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Improving Practice Questionnaire Report

University Health Centre

March 2016



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24 March 2016

Dear Mrs Hallam

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

A guidance template for discussion of these local survey findings and an action plan have also been included which may help facilitate discussions with your patient reference group (PRG).

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

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=191004>

Please contact the office on 01392 823766 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' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	5	26	84	134	95	5
Q2 Telephone access	34	61	90	92	64	8
Q3 Appointment satisfaction	7	33	91	113	100	5
Q4 See practitioner within 48hrs	20	56	84	99	84	6
Q5 See practitioner of choice	21	63	110	82	61	12
Q6 Speak to practitioner on phone	11	66	115	81	54	22
Q7 Comfort of waiting room	2	22	98	130	91	6
Q8 Waiting time	4	37	130	109	65	4
Q9 Satisfaction with visit	1	8	57	109	165	9
Q10 Warmth of greeting	0	4	45	111	176	13
Q11 Ability to listen	1	2	48	101	184	13
Q12 Explanations	1	6	49	100	180	13
Q13 Reassurance	1	8	70	87	169	14
Q14 Confidence in ability	1	3	49	95	187	14
Q15 Express concerns/fears	1	7	55	98	175	13
Q16 Respect shown	1	2	40	92	199	15
Q17 Time for visit	3	14	68	93	158	13
Q18 Consideration	2	12	51	91	167	26
Q19 Concern for patient	1	12	54	95	157	30
Q20 Self care	1	9	57	84	166	32
Q21 Recommendation	3	8	47	74	187	30
Q22 Reception staff	1	3	44	95	194	12
Q23 Respect for privacy/confidentiality	0	13	42	91	190	13
Q24 Information of services	4	14	57	93	161	20
Q25 Complaints/compliments	1	15	84	127	97	25
Q26 Illness prevention	1	13	75	127	113	20
Q27 Reminder systems	2	17	70	109	125	26
Q28 Second opinion / comp medicine	3	14	86	114	91	41

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

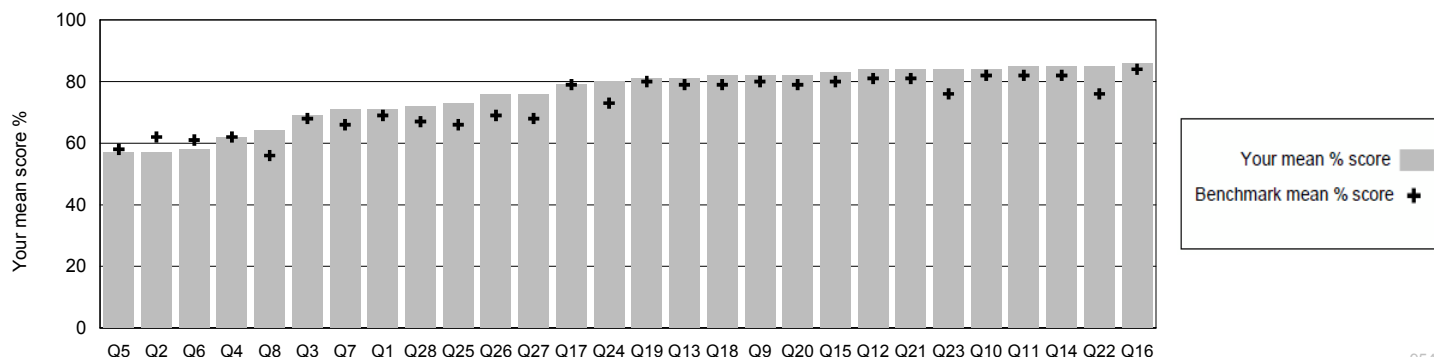
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	69	23	64	68	73	92
Q2 Telephone access	57	62	13	53	63	71	92
Q3 Appointment satisfaction	69	68	23	63	68	74	92
Q4 See practitioner within 48hrs	62	62	18	54	62	70	96
Q5 See practitioner of choice	57	58	22	48	57	65	95
Q6 Speak to practitioner on phone	58	61	25	54	61	67	92
Q7 Comfort of waiting room	71	66	27	60	66	71	90
Q8 Waiting time	64	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	82	80	41	76	81	85	97
Q10 Warmth of greeting	84	82	45	78	82	86	96
Q11 Ability to listen	85	82	46	78	83	87	97
Q12 Explanations	84	81	42	77	81	85	97
Q13 Reassurance	81	79	41	75	80	84	98
Q14 Confidence in ability	85	82	43	79	83	87	99
Q15 Express concerns/fears	83	80	45	76	81	85	96
Q16 Respect shown	86	84	49	80	85	88	98
Q17 Time for visit	79	79	38	75	80	84	96
Q18 Consideration	82	79	41	75	79	83	98
Q19 Concern for patient	81	80	43	76	80	84	97
Q20 Self care	82	79	38	75	79	83	97
Q21 Recommendation	84	81	41	78	82	86	99
About the staff							
Q22 Reception staff	85	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	84	76	43	72	76	80	96
Q24 Information of services	80	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	73	66	31	62	66	70	96
Q26 Illness prevention	76	69	34	64	68	72	96
Q27 Reminder systems	76	68	27	63	68	72	96
Q28 Second opinion / comp medicine	72	67	30	62	67	71	96
Overall score	76	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 (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	67	45	64	67	71	78
Q2 Telephone access	57	53	15	46	52	60	77
Q3 Appointment satisfaction	69	64	33	60	64	69	81
Q4 See practitioner within 48hrs	62	56	23	50	56	63	80
Q5 See practitioner of choice	57	48	22	41	48	55	83
Q6 Speak to practitioner on phone	58	57	31	51	57	63	76
Q7 Comfort of waiting room	71	62	47	57	63	68	83
Q8 Waiting time	64	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	82	80	60	76	80	84	94
Q10 Warmth of greeting	84	81	62	78	81	85	95
Q11 Ability to listen	85	82	65	78	82	86	96
Q12 Explanations	84	80	63	76	81	85	95
Q13 Reassurance	81	79	61	75	80	83	94
Q14 Confidence in ability	85	82	65	79	83	86	95
Q15 Express concerns/fears	83	80	62	76	80	84	94
Q16 Respect shown	86	84	68	80	84	87	95
Q17 Time for visit	79	78	59	74	79	83	93
Q18 Consideration	82	78	59	74	78	82	92
Q19 Concern for patient	81	79	60	75	79	83	93
Q20 Self care	82	78	61	74	78	82	92
Q21 Recommendation	84	81	60	78	81	85	95
About the staff							
Q22 Reception staff	85	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	84	72	51	69	72	76	83
Q24 Information of services	80	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	73	62	34	58	62	66	76
Q26 Illness prevention	76	65	42	62	65	68	79
Q27 Reminder systems	76	64	38	60	64	68	80
Q28 Second opinion / comp medicine	72	63	42	60	63	67	77
Overall score	76	70	48	67	70	74	86

