

Evaluation question ratings and scores

Table 1: Distribution and frequency of ratings

| | Blank | Poor | Fair | Good | Very Good | Excellent |
|-------------------------------------|-------|------|------|------|-----------|-----------|
| Q 1 Opening hours satisfaction | 13 | 2 | 14 | 64 | 125 | 60 |
| Q 2 Telephone access | 10 | 6 | 39 | 86 | 91 | 46 |
| Q 3 Appointment satisfaction | 6 | 0 | 12 | 56 | 116 | 88 |
| Q 4 See practitioner within 48hrs | 18 | 8 | 30 | 62 | 101 | 59 |
| Q 5 See practitioner of choice | 12 | 17 | 50 | 72 | 80 | 47 |
| Q 6 Speak to practitioner on phone | 86 | 8 | 28 | 76 | 56 | 24 |
| Q 7 Comfort of waiting room | 12 | 0 | 9 | 36 | 113 | 108 |
| Q 8 Waiting time | 10 | 8 | 30 | 78 | 92 | 60 |
| Q 9 Satisfaction with visit | 2 | 0 | 3 | 30 | 84 | 159 |
| Q 10 Warmth of greeting | 8 | 0 | 2 | 14 | 77 | 177 |
| Q 11 Ability to listen | 3 | 0 | 2 | 16 | 72 | 185 |
| Q 12 Explanations | 5 | 1 | 3 | 20 | 83 | 166 |
| Q 13 Reassurance | 8 | 1 | 2 | 29 | 72 | 166 |
| Q 14 Confidence in ability | 9 | 1 | 2 | 26 | 72 | 168 |
| Q 15 Express concerns/fears | 7 | 1 | 3 | 24 | 77 | 166 |
| Q 16 Respect shown | 5 | 0 | 3 | 15 | 69 | 186 |
| Q 17 Time for visit | 4 | 2 | 6 | 26 | 88 | 152 |
| Q 18 Consideration | 8 | 0 | 2 | 32 | 82 | 154 |
| Q 19 Concern for patient | 7 | 1 | 5 | 28 | 85 | 152 |
| Q 20 Self care | 13 | 1 | 4 | 37 | 82 | 141 |
| Q 21 Recommendation | 7 | 1 | 3 | 28 | 75 | 164 |
| Q 22 Reception staff | 5 | 0 | 4 | 39 | 101 | 129 |
| Q 23 Respect shown | 10 | 2 | 7 | 51 | 89 | 119 |
| Q 24 Information of services | 19 | 3 | 11 | 50 | 100 | 95 |
| Q 25 Complaints/compliments | 53 | 2 | 10 | 76 | 95 | 42 |
| Q 26 Illness prevention | 34 | 2 | 11 | 69 | 100 | 62 |
| Q 27 Reminder systems | 32 | 3 | 13 | 72 | 98 | 60 |
| Q 28 Second opinion / comp medicine | 100 | 1 | 13 | 60 | 65 | 39 |

