

Private and Confidential

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Improving Practice Questionnaire Report

Tooting South Medical Centre

October 2014



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29 October 2014

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.

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=176871>

Please contact the office on 0845 5197493 or 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': 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	13	79	93	105	0
Q2 Telephone access	7	23	79	103	77	1
Q3 Appointment satisfaction	4	14	81	98	91	2
Q4 See practitioner within 48hrs	24	35	73	83	61	14
Q5 See practitioner of choice	23	51	75	67	54	20
Q6 Speak to practitioner on phone	19	36	95	60	35	45
Q7 Comfort of waiting room	1	13	98	103	69	6
Q8 Waiting time	19	45	99	75	44	8
Q9 Satisfaction with visit	2	5	45	91	144	3
Q10 Warmth of greeting	0	8	41	96	139	6
Q11 Ability to listen	1	5	46	93	141	4
Q12 Explanations	1	7	51	100	130	1
Q13 Reassurance	1	10	47	112	110	10
Q14 Confidence in ability	2	6	52	93	134	3
Q15 Express concerns/fears	1	8	56	94	127	4
Q16 Respect shown	0	5	46	86	150	3
Q17 Time for visit	2	15	52	98	120	3
Q18 Consideration	0	10	59	94	112	15
Q19 Concern for patient	0	8	59	96	111	16
Q20 Self care	1	8	59	92	109	21
Q21 Recommendation	3	9	51	87	117	23
Q22 Reception staff	1	3	68	105	103	10
Q23 Respect for privacy/confidentiality	1	13	63	96	106	11
Q24 Information of services	2	11	65	91	96	25
Q25 Complaints/compliments	3	18	80	92	60	37
Q26 Illness prevention	3	18	73	95	71	30
Q27 Reminder systems	1	16	80	88	73	32
Q28 Second opinion / comp medicine	1	14	86	79	53	57

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

Your patient feedback

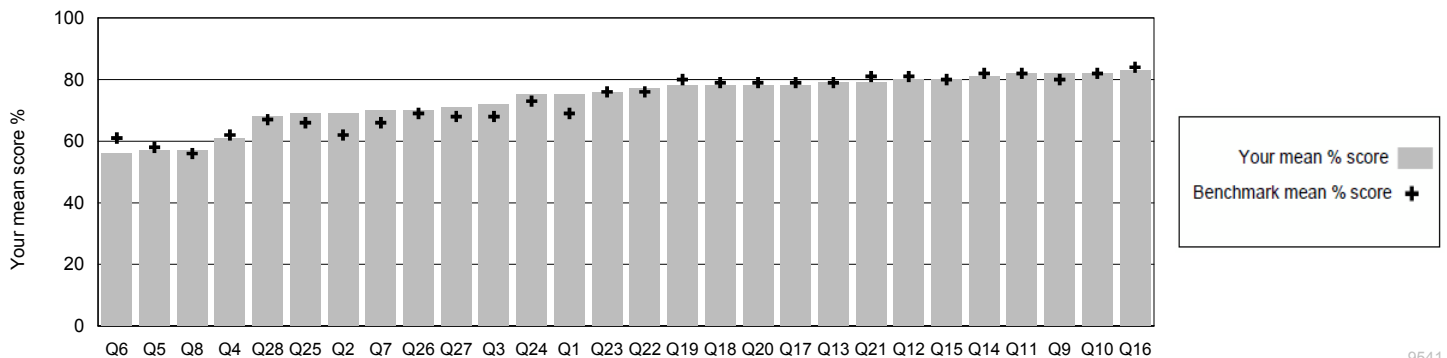
Table 2: Your mean percentage scores and benchmarks from all participating practices

	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	61	62	18	54	62	70	96
Q5 See practitioner of choice	57	58	22	48	57	65	95
Q6 Speak to practitioner on phone	56	61	25	54	61	67	92
Q7 Comfort of waiting room	70	66	27	60	66	71	90
Q8 Waiting time	57	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	82	80	41	76	81	85	97
Q10 Warmth of greeting	82	82	45	78	82	86	96
Q11 Ability to listen	82	82	46	78	83	87	97
Q12 Explanations	80	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	83	84	49	80	85	88	98
Q17 Time for visit	78	79	38	75	80	84	96
Q18 Consideration	78	79	41	75	79	83	98
Q19 Concern for patient	78	80	43	76	80	84	97
Q20 Self care	78	79	38	75	79	83	97
Q21 Recommendation	79	81	41	78	82	86	99
About the staff							
Q22 Reception staff	77	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	76	76	43	72	76	80	96
Q24 Information of services	75	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	69	66	31	62	66	70	96
Q26 Illness prevention	70	69	34	64	68	72	96
Q27 Reminder systems	71	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

