

**Private and Confidential**

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# Improving Practice Questionnaire Report

Tooting South Medical Centre

August 2015



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27 August 2015

Dear Mr Shirazuddullah

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=185859>

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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## 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	2	14	70	121	92	2
Q2 Telephone access	12	32	92	97	58	10
Q3 Appointment satisfaction	12	15	74	105	92	3
Q4 See practitioner within 48hrs	33	48	86	61	53	20
Q5 See practitioner of choice	16	52	91	67	58	17
Q6 Speak to practitioner on phone	20	48	91	59	37	46
Q7 Comfort of waiting room	1	23	92	94	80	11
Q8 Waiting time	29	59	87	75	41	10
Q9 Satisfaction with visit	4	9	49	98	139	2
Q10 Warmth of greeting	2	7	46	91	150	5
Q11 Ability to listen	3	10	39	84	160	5
Q12 Explanations	3	14	41	103	138	2
Q13 Reassurance	3	16	51	101	121	9
Q14 Confidence in ability	2	14	47	98	137	3
Q15 Express concerns/fears	3	18	46	100	126	8
Q16 Respect shown	2	7	38	85	167	2
Q17 Time for visit	5	15	59	95	124	3
Q18 Consideration	4	11	59	110	105	12
Q19 Concern for patient	4	12	56	95	121	13
Q20 Self care	3	15	57	100	108	18
Q21 Recommendation	5	12	45	93	132	14
Q22 Reception staff	2	11	64	106	106	12
Q23 Respect for privacy/confidentiality	2	14	69	90	110	16
Q24 Information of services	3	24	73	92	88	21
Q25 Complaints/compliments	4	23	89	94	56	35
Q26 Illness prevention	4	27	81	91	70	28
Q27 Reminder systems	3	19	63	99	83	34
Q28 Second opinion / comp medicine	5	20	88	76	62	50

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

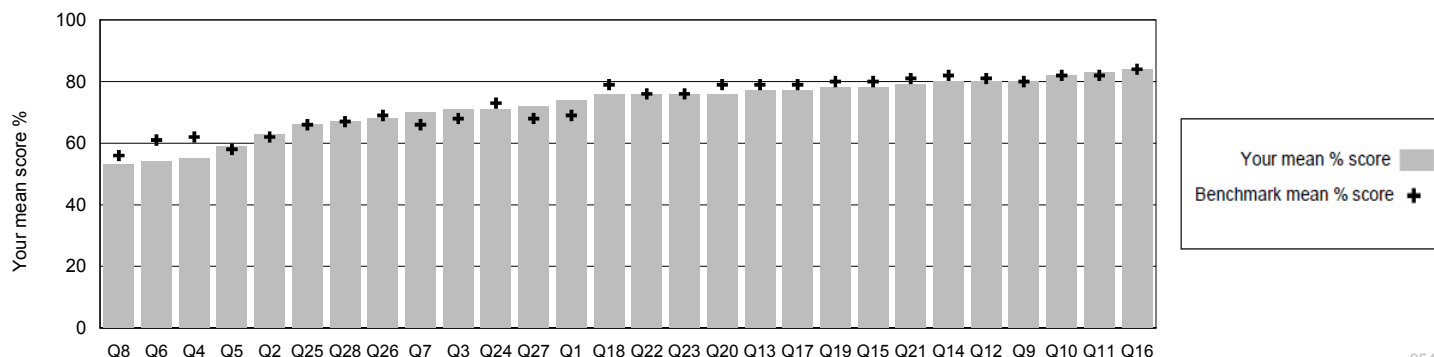
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	74	69	23	64	68	73	92
Q2 Telephone access	63	62	13	53	63	71	92
Q3 Appointment satisfaction	71	68	23	63	68	74	92
Q4 See practitioner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

