

Private and Confidential

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Improving Practice Questionnaire Report

Dr Fairfield and Partners

January 2013



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Dear Mr Ratcliffe

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). In order to provide you with feedback from a representative sample of your patients, in line with Department of Health guidelines, we ask that the IPQ survey samples a minimum of 2.5% of your patient list size. If this minimum is not reached then you will receive an abbreviated feedback report containing the frequency distribution of all patient ratings by question and any patient comments received.

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).

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=140021>

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

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1) P1

Your patient comments P2

Supporting documents

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

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

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

About the benchmarks

Benchmarks have not been incorporated in this report as the minimum number of patients required to provide representative information has not been met.

Your feedback

From the report you should 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 issues on which too much emphasis can be placed.

Other useful information

Together with your report you will receive:

- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the 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	1	10	52	77	30	1
Q2 Telephone access	9	33	50	47	31	1
Q3 Appointment satisfaction	5	13	43	58	51	1
Q4 See practitioner within 48hrs	9	26	50	34	49	3
Q5 See practitioner of choice	25	49	37	42	15	3
Q6 Speak to practitioner on phone	6	22	55	39	23	26
Q7 Comfort of waiting room	0	14	61	68	28	0
Q8 Waiting time	15	41	54	40	17	4
Q9 Satisfaction with visit	0	3	18	47	103	0
Q10 Warmth of greeting	0	2	12	44	111	2
Q11 Ability to listen	0	3	10	43	113	2
Q12 Explanations	0	2	13	48	107	1
Q13 Reassurance	0	2	14	57	96	2
Q14 Confidence in ability	0	1	15	36	117	2
Q15 Express concerns/fears	0	2	15	49	105	0
Q16 Respect shown	0	1	11	35	123	1
Q17 Time for visit	0	4	16	53	97	1
Q18 Consideration	0	1	21	47	100	2
Q19 Concern for patient	0	2	19	46	103	1
Q20 Self care	0	1	22	56	90	2
Q21 Recommendation	0	4	14	41	109	3
Q22 Reception staff	1	9	37	64	59	1
Q23 Respect for privacy/confidentiality	0	10	42	56	59	4
Q24 Information of services	3	10	47	54	48	9
Q25 Complaints/compliments	3	15	57	48	25	23
Q26 Illness prevention	2	13	52	56	32	16
Q27 Reminder systems	5	18	41	60	27	20
Q28 Second opinion / comp medicine	1	13	46	34	25	52

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

Your patient feedback

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

Comments about how the practice could improve

- I am very happy with everything and remains like this.
- Comments limited by lack of comparative experiences.
- Another 5 or 6 minutes should be added to the existing times for a patient to see a doctor. The doctors are very good and never rush a consultation, so often over run the allotted time, causing a "tail back" in the waiting room.
- Some reception staff should be more understanding and willing to help and be more patient aimed.
- With all the new comers to the practice it really needs larger premises as the area grows. It has needs of more consideration from the PCT.
- From my visit today I think the receptionists conversations should be considered as the whole of the waiting room could overhear all about a member of staffs holiday. Quite a lot of personal details were given out - I do not consider this to be very professional.
- 8:30am booking system could be improved perhaps.
- Length of wait time to see a particular GP.
- It would be much better to see your own doctor on all occasions so you get continuity of care.
- Pharmacy could be better trained in customer service - can be defensive when approached (e.g. asking questions to do with tablets not ready or incorrect).
- Liaise with support groups and refer to local support groups for people with chronic conditions so they can support each other. Practice nurse, physio etc. to support on regular basis.
- Dispensary could be improved, not very organised.
- Pharmacy to be open on Saturday mornings.
- Difficulty with stairs. New surgery would be great!
- A new building! I appreciate the problems the present premises have, and particularly for the dispensary lacking space.
- Call waiting system on phone.
- On occasion, a person in the pharmacy is a bit patronising and abrupt.
- Open for more hours and Saturdays.
- Appointments. Sometimes very difficult to arrange appointment with own doctor. Training days should not be during surgery hours. Doctors should be allowed to organise scans etc without seeing consultant.
- Sometimes it is impossible to get through at 8:30 and all appointments are taken by the time the phone is answered. Perhaps this could be improved upon.
- An excellent run practice.
- More phones as always busy at 8:30, can never get through!
- Separate receptionists from people answering telephones - sometimes you can hear patients details (health issues, personal situations, medications addresses and telephone numbers) very clearly in the waiting room.
- Ok for anyone who can read notice board from a distance. Could be difficult for infirm unaccompanied.
- Don't know really.
- More phone lines. More information on how to book an appointment with your GP.
- Being able to book appointments more in advance.
- Excellent practice, professional staff, exceptional GPs. I wish there were more services delivered as efficiently, professionally and welcoming as this one. Well done to everyone.

