

Private and Confidential

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Improving Practice Questionnaire Report

Tooting South Medical Centre

September 2013



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27 September 2013

Dear Mr Shirazuddullah

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Of a total of 327 patients who responded to this survey, 327 filled out a paper questionnaire and 29 completed a questionnaire online. 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).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

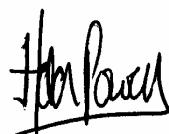
The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

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=160048>

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 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	0	14	83	120	109	1
Q2 Telephone access	7	26	91	107	88	8
Q3 Appointment satisfaction	7	21	80	118	98	3
Q4 See practitioner within 48hrs	22	47	91	83	53	31
Q5 See practitioner of choice	18	42	102	70	63	32
Q6 Speak to practitioner on phone	15	37	85	72	43	75
Q7 Comfort of waiting room	2	18	96	106	97	8
Q8 Waiting time	24	58	94	82	55	14
Q9 Satisfaction with visit	2	11	51	108	155	0
Q10 Warmth of greeting	2	10	50	102	159	4
Q11 Ability to listen	2	9	46	88	177	5
Q12 Explanations	2	7	58	93	163	4
Q13 Reassurance	2	16	52	104	144	9
Q14 Confidence in ability	2	12	52	101	157	3
Q15 Express concerns/fears	4	10	51	113	143	6
Q16 Respect shown	1	5	45	86	186	4
Q17 Time for visit	2	19	52	89	160	5
Q18 Consideration	4	20	61	100	122	20
Q19 Concern for patient	2	15	58	113	123	16
Q20 Self care	3	17	65	98	123	21
Q21 Recommendation	3	12	44	103	149	16
Q22 Reception staff	0	9	59	115	129	15
Q23 Respect for privacy/confidentiality	1	8	67	113	118	20
Q24 Information of services	2	13	66	105	112	29
Q25 Complaints/compliments	1	19	107	90	66	44
Q26 Illness prevention	1	13	98	105	80	30
Q27 Reminder systems	3	9	89	100	102	24
Q28 Second opinion / comp medicine	3	15	97	82	62	68