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

Evaluation question ratings and scores

Table 2: Mean percentage scores and benchmarks

| | Your mean score (%) | National mean (%)* | National quartiles (%)* | | | | |
|-------------------------------------|---------------------|--------------------|-------------------------|----------------|--------|----------------|-----|
| | | | Min | Lower Quartile | Median | Upper Quartile | Max |
| About the practice | | | | | | | |
| Q 1 Opening hours satisfaction | 71 | 66 | 51 | 64 | 66 | 69 | 85 |
| Q 2 Telephone access | 62 | 61 | 33 | 59 | 64 | 69 | 89 |
| Q 3 Appointment satisfaction | 76 | 67 | 49 | 65 | 69 | 72 | 89 |
| Q 4 See practitioner within 48hrs | 67 | 63 | 38 | 60 | 65 | 69 | 91 |
| Q 5 See practitioner of choice | 58 | 57 | 36 | 55 | 60 | 65 | 89 |
| Q 6 Speak to practitioner on phone | 58 | 59 | 39 | 57 | 60 | 64 | 84 |
| Q 7 Comfort of waiting room | 80 | 65 | 44 | 63 | 66 | 70 | 87 |
| Q 8 Waiting time | 65 | 56 | 34 | 53 | 57 | 61 | 82 |
| About the practitioner | | | | | | | |
| Q 9 Satisfaction with visit | 86 | 82 | 63 | 80 | 83 | 85 | 95 |
| Q 10 Warmth of greeting | 90 | 83 | 63 | 81 | 84 | 86 | 96 |
| Q 11 Ability to listen | 90 | 84 | 64 | 82 | 85 | 87 | 96 |
| Q 12 Explanations | 88 | 82 | 63 | 80 | 83 | 85 | 95 |
| Q 13 Reassurance | 87 | 81 | 61 | 79 | 81 | 84 | 94 |
| Q 14 Confidence in ability | 88 | 84 | 65 | 82 | 85 | 87 | 96 |
| Q 15 Express concerns/fears | 87 | 82 | 63 | 80 | 83 | 85 | 94 |
| Q 16 Respect shown | 90 | 85 | 67 | 84 | 86 | 89 | 96 |
| Q 17 Time for visit | 85 | 75 | 57 | 73 | 76 | 78 | 89 |
| Q 18 Consideration | 86 | 80 | 61 | 78 | 81 | 83 | 93 |
| Q 19 Concern for patient | 85 | 81 | 61 | 78 | 81 | 84 | 94 |
| Q 20 Self care | 84 | - | - | - | - | - | - |
| Q 21 Recommendation | 87 | 83 | 62 | 81 | 84 | 86 | 96 |
| About the staff | | | | | | | |
| Q 22 Reception staff | 83 | 75 | 60 | 74 | 76 | 79 | 93 |
| Q 23 Respect shown | 79 | 75 | 60 | 73 | 76 | 78 | 92 |
| Q 24 Information of services | 76 | 72 | 58 | 70 | 73 | 75 | 91 |
| Finally | | | | | | | |
| Q 25 Complaints/compliments | 68 | 65 | 51 | 64 | 66 | 68 | 84 |
| Q 26 Illness prevention | 71 | 68 | 56 | 67 | 69 | 72 | 86 |
| Q 27 Reminder systems | 70 | 67 | 52 | 65 | 67 | 70 | 86 |
| Q 28 Second opinion / comp medicine | 68 | 66 | 53 | 65 | 67 | 70 | 85 |
| Overall | | | | | | | |
| Overall Score | 79 | 72 | 57 | 70 | 73 | 75 | 88 |

* Based on data from 2908 practices surveyed between 01-April-2008 and 31-March-2009 with 40 or more responses

See supporting documents for percentage score calculation and quartile information. Please note the scoring scale was updated in October 2009

Outliers (+/-1%) have been removed

- No data available at this time

Scores according to patient demographic category: age, gender, visit type and years attending

Table 3: Number of patient responses by category, mean scores and national benchmarks by list size

| | Number of Responses | Your mean score (%) | National mean scores (%) by practice list size | | | | |
|--|---------------------|---------------------|--|--------|----------|-----------|---------|
| | | | All practices | < 3000 | 3 - 6000 | 6 - 12000 | > 12000 |

Age

| | Number of Responses | Your mean score (%) | All practices | < 3000 | 3 - 6000 | 6 - 12000 | > 12000 |
|---------------|---------------------|---------------------|---------------|--------|----------|-----------|---------|
| Under 25 | 25 | 78 | 70 | 72 | 70 | 69 | 69 |
| 25 - 59 | 126 | 77 | 71 | 75 | 72 | 70 | 69 |
| 60 + | 113 | 81 | 75 | 80 | 77 | 74 | 73 |
| Not specified | 14 | 75 | 70 | 73 | 71 | 69 | 68 |

Gender

| | Number of Responses | Your mean score (%) | All practices | < 3000 | 3 - 6000 | 6 - 12000 | > 12000 |
|---------------|---------------------|---------------------|---------------|--------|----------|-----------|---------|
| Female | 164 | 78 | 72 | 75 | 73 | 71 | 70 |
| Male | 105 | 80 | 73 | 77 | 74 | 73 | 72 |
| Not specified | 9 | 70 | 70 | 74 | 71 | 70 | 68 |

Visit Usual Practitioner

| | Number of Responses | Your mean score (%) | All practices | < 3000 | 3 - 6000 | 6 - 12000 | > 12000 |
|------------------------|---------------------|---------------------|---------------|--------|----------|-----------|---------|
| Usual practitioner | 162 | 81 | 74 | 77 | 75 | 74 | 73 |
| Not usual practitioner | 88 | 74 | 68 | 71 | 69 | 67 | 67 |
| Not specified | 28 | 76 | 70 | 73 | 71 | 69 | 68 |