*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



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	61	59	29	53	59	67	80
Q5 See practitioner of choice	57	53	26	47	54	59	78
Q6 Speak to practitioner on phone	56	59	36	54	60	65	78
Q7 Comfort of waiting room	70	64	42	59	64	68	82
Q8 Waiting time	57	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	82	80	51	76	81	84	92
Q10 Warmth of greeting	82	81	52	78	82	86	95
Q11 Ability to listen	82	82	52	79	83	87	95
Q12 Explanations	80	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	83	84	53	80	85	88	95
Q17 Time for visit	78	79	48	75	80	83	91
Q18 Consideration	78	78	51	75	79	83	96
Q19 Concern for patient	78	79	51	76	80	84	95
Q20 Self care	78	78	52	75	79	83	94
Q21 Recommendation	79	81	51	78	82	86	95
About the staff							
Q22 Reception staff	77	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	76	74	50	71	74	77	85
Q24 Information of services	75	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	69	64	43	61	64	68	75
Q26 Illness prevention	70	67	47	65	67	71	79
Q27 Reminder systems	71	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

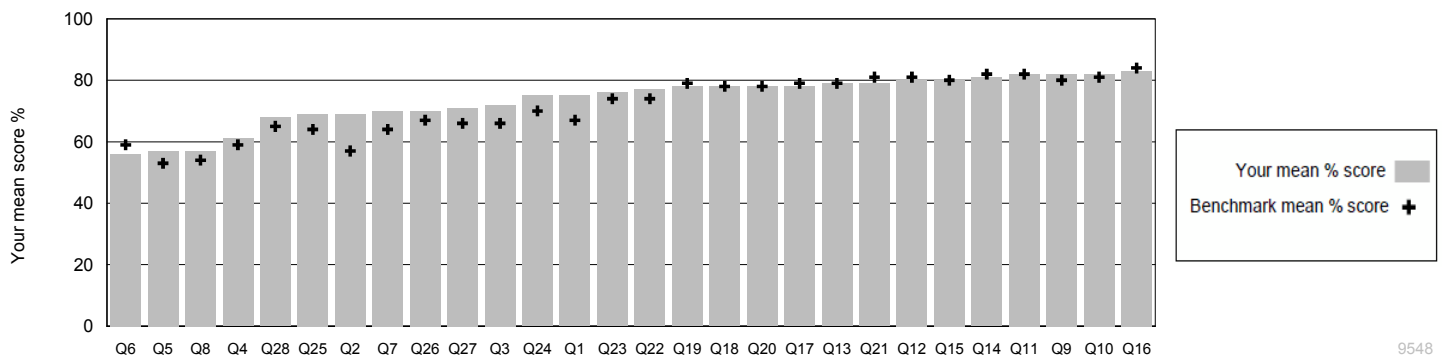
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*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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)



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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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	40	74	70	41	66	71	75	90
25 - 59	187	74	71	50	68	72	75	81
60 +	30	80	73	49	70	74	77	88
Blank	33	69	70	48	66	71	75	92
Gender								
Female	175	72	71	49	68	72	75	83
Male	76	78	73	48	70	74	76	83
Blank	39	73	70	50	65	71	75	92
Visit usual practitioner								
Yes	136	78	74	51	71	75	77	85
No	84	70	69	43	65	69	73	80
Blank	70	69	71	49	67	71	75	86
Years attending								
< 5 years	148	74	72	45	68	73	76	82
5 - 10 years	59	75	71	48	67	71	75	83
> 10 years	35	78	72	51	69	73	76	85
Blank	48	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.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	19/09/2013	03/10/2012	21/11/2008
Q1 Opening hours satisfaction	75	75	71	69
Q2 Telephone access	69	69	65	70
Q3 Appointment satisfaction	72	72	64	66
Q4 See practitioner within 48hrs	61	58	56	57
Q5 See practitioner of choice	57	60	55	62
Q6 Speak to practitioner on phone	56	59	55	58
Q7 Comfort of waiting room	70	72	71	75
Q8 Waiting time	57	57	50	57
Q9 Satisfaction with visit	82	81	77	77
Q10 Warmth of greeting	82	81	78	80
Q11 Ability to listen	82	83	79	80
Q12 Explanations	80	82	76	79
Q13 Reassurance	79	79	74	78
Q14 Confidence in ability	81	81	77	80
Q15 Express concerns/fears	80	80	75	77
Q16 Respect shown	83	85	80	81
Q17 Time for visit	78	80	75	71
Q18 Consideration	78	76	74	74
Q19 Concern for patient	78	77	74	76
Q20 Self care	78	76	74	--
Q21 Recommendation	79	81	76	79
Q22 Reception staff	77	79	75	77
Q23 Respect for privacy/confidentiality	76	78	75	77
Q24 Information of services	75	76	69	75
Q25 Complaints/compliments	69	68	64	69
Q26 Illness prevention	70	71	67	69
Q27 Reminder systems	71	74	67	69
Q28 Second opinion / comp medicine	68	68	64	67
Overall score	74	74	70	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?

