

# Improving Practice Questionnaire Report

Tooting South Medical Centre

October 2012



## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	20/06/2012	22/08/2008	25/09/2007	03/10/2006
Q1 Opening hours satisfaction	71	69	70	66
Q2 Telephone access	65	70	69	66
Q3 Appointment satisfaction	64	66	63	63
Q4 See practitioner within 48hrs	56	57	50	58
Q5 See practitioner of choice	55	62	59	53
Q6 Speak to practitioner on phone	55	58	56	55
Q7 Comfort of waiting room	71	75	80	61
Q8 Waiting time	50	57	60	58
Q9 Satisfaction with visit	77	77	81	76
Q10 Warmth of greeting	78	80	81	78
Q11 Ability to listen	79	80	84	79
Q12 Explanations	76	79	82	75
Q13 Reassurance	74	78	79	72
Q14 Confidence in ability	77	80	82	78
Q15 Express concerns/fears	75	77	79	76
Q16 Respect shown	80	81	84	81
Q17 Time for visit	75	71	69	73
Q18 Consideration	74	74	78	75
Q19 Concern for patient	74	76	77	76
Q20 Self care	74	--	--	--
Q21 Recommendation	76	79	81	77
Q22 Reception staff	75	77	71	78
Q23 Respect for privacy/confidentiality	75	77	73	77
Q24 Information of services	69	75	71	78
Q25 Complaints/compliments	64	69	65	66
Q26 Illness prevention	67	69	66	71
Q27 Reminder systems	67	69	63	67
Q28 Second opinion / comp medicine	64	67	66	66
Overall score	70	72	72	70

-- 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.

## Comments about how the practice could improve

- If there is less waiting time, because the patients are required to come 10 minutes early and then sometimes wait for half an hour or more.
- All is ok and our service is excellent.
- By opening longer hours on Saturday.
- On this visit the practice has been excellent. This doctor, as always, an excellent physician, however in the past I have had real problems getting an appointment, calling up or accessing my doctor. In respect of my children, I fear this practice has been poor, and we don't always have confidence in the practice.
- Emergency appointments should be available throughout the day. Calling at 8am only might not be possible for everyone - there should be some flexibility.
- All emergency appointments get used by 8:15am. If called later there is no more emergency appointments. Maybe save some emergency appointments in the afternoon. Open on Saturdays. Book appointments online.
- It would have been much easier if this surgery and my old surgery communicated so I did not have to make several appointments for my prescriptions. It would have also helped if my prescription was faxed to here!
- Needs to have toys and books for children waiting in the waiting room.
- Sometimes reception staff are rude and they think patients do not know anything (patient ignorant). Need to reduce waiting time while see a doctor. Need to reduce waiting time while waiting in reception area. Emergency appointments must be seen today.
- It was very good and very respectful.
- If opening/closing time will be extended.
- Being asked to hold when on a mobile after finally being able to get through on the phone from 8am to be told all appointments are gone even sometimes by 8:15am.
- I had one experience of diagnosis by a doctor which was wrong, symptoms persisted and another visit was required. On the second visit the diagnosis and treatment solved the problem. On another occasion I had a scan, which was inconclusive, so I needed to go elsewhere but this surgery cannot make an appointment, it is difficult for me as a patient to arrange an appointment. So I have not followed up.
- Generally no complaints. However, earlier this year there appeared to have been a disconnection as a letter from optician about my eyes had not been put onto my record. Meant the GP had not been aware of request for referral to to outpatient department at hospital i.e. speed and accuracy by admin could be improved.
- Good.
- I would like the practice to have an extra time services for their patients and also to have convenient appointment times for their patients. I also think there should be someone available during their lunch time.
- Service could be improved by earlier appointments when needed and by not being expected to wait for seven days, as seems the norm.
- Yes. It is the practice very good service for us.
- Open on Saturdays. More nurses and doctors available.
- I've been in this practice for a few years now and in Britain for many years, I think this is the best practice in the world. Thanks very much.
- I'd say waiting time is the biggest issue, other than that it's good.
- I'm very appreciative of this service.
- Appointment booking online.
- Keep up the good job!
- When it is a walk in day, there should be tickets with number on so they know who is first in.

## Your patient feedback

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## Comments about how the practice could improve