Years Attending

| | Number of Responses | Your mean score (%) | All practices | < 3000 | 3 - 6000 | 6 - 12000 | > 12000 |
|---------------|---------------------|---------------------|---------------|--------|----------|-----------|---------|
| < 5 years | 77 | 80 | 72 | 75 | 73 | 71 | 71 |
| 5 - 10 years | 43 | 77 | 71 | 75 | 73 | 71 | 70 |
| > 10 years | 148 | 79 | 73 | 77 | 74 | 72 | 70 |
| Not specified | 10 | 75 | 70 | 74 | 71 | 70 | 68 |

Overall

| | Number of Responses | Your mean score (%) | All practices | < 3000 | 3 - 6000 | 6 - 12000 | > 12000 |
|---------------|---------------------|---------------------|---------------|--------|----------|-----------|---------|
| Overall Score | 278 | 79 | 72 | 76 | 73 | 71 | 70 |

* Based on data from 2908 practices surveyed between 01-April-2008 and 31-March-2009 with 40 or more responses

See supporting documents for percentage score calculation and quartile information. Please note the scoring scale was updated in October 2009

-- If there is only one response in any category for anonymity breakdown of scores is not reported

Statistical reliability cannot be guaranteed for small numbers in any given category

Scores from previous IPQ survey(s)

Table 4: Comparison of mean percentage scores from previous survey(s)

| | | 29088 29/12/09 | 24786 24/07/08 | 19641 01/08/07 | 17758 16/10/06 |
|------|--------------------------------|-------------------|-------------------|-------------------|-------------------|
| Q 1 | Opening hours satisfaction | 71 | 66 | 66 | 71 |
| Q 2 | Telephone access | 62 | 62 | 61 | 58 |
| Q 3 | Appointment satisfaction | 76 | 73 | 74 | 75 |
| Q 4 | See practitioner within 48hrs | 67 | 68 | 65 | 66 |
| Q 5 | See practitioner of choice | 58 | 61 | 59 | 62 |
| Q 6 | Speak to practitioner on phone | 58 | 58 | 59 | 56 |
| Q 7 | Comfort of waiting room | 80 | 67 | 70 | 71 |
| Q 8 | Waiting time | 65 | 60 | 62 | 64 |
| Q 9 | Satisfaction with visit | 86 | 86 | 85 | 88 |
| Q 10 | Warmth of greeting | 90 | 88 | 87 | 90 |
| Q 11 | Ability to listen | 90 | 89 | 89 | 91 |
| Q 12 | Explanations | 88 | 87 | 87 | 88 |
| Q 13 | Reassurance | 87 | 85 | 85 | 87 |
| Q 14 | Confidence in ability | 88 | 88 | 87 | 88 |
| Q 15 | Express concerns/fears | 87 | 86 | 87 | 88 |
| Q 16 | Respect shown | 90 | 89 | 89 | 90 |
| Q 17 | Time for visit | 85 | 78 | 78 | 79 |
| Q 18 | Consideration | 86 | 84 | 84 | 85 |
| Q 19 | Concern for patient | 85 | 84 | 85 | 86 |
| Q 20 | Self care | 84 | - | - | - |
| Q 21 | Recommendation | 87 | 87 | 87 | 88 |
| Q 22 | Reception staff | 83 | 80 | 79 | 82 |
| Q 23 | Respect shown | 79 | 78 | 77 | 80 |
| Q 24 | Information of services | 76 | 76 | 76 | 77 |
| Q 25 | Complaints/compliments | 68 | 70 | 67 | 69 |
| Q 26 | Illness prevention | 71 | 71 | 69 | 71 |
| Q 27 | Reminder systems | 70 | 74 | 71 | 72 |
| Q 28 | Second opinion / comp medicine | 68 | 72 | 69 | 71 |
| | OVERALL SCORE | 79 | 77 | 77 | 78 |

- no data

'Due to the introduction of Q20 in 2009, overall scores from previous years are not directly comparable

All scores from current and previous surveys are reported using the updated scoring scale

Patient comments

From the free text component of the questionnaire categorised according to age, gender and visit type