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

Your patient feedback

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

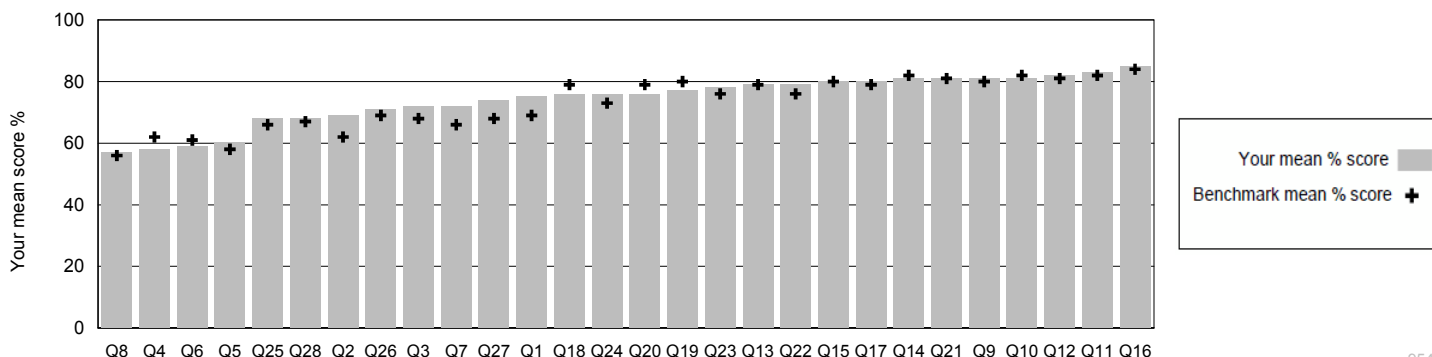
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	75	69	23	64	68	73	92
Q2 Telephone access	69	62	13	53	63	71	92
Q3 Appointment satisfaction	72	68	23	63	68	74	92
Q4 See practitioner within 48hrs	58	62	18	54	62	70	96
Q5 See practitioner of choice	60	58	22	48	57	65	95
Q6 Speak to practitioner on phone	59	61	25	54	61	67	92
Q7 Comfort of waiting room	72	66	27	60	66	71	90
Q8 Waiting time	57	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	81	80	41	76	81	85	97
Q10 Warmth of greeting	81	82	45	78	82	86	96
Q11 Ability to listen	83	82	46	78	83	87	97
Q12 Explanations	82	81	42	77	81	85	97
Q13 Reassurance	79	79	41	75	80	84	98
Q14 Confidence in ability	81	82	43	79	83	87	99
Q15 Express concerns/fears	80	80	45	76	81	85	96
Q16 Respect shown	85	84	49	80	85	88	98
Q17 Time for visit	80	79	38	75	80	84	96
Q18 Consideration	76	79	41	75	79	83	98
Q19 Concern for patient	77	80	43	76	80	84	97
Q20 Self care	76	79	38	75	79	83	97
Q21 Recommendation	81	81	41	78	82	86	99
About the staff							
Q22 Reception staff	79	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	78	76	43	72	76	80	96
Q24 Information of services	76	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	68	66	31	62	66	70	96
Q26 Illness prevention	71	69	34	64	68	72	96
Q27 Reminder systems	74	68	27	63	68	72	96
Q28 Second opinion / comp medicine	68	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 (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	75	67	49	64	68	71	76
Q2 Telephone access	69	57	22	51	59	64	78
Q3 Appointment satisfaction	72	66	39	62	67	71	79
Q4 See practitioner within 48hrs	58	59	29	53	59	67	80
Q5 See practitioner of choice	60	53	26	47	54	59	78
Q6 Speak to practitioner on phone	59	59	36	54	60	65	78
Q7 Comfort of waiting room	72	64	42	59	64	68	82
Q8 Waiting time	57	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	81	80	51	76	81	84	92
Q10 Warmth of greeting	81	81	52	78	82	86	95
Q11 Ability to listen	83	82	52	79	83	87	95
Q12 Explanations	82	81	52	77	81	85	94
Q13 Reassurance	79	79	52	76	80	84	94
Q14 Confidence in ability	81	82	53	79	83	86	95
Q15 Express concerns/fears	80	80	52	76	81	85	95
Q16 Respect shown	85	84	53	80	85	88	95
Q17 Time for visit	80	79	48	75	80	83	91
Q18 Consideration	76	78	51	75	79	83	96
Q19 Concern for patient	77	79	51	76	80	84	95
Q20 Self care	76	78	52	75	79	83	94
Q21 Recommendation	81	81	51	78	82	86	95
About the staff							
Q22 Reception staff	79	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	78	74	50	71	74	77	85
Q24 Information of services	76	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	68	64	43	61	64	68	75
Q26 Illness prevention	71	67	47	65	67	71	79
Q27 Reminder systems	74	66	47	63	66	70	77
Q28 Second opinion / comp medicine	68	65	44	63	65	68	81
Overall score	74	72	49	69	73	76	83