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\*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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 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	74	67	23	64	68	71	88
Q2 Telephone access	63	56	13	47	58	65	78
Q3 Appointment satisfaction	71	65	23	62	65	69	85
Q4 See practitioner within 48hrs	55	57	18	52	58	64	83
Q5 See practitioner of choice	59	49	22	44	48	55	84
Q6 Speak to practitioner on phone	54	57	25	52	57	63	85
Q7 Comfort of waiting room	70	64	27	60	65	69	86
Q8 Waiting time	53	54	26	49	54	59	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	80	80	41	76	81	84	91
Q10 Warmth of greeting	82	82	45	78	83	85	93
Q11 Ability to listen	83	82	46	79	83	87	94
Q12 Explanations	80	81	42	77	81	85	92
Q13 Reassurance	77	80	41	76	80	84	91
Q14 Confidence in ability	80	82	43	79	83	86	92
Q15 Express concerns/fears	78	80	45	77	81	84	91
Q16 Respect shown	84	84	56	81	85	88	93
Q17 Time for visit	77	79	38	75	80	83	91
Q18 Consideration	76	79	46	75	79	83	89
Q19 Concern for patient	78	80	46	76	80	84	90
Q20 Self care	76	78	38	75	79	83	89
Q21 Recommendation	79	81	41	78	82	86	91
<b>About the staff</b>							
Q22 Reception staff	76	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	76	73	43	70	73	76	90
Q24 Information of services	71	70	31	67	70	73	88
<b>Finally</b>							
Q25 Complaints/compliments	66	63	31	60	64	66	86
Q26 Illness prevention	68	66	34	63	66	69	86
Q27 Reminder systems	72	65	27	62	65	68	86
Q28 Second opinion / comp medicine	67	64	30	61	64	68	87
Overall score	73	71	35	68	72	75	87

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

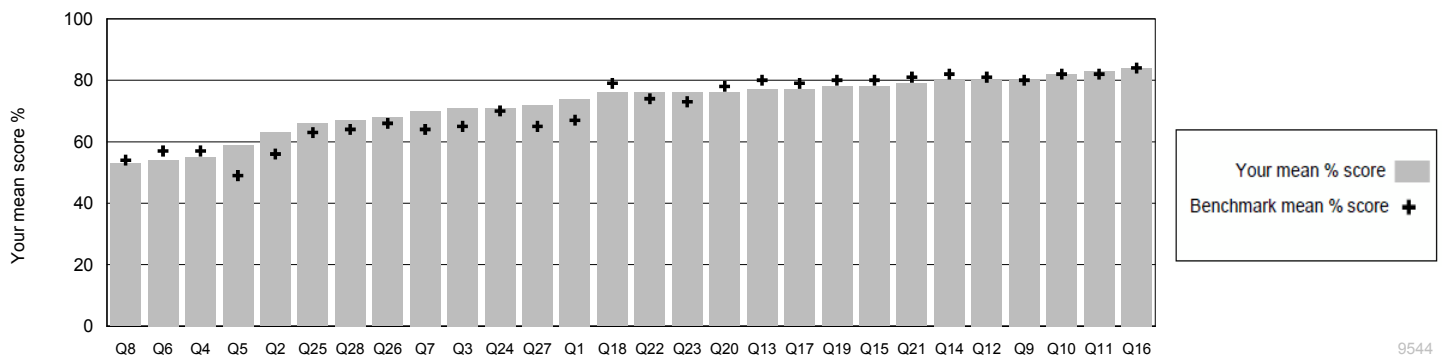
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\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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 (10001-12000 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 (10001-12000 patients)

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

### Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	40	70	70	42	66	70	75	91
25 - 59	198	73	70	35	67	70	74	87
60 +	35	76	73	24	70	73	76	87
Blank	28	68	69	50	63	69	74	86

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	193	71	71	32	67	71	74	87
Male	81	76	73	45	69	73	77	88
Blank	27	71	69	49	65	69	74	89

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	165	73	74	35	71	74	77	89
No	89	70	68	35	64	68	72	84
Blank	47	74	70	53	65	70	73	83

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	154	73	72	28	68	72	76	88
5 - 10 years	81	72	71	40	67	71	75	91
> 10 years	33	72	72	48	69	72	75	86
Blank	33	73	69	49	65	69	73	85