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

Practice comment

Usual practitioner

| | | |
|---------|--------|---|
| 25 - 59 | Female | Quicker waiting times - 30 minutes late. |
| 25 - 59 | Female | Information posters/material in waiting room. Reception desk is non-confidential - a bit open to the public. |
| 25 - 59 | Female | Letters lost in post - texting perhaps to make appointment. Flu jabs on mass - long queues here and at your other site. Very elderly need to be considered. |
| 25 - 59 | Female | The chemist to open late on Mondays. The doctors' practice open hours to be extended. |
| 25 - 59 | Female | Always enjoyed the staff and doctors at this practice. Always helpful. |
| 25 - 59 | Female | The person I first made the appointment with could have been a bit nicer. |
| 25 - 59 | Female | The voice requesting patients to go through is similar to an American dalek! English speaking voices please! |
| 25 - 59 | Female | Special longer appointments. |
| 25 - 59 | Female | I as an individual have never had to complain about the practice, because I have had excellent treatment on every occasion that I have visited the centre. |
| 25 - 59 | Male | It is hard to offer any advice on how this service could improve. |
| 25 - 59 | Male | A greater use of equipment for hearing impaired people would be of benefit. Visual signs for next appointment instead alongside of audio. Loop set in the reception area. Does the practice have deaf awareness training for its staff? |
| 25 - 59 | Male | No improvement needed - very good in current location and layout. |
| 60 + | Female | Hard to get through on the telephone. |
| 60 + | Female | Service is very satisfactory for me. However my health issues are not very complicated. |
| 60 + | Female | Very good. No complaints whatsoever. This is my doctor, but I do see others. I can't think of any way you could improve this service. |
| 60 + | Female | More home visits for people of a certain age would be helpful. At the moment we have to almost fight for a home visit. |
| 60 + | Female | This is an excellent practice, providing a high standard of care. |
| 60 + | Female | Fully satisfied. |
| 60 + | Female | Since they moved into the new health centre, it is very hard to get through by phone. It is always busy. Perhaps this could be looked at. |
| 60 + | Female | No improvement necessary. It's very good indeed. |
| 60 + | Female | Open Wednesday afternoon. |
| 60 + | Female | I personally require a nurse who is a specialist at taking blood (it is becoming a problem). Longer opening hours. Night and weekend cover should be brought back within the practice. Currently out-of-hours' cover is hopeless. |
| 60 + | Female | Have a practice doctor available at weekends and out-of-hours. |
| 60 + | Male | Very good. No improvement needed. |
| 60 + | Male | Need to wait to see own doctor, usually 7 days or more. Perhaps doctors are too busy! |
| 60 + | Male | The service is excellent. |

Patient comments

From the free text component of the questionnaire categorised according to age, gender and visit type

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

Practice comment

| | | |
|------|------|--|
| 60 + | Male | No improvement needed. |
| 60 + | Male | Extend the length of time to pre-book an appointment with nurses! |
| 60 + | Male | Saturday morning opening may be an idea. |
| 60 + | Male | The reception staff are often more concerned with their own tasks than dealing with people at reception. This often leads to me standing at the counter, while the staff talk amongst themselves or deal with the computer. I have to say that two are the exceptions. Their manner and attitude is excellent. |
| 60 + | Male | Improve computer programme to make life easier for receptionists. |
| - | - | I don't think this practice could improve. |
| - | - | Need more magazines for children and teenagers. |

Not usual practitioner

| | | |
|----------|--------|---|
| 25 - 59 | Female | Wider opening hours - from 7am to 7pm, also to make appointments for weekend (Saturday) would be beneficial due to working. My work colleagues are able to make appointments from 7am at their practices. |
| 25 - 59 | Female | Cannot offer any suggestions at present, as my family and I have always had excellent treatment and assistance from all the Fernbank team. Many thanks. |
| 25 - 59 | Female | More confidential in reception for getting test results. Getting to see your own doctor more easily. |
| 25 - 59 | Female | I would have liked an earlier appointment. Had to wait a week for any doctor. |
| 25 - 59 | Female | More evening appointments. |
| 25 - 59 | Male | Very pleased with service. |
| 25 - 59 | Male | Excellent all-round service. |
| 25 - 59 | Male | Not really any suggestions for improvement, as at the end of the day, it's all about resources and sufficient funding being made available. |
| 25 - 59 | Male | Longer opening hours and full day Wednesday. |
| 60 + | Female | Could do with donor cards. |
| 60 + | Female | Service excellent - patients very fortunate to have such a surgery. |
| 60 + | Male | No improvement needed - excellent. |
| 60 + | Male | The doctor coming to meet you is far more personal than an announcement. |
| 60 + | Male | Open Saturday morning? |
| - | - | Better telephone service, mostly engaged. |
| Under 25 | Female | Less waiting times. I waited over 35 minutes! |
| Under 25 | Female | More teenage magazines for waiting room. |