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

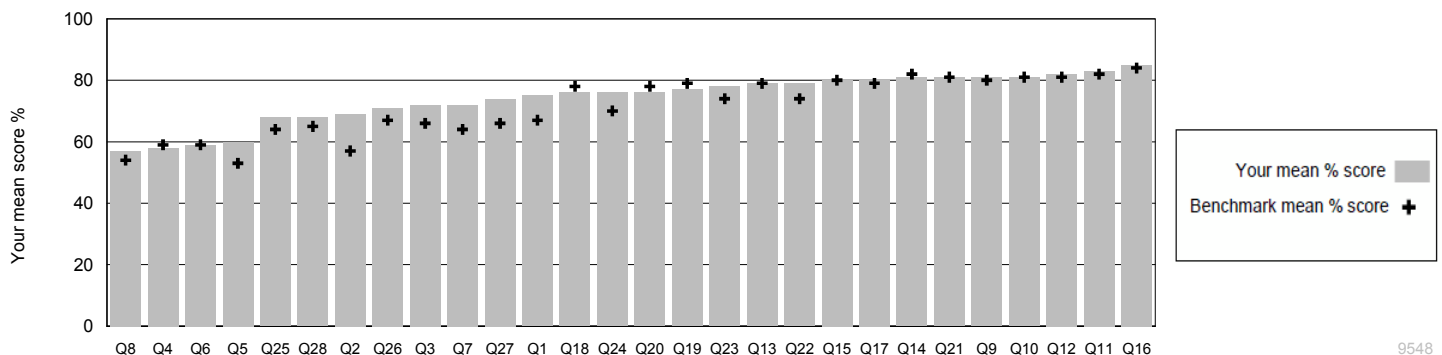
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*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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 (8001-10000 patients)



9548

Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	38	73	70	41	66	71	75	90
25 - 59	221	75	71	50	68	72	75	81
60 +	36	82	73	49	70	74	77	88
Blank	32	65	70	48	66	71	75	92
Gender								
Female	196	75	71	49	68	72	75	83
Male	99	76	73	48	70	74	76	83
Blank	32	68	70	50	65	71	75	92
Visit usual practitioner								
Yes	186	77	74	51	71	75	77	85
No	81	71	69	43	65	69	73	80
Blank	60	71	71	49	67	71	75	86
Years attending								
< 5 years	189	75	72	45	68	73	76	82
5 - 10 years	60	76	71	48	67	71	75	83
> 10 years	38	74	72	51	69	73	76	85
Blank	40	70	70	51	65	71	74	89

*Based on data from 135 practices carrying out 202 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.

954E

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	03/10/2012	21/11/2008	03/12/2007
Q1 Opening hours satisfaction	75	71	69	70
Q2 Telephone access	69	65	70	69
Q3 Appointment satisfaction	72	64	66	63
Q4 See practitioner within 48hrs	58	56	57	50
Q5 See practitioner of choice	60	55	62	59
Q6 Speak to practitioner on phone	59	55	58	56
Q7 Comfort of waiting room	72	71	75	80
Q8 Waiting time	57	50	57	60
Q9 Satisfaction with visit	81	77	77	81
Q10 Warmth of greeting	81	78	80	81
Q11 Ability to listen	83	79	80	84
Q12 Explanations	82	76	79	82
Q13 Reassurance	79	74	78	79
Q14 Confidence in ability	81	77	80	82
Q15 Express concerns/fears	80	75	77	79
Q16 Respect shown	85	80	81	84
Q17 Time for visit	80	75	71	69
Q18 Consideration	76	74	74	78
Q19 Concern for patient	77	74	76	77
Q20 Self care	76	74	--	--
Q21 Recommendation	81	76	79	81
Q22 Reception staff	79	75	77	71
Q23 Respect for privacy/confidentiality	78	75	77	73
Q24 Information of services	76	69	75	71
Q25 Complaints/compliments	68	64	69	65
Q26 Illness prevention	71	67	69	66
Q27 Reminder systems	74	67	69	63
Q28 Second opinion / comp medicine	68	64	67	66
Overall score	74	70	72	72

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

*Dates in the table relate to date of application to carry out the survey.

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?