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

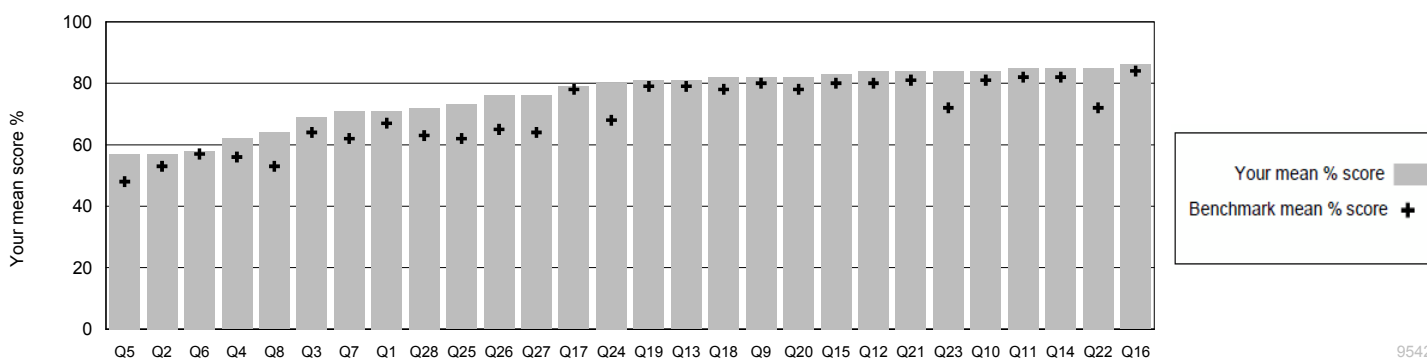
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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 (>12000 patients)



9542

Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	193	75	69	50	65	70	74	83
25 - 59	124	78	70	47	66	70	74	87
60 +	8	85	72	50	69	72	75	85
Blank	24	76	69	51	64	69	74	89
Gender								
Female	210	77	70	48	67	70	74	86
Male	110	73	72	49	68	72	75	84
Blank	29	77	69	49	65	69	74	85
Visit usual practitioner								
Yes	146	79	73	53	70	73	76	86
No	151	74	68	44	64	68	72	84
Blank	52	74	69	47	65	69	74	86
Years attending								
< 5 years	232	74	71	47	67	72	74	88
5 - 10 years	45	82	70	47	66	71	75	86
> 10 years	42	81	71	49	67	71	75	85
Blank	30	78	69	50	64	69	73	85

*Based on data from 93 practices carrying out 135 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.