\*Based on data from 103 practices carrying out 153 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	24/09/2014	19/09/2013	03/10/2012
Q1 Opening hours satisfaction	74	75	75	71
Q2 Telephone access	63	69	69	65
Q3 Appointment satisfaction	71	72	72	64
Q4 See practitioner within 48hrs	55	61	58	56
Q5 See practitioner of choice	59	57	60	55
Q6 Speak to practitioner on phone	54	56	59	55
Q7 Comfort of waiting room	70	70	72	71
Q8 Waiting time	53	57	57	50
Q9 Satisfaction with visit	80	82	81	77
Q10 Warmth of greeting	82	82	81	78
Q11 Ability to listen	83	82	83	79
Q12 Explanations	80	80	82	76
Q13 Reassurance	77	79	79	74
Q14 Confidence in ability	80	81	81	77
Q15 Express concerns/fears	78	80	80	75
Q16 Respect shown	84	83	85	80
Q17 Time for visit	77	78	80	75
Q18 Consideration	76	78	76	74
Q19 Concern for patient	78	78	77	74
Q20 Self care	76	78	76	74
Q21 Recommendation	79	79	81	76
Q22 Reception staff	76	77	79	75
Q23 Respect for privacy/confidentiality	76	76	78	75
Q24 Information of services	71	75	76	69
Q25 Complaints/compliments	66	69	68	64
Q26 Illness prevention	68	70	71	67
Q27 Reminder systems	72	71	74	67
Q28 Second opinion / comp medicine	67	68	68	64
Overall score	73	74	74	70

## 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?

- No complaints.
- Very good.
- Easier to get through on the phone at 8am.
- Pick the phone quickly please, wait so long.
- Their service is very good.
- No thanks.
- Everything is fine.
- There should be convenient time for appointments for people/patients who work. There should be more friendly receptionist/on telephone and counter which you have got now, easy to communicate with.
- All of this is very good.
- Waiting time is a problem but to give good service the doctor must listen which takes time.
- You already helpful. No need to improve. I am satisfy.
- Couldn't be better. Everything just suitable for me. Very friendly staff. All are willing to please patient. Very, very good surgery.
- Several times I have had difficulty in getting through on the telephone to make a doctor appointment. I would like to see this improving.
- Checking on time because all the times running late.
- More magazines in the waiting room please! Maybe solicit donations?
- Confidentiality over the reception/waiting area can improve. Perhaps saying "what the problem is over the counter" can be avoided as some issues people may not wish for people in the waiting area to hear.
- If there are any delays in appointments please advise patient waiting.
- Shorten waiting time. Booked appointment but still waited 30 minutes.
- More comfort levels and should be airy as it is all the time packed - and staff get irritable so quickly.
- No comments.
- Extend the evening appointments (more evening appointments).
- Longer time with doctor, please (not only one problem).
- When first booked in to the surgery I booked an appointment and was told on arrival it was for a new patient health check. It left me unable to get a prescription and next available appointment was over a week away. So improve appointment bookings.
- Need to get an appointment on the day when it's not well as per we need a doctor but with some doctors are just ok.
- Accommodate babies appointment at any time of the day.
- The waiting time is very long and we always find hard to book an appointment on right time.
- Longer time with the doctor.
- Very quick and reassuring.
- Just more appointments but apart from that nothing, it was fantastic.
- Less appointment waiting time (generally).