- This practice is very well organised and well managed. I am very satisfied on the treatment which I received. All the staff are caring.
- Could show a bit of consideration to people's personal circumstances.
- I am happy with this Tooting Clinic.
- A longer screen for the names.
- Very good service thank you all.
- To have the doctor you want to see not to wait for a long time for an appointment.
- My only real concern is getting the doctor I specifically ask for at an earlier date. But I think that's hard to avoid. Also the waiting time - but again, sometimes patients need a little longer.
- The practice need to improve "lot" in appointment time keeping and waiting time. At least "30" minute is a waiting time.
- Very good.
- Very satisfied.
- Provide cool water.
- Nothing on this visit needs to be improved.
- If it's possible patients should be given the opportunity to see the GP that usually attends to them. It gives some form of confidence and assurance and continuity.
- No comments of how this practice could improve its service, as it run an excellent service already.
- Keep it up.
- Overall and excellent practice given the current economic situation I feel they do the very bests they can.
- Shorter waiting times.
- Keep appointments running to time so less waiting. It is hard to keep a baby entertained when waiting an additional 15+ minutes.
- Wider variety of magazines and/or newspapers in waiting room. A separate area for people waiting with small children.
- Blood results could be improved. I was unhappy that after 1 week when I called the practice they couldn't find my blood results.
- Improve waiting times.
- Very good practice, very interactive staff have become my secondary.
- Everything good.
- This practice may look into the way to increase chance of getting appointments earlier/as per patients desire.
- Very satisfactory.
- I am new registered here so I'm attend my first appointment here so over all response is good. Thanks.
- Very helpful staff.
- I don't have comments because all very good.
- Always see a different doctor.
- I think, the nurse to behave friendly with patients and give more moral support.

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?

- Possibly more evening appointments with the doctor, but it's understandable. They have a family too. Great doctor and practice. Maybe a nurse over the weekend too?
- Let patients make appointments in the day they telephone or within 48 hours without having to ask what is it about over the phone. Have the same doctor each visit.
- The ability to book an appointment at lunch time would be greatly appreciated. As I take the underground to and from work, and therefore can't use my phone, it is difficult to call at any other time.
- Give more same day appointment when we call.
- Have been with practice for over twenty years and I am very satisfied with the service.
- Keep up the good job, excellent service and care.
- I find the service very good excellent with information. In the past I have had to wait for my appointment but this has improved - none necessary to me.
- Improve waiting time, especially with doctor. On the last 3 occasions, I have had to wait approximately one hour.
- None, best practice I've ever been to.
- Have an online service to book appointment.
- Excellent service.
- Reduce waiting time.
- None at the moment.
- Sometimes you have to visit a long time in reception, but obviously this depends on patient being late, however it can be frustrating.
- None, everything for me is excellent.
- You, I would recommend that this practice should consider patients state of health and how they feel before making an appointment.
- Everything is good.
- Making short notice appointments available for doctor of my choice. Extending report briefing (blood test etc) hours - from 3pm to 4pm to 3pm to 5pm. Opening more day for walk-in clinic.
- Length of time to wait for appointment.
- Waiting times consistently bad. Waiting room tiny.
- A better doppler measuring device would be great (pregnancy).
- None.
- The service is excellent, I can't ask any more.
- Very good.
- As I do not speak English, I need an interpreter. I had four occasions when I arrived and there was no interpreter. No one told me that this was going to happen. I wish I was told before coming to the practice.
- The lines to this practice are always busy and it does waste my credit sometimes, because I am a pay as you go mobile user.
- Doing very well, keep up!
- Some members of staff at the reception are excellent and professional. There are one or two people that are not very professional even on telephone conversation as well - I think communication (as we all know) is highly important in a service like this especially to a patient.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Less wait for appointments.
- Very good.
- Excellent communication by one doctor.
- Good.
- By not putting patients on hold over the phone when calling to book an appointment. Sometimes you're left waiting for 2-3 minutes, the caller may not have enough credit on their phone to wait. This should be addressed.
- Very good.
- No. I believe that the practice has done everything to make life easy for us to contact them and the receptionists are very caring.
- Be able to book appointments further in advance for routine check-ups. Have longer appointment slots.
- Improve waiting and fix the monitor.
- None I am happy with the surgery.
- Be on time! Too long waiting time.
- Not sure.
- Letting us know waiting times instead of asking reception all the time.
- Waiting area preferably to have less noise from other patients or their children.
- No comments.
- In an overall comment I can say this is one of the best surgeries I ever been registered to in London for the last 9 years. I've felt very discriminated and given wrong advice before arriving to this excellent surgery.
- I am satisfied - practice doing very well.
- When you call to see a doctor of your choice, you will have to wait 2 weeks. I think it's unfair because you are not ill every times. e.g. I was not well I have seen two different doctor they told me might be viral infection but after 3 week I seen the doctor it was something more serious.
- It's already improved from last year.
- Customer service of some reception staff could be improved.
- Have a bit more games for children.
- Excellent.
- An opportunity should be given more often to speak to doctor on phone when necessary.
- Temperature too high in waiting room, gets very hot. Some receptionists are not as helpful as others.
- The reception staff should be careful when talking to the patient because others can listen to you. The waiting time is very poor last week I have paid £4.00 for tickets. This is not right. Everyone should respect others as well.
- Quite happy and no reason to change.
- Maybe introduce the system where we can make appointments online.
- None.
- None.
- None.