- Time management. Sometimes difficult to get an appointment with doctor of choice.
- Always we have room for improvement, but this practice is the best and staff here is supportive and caring. Best practice is the best thanks.
- Over the phone appointment getting seems very difficult. Sometimes it's for baby and we need appointment within a week, but it seems difficult.
- I'm very happy with this practice.
- I'm very happy with practice. Thanks.
- Inform patient that they are running late. Pick up calls Saturday. Give results on other times not just 3:00-4:00pm. To walk in more often.
- The only time I don't like is being asked by reception what my illness is over the phone as they are not medical practitioners.
- Kindly offer patients appointment in emergency or working late a choice of times suitable for them. More information about various treatments, choices of alternative therapies available.
- Walk in clinic can be a great help.
- Reception staff is very nice and helpful.
- Have only answered the questions I feel I know the answers to - it is no reflection about the health professional.
- All the doctors and staff in this practice are excellent.
- Staff all friendly, helpful and professional.
- I have no immediate complaints about this practice.
- Good.
- Very good practice and very helpful with their service.
- Doctor's room should be more clean and tidy.
- More magazines and a tidier waiting room!
- No comment/everything is very good to me.
- Being able to make appointments outside office hours, even though the surgery is open I have never been able to make an appointment outside 9:00am-5:00pm.
- Practice is excellent. Thank you.
- If we need the medicine, they are talking that you have taken so many medicines but it's our need not taking by our choice.
- The service and doctor's care is excellent and reception team. However, I can tell that the practice is fairly oversubscribed due to length of time I needed to wait to see my usual GP - 10 days since calling for an appointment.
- Something for the children to do while they are waiting, there used to be books for them to read.
- I'm really happy with it. There are plenty of appointments at convenient times and the staff and doctors are always very nice.
- More appointment options online for morning and evening.
- I think in my opinion, it has all the quality it should have.
- Service is excellent. An additional walk in clinic day would be useful.
- This is a brilliant doctor. Reception staff excellent.

Your patient feedback

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

Any comments about how this practice could improve its service?

- I believe all the staff try their utmost best to provide every individual with a high level of respect and comfort. I personally feel this is a great surgery and the staff are more like family. I feel at ease dealing with them all.
- Thank you.
- No comments. Generally very happy.
- Generally excellent, but sometimes it can be a bit confusing in terms of timing, etc.
- The opportunity the doctor gave me to express - more improve.
- In general, I have no negative experience per se about this practice. This practice simply needs the full support of our government and the powers that be, to allow it to flourish. On a personal level, I would say that the repeat prescriptions should and could be more efficiently managed.
- More doctors available. Longer opening hours. More Saturday appointments.
- Allow people who come late to still see the doctor (10 minutes late, no more).
- Walk in clinic would be useful. One problem at the time is a bit silly as very often different symptoms are caused by one disease.
- Everything is perfect in my view.
- More available appointments/times to see this doctor.
- About the waiting time!
- Waiting time to make appointment and also being on time for appointments (the doctor).
- Nothing, everything's good.
- Waiting time is too long for sometimes. Today one hour waiting, with the kids is really hard.
- The nurse needs help with computer work/internet searching. Could you help her by having details printed out?
- Blood test result line - timing too limiting - if in meeting miss whole day.
- It should be easier to reach practice over the phone.
- No, I'm happy with the service provision.
- Update its magazines, trivial but something to read helps pass the time.
- None - this was my first visit and I am very impressed!
- Opening on Saturday.
- Receptionists could inform patients of expected waiting times and any delays.
- Ability to see doctor of choice in good time. It took me 15 days to see my doctor of choice at my last appointment. Better phone cover and access. Phone lines were closed Wednesday at 7pm even though practice was open.
- Please be polite to the visitors and guide them accordingly, because we only visit the GP when we are unwell and not for leisure.
- More out of hours opening times. More appointments or doctors/it's very hard to get an appointment, always so busy.
- Very good practice. Only problem I have to wait for a long time with small children on several occasions.
- Need improvements in reports coming to clinic.
- I cannot say anything bad about this practice. I have never had any issue. I wouldn't see anything wrong about this practice. One of the best!