Your patient feedback

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

Comments about how the practice could improve

- Get polite respectful receptionists, bearing in mind you are ill in the first place and would like someone to be friendly and caring. Receptionists shouldn't tell results over the phone in ear range of the waiting room - must be obvious when you call elderly (by their full name) and then shout the results so everyone can hear. Don't close one afternoon - surely there's a doctor and receptionist that can work for emergencies etc. Easing appointment making.
- Have problems when making phone call first thing in morning to get through when eventually all appointments have gone.
- Provide early morning appointments. Open the phone line from 8:00am.
- Many thanks to you all at Norden House for providing such a wonderful service I feel very fortunate to be registered as a patient at this practice.
- More parking.
- Could improve on the respect shown for your privacy and confidentiality. Also it would be great to have more spaces in car park.
- The appointment system is always difficult.
- To see your own doctor on the day that you ring and request to see them.
- Privacy at desk would be good.
- The practice is outstanding. We are very lucky.
- The key issue for me is the total mismatch between the calibre and care of all staff (doctors and support staff) and the totally inadequate premises.
- Space permitting - parking could be improved. Repeat prescriptions take too long to fulfil.
- Parking at the practice.
- A second phone line for urgent appointments.
- Simply to reduce waiting times.
- If needed, length of time to increase with doctor.
- The competitive booking system is stressful and clinically unsatisfactory since it leads to a lack of continuity - by not being able to book in advance, the tendency is to accept any doctor.
- By not allocating a patient to every 20 minute slot when it is known that this schedule is not maintainable. (If some doctors take longer than 20 minutes and yet are doing right by their patients, so be it. Let them continue).
- Improve flexibility in appointment times for patients who work long distances from the surgery.
- Don't ask if it's an emergency or serious because I would either be in Ambulance or I wouldn't be calling.
- Don't fix what is not broken.
- Very helpful. Better lighting in rooms?
- Increasing number of telephone lines.
- Less computer generated 'posters' around the walls etc.
- Telephone answering service. Especially when told to call at 8:30am. Can take a long time to get through.
- Difficulty in getting appointments. Sometimes long wait in reception for appointment (doctor running late).

Your patient feedback

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

Comments about how the doctor/nurse could improve

- First class.
- Very helpful.
- I have been with my doctor now for 25 years and have to say I am more than satisfied with them and the way I am treated. They have only so many patients they can treat each day.
- My doctor is first rate.
- Not possible. Very good.
- They are excellent in all respects.
- My appointment wasn't of an urgent nature so I pre booked an early morning appointment 2 weeks ahead. If I ring up at 8:30am for an urgent appointment, it can take between 10 and 20 minutes to get through sometimes.
- Very good, not hurried, listened.
- Two of the GPs are excellent.
- I have nothing but praise for this doctor. She is a caring and experienced doctor. I have been seeing her for many years and her level of care and concern is excellent.
- Don't think he could be any better at all. Very caring and helpful.
- I think the doctor could take the time to listen when he is typing and not looking at you while you talk wonder if they are really listening.
- When you phone in and receptionists say they'll phone back at X time, it would be helpful if they actually did. If you say to a receptionist you can't attend the day they've requested the doctor for, then they should ask for a day when you can, and not ignore you or start mouthing off down the phone.
- I am very happy to be seen by this doctor - caring, knowledgeable and to the point. Thank you.
- No, not necessary, I have no complaints regarding any of the GPs I have been to see at Norden House surgery.
- The best doctor in the whole practice.
- This doctor is perfect, he doesn't need to improve.
- Though I am always on time, there is always a delay in actually seeing him, sometimes long.
- The doctors I have seen are very good and head and shoulders above other practices I have been to.
- Very good practice.
- I've always had an excellent relationship with this doctor.
- Very professional.
- The doctors seem competent and well informed but part-time working is a significant downside.
- General viewpoint: My family have been very content with the practice since 1983. In addition, we have received conscientious and professional treatment from two doctors at certain significant points in our lives. For this we feel extremely grateful.
- I saw this doctor and she could not have been any better about my visit to them. She was very kind in all aspects.
- No problems.
- This doctor is excellent.
- Excellent every time we visit!

Supporting documents

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