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?

- None.
- None.
- Nothing.
- None.

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?

- No, because she is excellent caring, know her stuff and goes beyond help her clients. I'm personally very very satisfied being under her care.
- No comments.
- Listen to patient and explain about medicine which recommended.
- No. The doctor is excellent.
- No comments, she's perfect at her practice!
- Good waiting time, only 5 minutes after appointment which is very good. The doctor was very pleasant and overall very good.
- Offer us a specialist opinion about the issue.
- None.
- They are so kind, keep it up.
- An excellent doctor.
- None.
- I enjoy the relationship between surgery and myself.
- She is excellent.
- No comment. Doing an excellent job.
- Excellent service.
- I don't have comments because all very good.
- N/A - great doctor.
- No. Fantastic - thank you!
- She was excellent.
- We need to have better referral practice and right personal process for the patient.
- She is perfect.
- No comment - my doctor is a very good doctor.
- Computer information - try to get achieve back for checking previous appointments.
- Very helpful. Very professional. No issues.
- None.
- Everything good.
- I'm really happy with this doctor.
- Perhaps be a little more friendly.
- None.
- Nothing to add.
- Everything for me is excellent.
- The doctors should fast track their patients referred and treatment to ensure good delivery.

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?

- Everything is good.
- She could give more advice. She gave medical and other advice.
- No. Very good.
- Very happy with any doctor or nurse I have seen. Thank you!
- Doctors could smile more, improving patients' reassurance.
- None. The doctor is very efficient and trustworthy.
- The doctor is one of the best I come in contact.
- No she is good.
- She's good.
- No comment at the moment. They seem to be up to the task and they work professionally. I am happy about them in general.
- Do no be complacent.
- Improvement in chances of seeing a doctor within 48hrs and seeing one's choice doctor would be highly appreciated.
- Very good.
- Good.
- None.
- Longer appointment.
- No she has been very professional kind and demonstrated that she knows her stuff.
- She is perfectly alright.
- None.
- Appointment timings.
- Not sure.
- Smiling, more confident.
- None.
- Excellent.
- Probably doctor could improve referrals on second appointments at least.
- They are good.
- I think doctor are best the way they are right now.
- Doctors are very good, no comments.
- No comments.
- We felt the doctor was great in all aspects, so there is nothing to improve.
- None.
- None.

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?

- None.
- None.
- None.
- Nothing.
- None.

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 = 327

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	14	83	120	109	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (14 \times 25) + (83 \times 50) + (120 \times 75) + (109 \times 100)}{(327 - 1)} = 24,400/326$$

Your mean percentage score for Q1 = 75%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

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	75

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

9541

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

Supporting documents

Page by page guide to the interpretation of your report

Page 1

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

Page 2

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

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

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

Page 3

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

Page 4

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

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

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↻



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

Tooting South Medical Centre

22 Otterburn Street
Tooting
LONDON
SW17 9HQ

Practice List Size: 9198

Surveys Completed: 327

has completed the

Improving Practice Questionnaire

Completed on 27 September 2013



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.