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?

- At the moment, the practice is doing excellent. Nothing much to say.
- All fine.
- The service here is excellent.
- No, excellent service and great staff.
- Carry on same service, that's all!
- The length of time to see a doctor is too long.
- Excellent service, no complaints.
- Everything is okay.
- The receptionist attending the patients kindly, informally and respectfully.
- By enhancing the emergency services. Availability of diagnostic cell, like lab, x-rays, ultrasounds, etc.
- Nothing, everything is excellent.
- Excellent service, polite and friendly.
- The service works well for me.
- It is much better, if each and every patient would receive the appointment reminder to the phone when the appointment is booked so that no one would forget it at all.
- Longer opening hours, making blood reports available throughout the day rather than in just one hour slot. People working 9:00am-5:00pm find it difficult to take time off. Later appointments (more in numbers) would really help.
- Perhaps few blood tests could be emailed to patients or to check the blood result, other times should be available as after office hours say 5:30-6:30pm.
- Too many leaflets in the wall, looks like office not a GP.
- Later appointment availability.
- Doing very well.
- Not applicable.
- Excellent.

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?

- This doctor is an excellent doctor. I have been a patient of hers since birth.
- In this practice, all doctors are very good for me. The way this doctor has taken care of me over the years is amazing. Life saver for me.
- Doctor could be little bit more friendly.
- Very good.
- Very good.
- As this doctor was excellent in her care of professionalism and took symptoms seriously, I value her advice and will wish to visit her again. She reassured me and I am happy.
- Time which he give to my visit. My impression was that I'm wasting his time, and why I come here.
- The nurse took my blood pressure and urine sample very well.
- My experience with the nurses of this practice has always been excellent.
- Generally very happy. Happy staff who are always very helpful.
- Doctor is good and understanding all my problems always helpful. Thanks for making me your patient.
- They are all very good.
- This doctor made me feel that she really cared about how I felt about what is happening to me at the moment, and is the reason why I trust in her as my GP.
- The nurse is very good, thank you.
- This is an outstanding doctor and has no room for improvement.
- He's excellent.
- The nurse is professional, easy to talk to, very concerned about the patients' wellbeing, provides useful advice on treatment and after care. Nothing to improve.
- Have to wait at least a week to see this doctor.
- Take a break, it's well deserved.
- Thank you.
- Generally very happy - this applies to all doctors I have seen.
- None, all doctors are great!
- My doctor is a consummate professional and extremely skilful. With support from government et al, he could continue to do what he does best, medicine.
- Everything is superb of the doctor. No need to give any suggestions.
- All doctors are very friendly and excellent.
- She was very helpful.
- Excellent.
- This doctor is always very kind and helpful.
- I was happy with the nurse, I was comfortable speaking to her about sensitive issues. She could have introduced herself at the beginning of the appointment.
- No - the doctor was professional, knowledgeable and helped put my mind at ease.

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?

- Go through patient records and get through the history, check previous entry.
- None - my first visit to this particular doctor, she seemed competent, pleasant and listened to me.
- Very polite doctor. I would like to visit this doctor always. She makes me feel better and relaxed.
- No, thanks!
- Very satisfied with the doctor!
- Normally I would like to see two of the other doctors, am not really happy about anyone else, it's not any personal, but not bad.
- This doctor is a competent doctor.
- I would like to see this doctor in two days notice and not two weeks as is the case now.
- Very pleased and satisfied. No complaint.
- They are very kind and I think they have good experience.
- Excellent, thanks a lot.
- Very satisfied.
- Behaviour and conduct is very, but there is always a room at the top.
- Nothing, they are great.
- Excellent service as always.
- The nurse was excellent.
- He could have provided prescription about the medication.
- Fantastic doctor. Well done!
- Not applicable.

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 = 290

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	13	79	93	105	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (13 \times 25) + (79 \times 50) + (93 \times 75) + (105 \times 100)}{(290 - 0)} = 21,750/290$$

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: 10000

Surveys Completed: 290

has completed the

Improving Practice Questionnaire

Completed on 29 October 2014



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.