentiality	78	77	77	79
Q24 Information of services	72	72	73	73
Q25 Complaints/compliments	65	66	65	68
Q26 Illness prevention	69	67	69	71
Q27 Reminder systems	69	68	67	68
Q28 Second opinion / comp medicine	66	69	67	66
Overall score	74	76	75	74

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

## 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?

- To improve waiting time to see my own doctor. Longer appointments where necessary. Practitioner to make clear to patients when this may be necessary. Notes to be sent to hospital in time for appointment!
- Sometimes when calling for an appointment with a doctor, it can be weeks unless it's urgent. To a certain degree, I wouldn't be calling to see someone if there wasn't a bit of urgency about it. Also I don't seem to have a certain doctor so no continuity.
- Lengthen the time of visits to be able to speak to doctors. So other clients aren't waiting too long for their appointments. 10 minutes is not long enough for some people.
- N/A, not been here long enough.
- Information when appointments are delayed.
- It would be nice to see a doctor sooner, and maybe the same doctor.
- Dedicated telephone for appointments. Usually very difficult to contact receptionist.
- More doctors in future.
- Due to the part time status of the doctors it is not easy to get continuation with one doctor, you might see 2 or 3 over a period.
- Employ more doctors: as with students coming back from University of Cumbria this means more patients and therefore less chance of local patients getting to see a doctor quickly, which at times is already difficult.
- It would be very helpful to be provided with an up to date list of my repeat prescriptions each time they are supplied - we always used to receive a list, but that no longer seems to happen, although I have asked another staff member to give me one with the delivery of prescriptions.
- My experience has been good - I hope the telephone service will continue - very important and no one should have to wait more than a few days for an appointment.
- Can't say I can. I have always found this practice very helpful, the staff are always kind and understanding I think it is the best in this area from comments made by friends at other surgeries.
- Why is the car park always full when very few people are in the waiting room - today no spaces for 20 minutes and only one other person in the waiting room.
- Tea and coffee or water machine?
- Advertising any late or early surgeries, sometimes it is very difficult to get appointments that fit. Evening or early morning surgeries would be great! But you do a great job.
- The only problem, is trying to get an appointment at short notice.
- Don't tell patients that they have an appointment with a 'doctor' if really it is with the nurse practitioner - previous appointment. 'Emergency appointment'.
- Trying to book a non urgent but important doctor's appointment is impossible if you want to be seen in under a week.
- One receptionist is brilliant very helpful friendly. Few crump receptionists.
- Don't always have a doctor available, often have to see the nurse practitioner, who is nice, however, sometimes would prefer to see a doctor. Receptionist has improved when making appointments they don't seem to demand to know why you are making an appointment anymore, which is better.
- Dealing with too many people, different doctors/nurses (since my doctor seemed unavailable for over 6 weeks?). Service feels impersonal, conveyor belt principle, no continuity in treatment.
- You do a wonderful job - all very conscientious and caring keep it up - thank you. You all need more funding - to enable you work your magic.
- I don't often go to the doctors but in comparison to another, I think we here in Ambleside are extremely lucky to have such great doctors and fabulous health centre. Thank you.
- No comments needed, best practice in the area.

## 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 had to wait one week for an appointment?
- Lovely place all in all, water available in waiting room would be good.
- Shorter waiting time. Everything else seems good.
- I feel that I always receive every consideration and help.
- More consistency over Grasmere surgery opening. More opportunity to see doctor of choice - a greater feeling of being fully known by one doctor in all aspects.
- Too many part time doctors therefore availability of your chosen doctor is limited. One sometimes has to wait 2 or more weeks for an appointment.
- On the whole I find this health centre very efficient and helpful.
- I think the staff should dress in Star Trek uniforms (second generation).
- Be open for at least part of weekends, e.g. Saturday mornings (£100k per annum?!). Notify patients proactively about test results rather than operate a 'no news is good news' policy. Some of the doctors should try to be more 'time efficient' (one doctor in particular would be the benchmark here).
- Like to see better opening or contacts at weekends.
- No help from doctor in chasing up operation that had been delayed for months. Left to do it myself. Very unsatisfactory. Left feeling isolated.
- Waiting times in the past have been too long.
- Excellent practice.
- Extra car parking.
- Practice nurses need better training.
- It would help if a patient did not have to wait too long to see the doctor of the patient's choice. My appointment was made 1 week in advance as this was the earliest I could see the doctor.
- Excellent.
- One receptionist could benefit from better 'people skills' - their tone and manner can sometimes be very harsh!
- Practice is doing very good and so are the doctors. Well done.
- For anyone with hearing problems it can be difficult hearing the announcement when in the waiting room (when waiting to be called).
- When appointments are running late - it would be helpful to keep patients informed.
- Evening and/or weekends.

## 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?

- New information regarding any illness to be taken time over. Explanations could be less 'technical' - long words, medication etc to be introduced more carefully! Note: in general I find the service excellent.
- I am on holiday and arranged two visits via the phone. The nursing staff have been wonderful, and also the doctor who came in to see me at my first appointment. Thank you so much.
- No comments - the doctor is wonderful!
- All excellent.
- More doctor's appointments available. The practice nurse is wonderful though.
- Doctors and nurses are brilliant.
- Always great service! Very understanding, helpful and provided lots of information. Happy with the outcome. Took time to explain in detail meds.
- Sometimes made to feel as though I'm overreacting when I have brought my son in for any issues (3 year old), i.e. was told 'children are sick all the time' in a blasé manner.
- Don't feel like I am being helped or that there seems to be an interest in getting to the root of the problem. Keep getting referred from doctor to nurse and now back to doctor. Waste of time. Am quite frustrated with the service.
- None whatsoever.
- They were lovely. I always feel more comfortable seeing a nurse instead of a doctor.
- Main concern is that none of the doctors at this clinic are full time, which makes it more difficult to see the doctor of your choice. Is there some reason why we do not have full time doctors at the clinic?
- I have seen other doctors here and have been disgusted with the level of patient care! However, one doctor has been nothing but excellent! I have great respect for them. A complete credit to the practice!
- Job well done. Thanks.

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 = 180

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	11	67	69	29	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (11 \times 25) + (67 \times 50) + (69 \times 75) + (29 \times 100)}{(180 - 2)} = 11,700/178$$

Your mean percentage score for Q1 = 66%

### 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	66

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>
---	---	---	--

**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**Ambleside Health Centre**

Rydal Road  
Ambleside  
Cumbria  
LA22 9BP

**Practice List Size: 5059**

**Surveys Completed: 180**

has completed the

## Improving Practice Questionnaire

Completed on 31 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.