## 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?

- We are very happy about this service.
- Waiting times.
- I think they are doing their best.
- The waiting times are a bit long, especially when we come with children.
- Some doctors should really improve their English language skills.
- Very good service provided.
- I think the practice often appears overwhelmed, but the staff are always excellent.
- Hard to get through on the telephone.
- I know it is difficult to manage but the last two appointments I have ended up waiting for over 25 minutes before being seen.
- Receptionist wasn't particularly friendly or helpful.
- It would be useful to be able to book ante-natal appointments further in advance than the two weeks - I know when I need them so it would make it easier (and better in terms of continuity of care with the same doctor).
- Prioritise early morning and late evening and weekend appointments for those who are working.
- Communication between reception staff, nurses and GPs could be better.
- When calling surgery during opening times, the message says surgery is closed. This always happens after 1800 hours. It's impossible to get an appointment sometimes for three weeks, despite more doctors now in the centre.
- Better website opportunity for more evening or weekend appointments. Warmer welcome by reception staff and quicker service.
- I have always loved the services in this practice, never had any complaint. The practice should keep it up. I wish the practice the best and more improvements.
- For me I always had a great service so no comments.
- Very good.
- It's alright. No comments.
- Practice should be child friendly.
- I always get a good service.
- Confidentiality at the front desk is very poor. Patients should not be asked their personal details in front of other patients (i.e. date of birth, address, names and nationalities). Something should be done to improve this problem.
- I think this practice provide a good service to patients.
- Text message reminder.
- Everything perfect. No need to change. I am happy to visit this clinic.
- Only the waiting problem is the issue.
- Keep it up. You are doing good.
- Please answer in the morning calls.
- Doing well.
- Less waiting time.

## Your patient feedback

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

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

- Not at the moment.
- Waiting time is long, some doctors are not good and popular. Some of them very popular so everybody want to see them only rather than going to see other doctor.
- Ability to make appointments sooner without making an emergency appointment.
- No comments.
- Improve waiting time.

## Your patient feedback

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

## Any comments about how the doctor/nurse could improve?

- I have not any complaints with any doctor.
- Reception was friendly and efficient. Two nurses were both wonderful, kind and listened to my questions.
- They should tell you your BP when checked and your weight as well because she didn't tell me mine the first time she did it, she only told me that it was good.
- He is very good.
- Have more doctors who can relate to patients needs. This doctor and another one - are excellent examples. Thank you.
- He is a very good doctor. I really appreciated.
- Only one problem in 10 minutes, patient must make more appointments.
- Nothing.
- Doctors are good and very helpful. No need to improve.
- Very happy with the nurse.
- Doctors knowledge are very good.
- No comments.
- Take more time with patient.
- Confirm what blood tests are specifically testing for. Was very helpful in explaining questions.
- Lovely and great nurse.
- Be able to discuss more than one problem.
- The nurse staff is very nice.
- Ask more questions.
- The appointment was about an existing condition and some of the questions were quite technical.
- Not at all, she was fantastic.
- Very well.
- They are the best.
- Very good.
- She was lovely and very helpful.
- Spend more time with the patient.
- I think it is getting better.
- This nurse's approach is very business like and she could benefit from being slightly gentler and warmer.
- Nurse was very professional, so I have no recommendations.
- Warm and efficient.
- All doctors are very good.
- Nurse is fine.

## 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?

- Since I have been attending this practice the doctors I have seen so far have done well as far as I am concerned. They take time to listen and time to explain cause and solutions to one's health problem.
- For me I always had a great service so no comments.
- Very good.
- He is too good. No need to improve anything.
- He's been remarkably kind and considerate.
- Old people cannot see the doctor more oftenly. We know NHS putting pressure on GPs time and cost, but old people need to pay more attention and they should be given more time and should be allowed to tell more than one problem at a time as it's difficult for them to come again and again.
- How can you improve on excellent.
- Doctors are already improved. They know proper treatment. Doctor give me best medicine what I need.
- Keep it up.
- She help me lots, it's very good to have the best services here.
- Excellent.
- Please, keep up the good work.
- Not at the moment.
- Please ask GP surgery to replace some good doctors. Some are very worst.
- Saw the doctor this morning. Excellent, pleasant doctor.

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 = 301

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	14	70	121	92	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (14 \times 25) + (70 \times 50) + (121 \times 75) + (92 \times 100)}{(301 - 2)} = 22,125/299$$

Your mean percentage score for Q1 = 74%

### 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	74

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

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\*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

**Tooting South Medical Centre**

22 Otterburn Street  
Tooting  
LONDON  
SW17 9HQ

**Practice List Size: 10200**

**Surveys Completed: 301**

has completed the

## Improving Practice Questionnaire

Completed August 2015



**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.