- A 48 hour booking appointment. Giving an opportunity to see the doctor you would like to see. At least 15 minutes concession to late patients.
- We just have to wait longer for seeing a doctor or to make an appointment.
- Putting the air conditioning on and opening the windows in reception on such a hot day as today. Having a news channel on a big screen with subtitles.
- I am really satisfied with all service.
- Very okay.
- Very good.
- It is sometimes difficult to see one doctor as he is very busy. Offering times to see specific doctor would be good.
- Maybe appointments could be made online as long as you outline why you need to see the doctor. Alternatively, maybe the surgery could field calls/appointments from 7:30am? Sorry I know early but 8am tends to be when we all need to get on tube!
- When we call sometimes the requests are neglected. I been suffering with this illness for over a year but doctor still couldn't find out what exactly is wrong, difficult to get appointments when needed. Sometimes staff are rude.
- Walk-in clinic is the worst.
- Good.
- Patients should be given an opportunity of speaking to a doctor on phone when necessary.
- Last year I tried to stop smoking and booked an appointment to help me out with it. A couple of days after I received a phone cancelling the appointment due to the fact that the lady said that she has not been trained properly to be able to see me, I'm still smoking.
- Get more doctors.
- We need more privacy.
- I feel very satisfactory in this clinic and also like behaviour of staff of reception table.
- Cannot call in at 8am to arrange an appointment, once had to call 20 times to get through to someone! The ease of repeat prescription is not great either. As I work full time I have to leave work 1 hour earlier just for a repeat prescription! Need to improve that service to either by phone or online!
- Probably more chances to take appointment with doctor of choice.
- Waiting time is very long sometimes.
- Explain to patients options about varied treatments and tests.
- As sometimes people need to wait for doctor there needs to be drinking water, especially for pregnant women. For children and babies they need to have some small toys to keep them busy otherwise they scream and run.
- Communication skills of some GPs could be improved. Receptionists are generally very helpful - this should be continued and maybe more consistent. A certain doctor is a great addition and communicates well and is extremely helpful.
- Waiting list to see a GP should be reduced. Sometimes I have to wait more than a week to see my doctor.
- First of all they have to improve their phone service. They have to pick up the phone quickly and respond quickly.
- It would have been nice if we could speak to the doctor on the phone. Improve about referral letter or regarding help when you want to apply for a disabled badge. When we want to see a GP for an appointment we have to wait longer, sometimes it takes a week or two weeks.
- Just need to improve the waiting time a bit more.

### 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 have no comment to make. I have always received good reception and all the staff are helpful.
- I am very happy the way they're treating my physical condition. They are taking care of me well. Thanks.
- No comments, everything is good.
- I like it, they are very nice and friendly.
- Make rooms more wheelchair accessible.
- One or two more doctors may help.
- Extra time services for patients. Someone should be available to attend to patients during lunch services and on Saturdays.
- No comments, everything is fine.
- It is often difficult to get a doctor's appointment for early mornings or late evenings (as I work 9-5 these are often the only times I can make).
- Sometimes we need an appointment after 7:00pm but I never get appointment so that was sad.
- Everything is fine and good just sometimes the doctor's call is a bit late from the given time.



## Your patient feedback

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## Comments about how the doctor/nurse could improve

- No improvements, I have always been very impressed by the service and care from this and another doctor at the practice.
- I think the doctor is great and should keep it up.
- None, she was very helpful.
- Doctors should emphasise on patient's problem, do not think commonly like - 'anything happen give paracetamol, that is it'. Need to think proactively about the patient.
- None - She was very warm, helpful and knowledgeable.
- All nurses are very kind.
- I don't think there is anything to improve. Thank you very much.
- A bit more friendliness and a smile.
- She's doing very well.
- I think she has done well.
- The doctors are very kind and help me with what needs to be done. Thank you.
- Some doctors with their communication gap with patients. Not having enough time to explain your problems with doctors.
- This doctor is excellent, kind, patient, reassuring and professional. He provides good information and always makes me feel like I've been listened to and understood.
- The doctors are okay also.
- Very good.
- Doctor was very helpful.
- Just need a bit more time and explanation and satisfaction for baby's problems.
- The doctor took very good care of me.
- Taking time to check over patients' notes. I felt last time I came the doctor said it was just a virus but it may have been related to a previous illness.
- This doctor has always been consistent.
- Good.
- Be there all the time.
- Excellent.
- All doctors are very nice and very helpful of any situations and illness.
- No comments, I feel good with my doctor.
- I would have been better if they explained my situation in further detail. However, I will have to see.
- Every time I have attended the surgery I have left feeling reassured. I am quite comfortable with the treatment and level of respect from all staff. A delightful surgery.
- Need more 48 hour appointments and shorten waiting time to see GP, always running late.
- They are excellent.
- Communication with this doctor is fine but sometimes with other practice doctors, it hasn't been so great.

### Your patient feedback

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#### Comments about how the doctor/nurse could improve

- They are amazing as a nurse and as a human being.
- Not really. She is very good.
- I found the nurse competent. The one I saw today.
- Everything is okay, well done. She is doing a very good job.
- She is doing very well, and helping so much.
- Perfect as it is.
- She was wonderful.
- No comments. Fine. Thanks.
- Better personal skills.
- The nurse is excellent.

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 = 260

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	15	79	93	66	7

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (15 \times 25) + (79 \times 50) + (93 \times 75) + (66 \times 100)}{(260 - 7)} = 17,900/253$$

Your mean percentage score for Q1 = 71%

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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	71	44	62	66	71	99

\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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.

# *Certificate of Completion*

This is to certify that

**Tooting South Medical Centre**

22 Otterburn Street  
Tooting  
LONDON  
SW17 9HQ

**Practice List Size: 8100**

**Surveys Completed: 260**

has completed the

## Improving Practice Questionnaire

Completed on 22 October 2012



**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.