Not specified

| | | |
|---------|--------|---|
| 25 - 59 | Female | Is very well organised, and all staff are efficient and friendly. |
| 25 - 59 | Female | I do not have a regular doctor that I attend. All the doctors are always very helpful. |
| 25 - 59 | Female | Trying to make contact by telephone is not good. Health education information could be available. |

Patient comments

From the free text component of the questionnaire categorised according to age, gender and visit type

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

Practice comment

| | | |
|---------------|---------------|---|
| 25 - 59 | Female | At my last practice in another county, an appointment system was introduced, whereby if you rang before 10am, you would be seen the same day, whether routine or emergency. Follow-up appointments could be made in advance, if appropriate. They previously had a system like Fernbank, and once the transition period was over, the new system was excellent. Something to consider?? |
| 25 - 59 | Female | More appointments and offer late night opening for people who work. |
| 25 - 59 | Female | Reception staff could be more polite when answering the phone. Arranging an appointment to see the patient's usual doctor, which is always preferable. They don't always give you the opportunity of seeing your doctor elsewhere. |
| - | - | Excellent! |
| Not specified | Not specified | Maybe a late surgery for office workers/students. |
| Not specified | Not specified | Very good throughout. |
| Not specified | Not specified | Should be open Saturday mornings and Wednesday afternoons. Doctors should do their own out-of-hours' care (rota). |

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

Doctor/nurse comment

Usual practitioner

| | | |
|---------|--------|---|
| 25 - 59 | Female | The doctor is wonderful whom I feel really listens to me, and is proactive with my health care. |
| 25 - 59 | Female | More proactive in treatment - whole person, not just symptoms presented. |
| 25 - 59 | Female | No improvement needed. The doctor has been excellent on every occasion my children and I have been seen. |
| 25 - 59 | Female | Excellent treatment all-round. I have never had any need to complain. |
| 25 - 59 | Male | We do very well with our service. I believe it to be first rate!! |
| 25 - 59 | Male | Very good. No improvement needed. |
| 60 + | Female | No improvement needed at all. |
| 60 + | Female | No improvement needed. Is excellent in every way. |
| 60 + | Female | No improvement needed. Totally professional. |
| 60 + | Female | No improvement needed. The doctor was very nice. |
| 60 + | Female | No improvement needed - extremely satisfied. |
| 60 + | Female | The doctor is very good. |
| 60 + | Female | Excellent doctor. |
| 60 + | Female | The doctor is kind, helpful and excellent in every way. |
| 60 + | Male | No improvement needed. |
| 60 + | Male | My doctor is excellent. |
| 60 + | Male | No improvement needed. All very good. |
| 60 + | Male | No improvement needed. |
| 60 + | Male | I cannot speak highly enough about this doctor, whose attitude and manner are excellent, and demonstrates all the abilities which I think a GP should have. |

Patient comments

From the free text component of the questionnaire categorised according to age, gender and visit type

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Doctor/nurse comment

| | | |
|---|---|---|
| - | - | The doctor provides an excellent service, and it is great not to feel you are rushed. However, I think an improvement would be to schedule longer appointments with the doctor (not to rush to complete in a shorter time) in order to ensure that the doctor can continue to provide the same level of care to patients, so that the patient has an accurate appointment time. |
|---|---|---|

Not usual practitioner

| | | |
|----------|--------|--|
| 25 - 59 | Female | My first visit to this doctor, and has been the best doctor yet for friendliness and politeness. |
| 25 - 59 | Female | Maybe be a bit less in a hurry and maybe listen more. People who work need more flexible hours. |
| - | - | Excellent. Very satisfied with this doctor. |
| - | - | Excellent. |
| - | - | Everyone very good. |
| Under 25 | Female | More time spent on a patient to listen to them more. |
| Under 25 | Female | Was rude. I waited 35 minutes, and asked about a couple of problems, and was told that the doctor only had 10 minutes. I hadn't even been in 10 minutes. Needs to actually care! |

Not specified

| | | |
|---------|--------|---|
| 25 - 59 | Female | A very nice person and very capable doctor. |
| 25 - 59 | Female | No improvement required. The doctor was polite, informative and helpful. Fully explained my symptoms to me. |

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.