9542

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?

- Have physio available again on site it seems silly to travel to Fartown.
- Nil particular. The addition of online appointment booking has helped greatly.
- Budget cuts will seriously affect my ability see doctors which in turn will make me sick, very sick. Hands off our hospital.
- Find booking on the day appointments hard as often illnesses or problems get worse throughout day. Haven't been able to book online for on the day appointment and don't have landline or service at home which is where I normally am at 8:15am.
- No, there could be more appointments available, but that isn't the practice's fault.
- Difficult to contact by phone in the morning.
- Change how to book appointments.
- More telephone lines open in the morning.
- No, the service is fabulous looking after a critically ill child, it's important that I am taken care of as well. I'd not manage without the services that the doctor provides.
- Yes perhaps give more time for appointments. It's hard to get the same day appointment and also from 8:15am the line becomes busy.
- This practice constantly improves and upgrades its service and listens keenly to any concerns.
- Putting pre-bookable appointments with doctors on the internet. As a busy working mum I want to plan things in advance and the easiest way is online. These used to be on but it is now only nurse appointments.
- Children's play area in waiting areas. A queue system for the phone lines so it's not potluck trying to get an appointment.
- Being able to book 'on the day' would be better. Being told by one receptionist I had to book the next day for on the day, then when I tried this, was told I could have a pre-book appointment after all.
- No, the service has always been very good and I have always been able to get in touch for help and advice when needed.
- Best practice I've ever been to. Everyone friendly and professional. Thank you.
- More funding to make more services available!
- The ability to book more appointments in advance. More early (pre 9am) appointments.
- I have been a patient for many years - for myself the practice and staff outstanding.
- One of the doctors is excellent with issues regarding mental health. I have had to wait a number of weeks to get my implant changed but ordinarily I have no problems getting appointments.
- Stay the same.
- Doesn't need improving. Keep it's funding. Leave it alone!
- It can maintain its high and excellent level of service if it doesn't lose any of its funding! It doesn't need improving!
- More pre-bookable appointments.
- Keep as they are but it would be good to have physio services back at the practice.
- The only thing I would recommend is being able to book appointments in advance as I've rung up a few times and haven't been able to make an appointment even if I ring early.
- Make it easier to get through on the phone.

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?

- It provides a great service but as it has grown and grown over the years waiting times have increased if the GP you are seeing is on call that day. Maybe a dedicated on call doctor/nurse - if budgets don't get cut.
- Always been excellent.
- I firmly believe the practice is doing everything they can with what it is clear they are underfunded, understaffed and oversubscribed.
- Provide a text message one hour prior to appointment time to remind of appointment to reduce missed appointment numbers.
- The waiting time is long but I understand that the doctors and nurses are busy and can't get to me straightaway.
- Possible more staff or practice hours extension to allow more appointments to be made. This would also help reduce waiting time in the waiting room.
- Be able to make appointments in advance. Otherwise very good.
- Another self-service machine.
- More GPs to get a greater change of getting an appointment.
- Excellent service.
- Very happy with the nurses here! Specially three of them.
- Couple more hours open, don't cancel an appointment right away when the patient is a minute late.
- Allow repeat prescriptions to be automatically sent to pharmacy, rather than having to order prescription online/via telephone first.
- Lovely staff and great use of emergency appointments. Useful whilst at university.
- More evening appointments and early appointments.
- When sat waiting to call from 8:00am in time for 8:15am to make an appointment, sometimes I've struggled with getting through and as a result to get an appointment.
- No! All brilliant.
- The only thing would be to be able to book certain appointments on the day as sometimes when you try ringing from 8.15 you can get an appointment.
- More 'on the day' appointments.
- Better phone system for booking first thing in the morning over 100 phone calls to get through to make appointment.
- Possibly make it easier to get an appointment? Phone is always busy at 8:15.
- Making it easier to book appointments at 8am on the phone (but this is unavoidable) otherwise everything great.
- Better way of booking appointments, very hard and long to get through to on the phone, I've also never been able to book appointments in advance, only ever on the day and most of the time there are none left by the time I can get through.
- It could improve by not having cuts enforced!
- Appointments in the morning. Trying to ring for an hour every time and no available appointments unless it's a serious emergency!
- The practice is perfect for what it is. There could be more magazines but other than that the staff are lovely and helpful.
- Very happy with the service much better than places I have been to before, however, the nursing practitioner I usually see only works part-time so weekends seem a long while but comfortable with some of the other doctors now.

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?

- Allow advanced bookings for minor illnesses or repeats such as contraception so that emergency appointments aren't taken up.
- The only thing that I do not like about this practice is the way in which you are expected to book an appointment. No-one who is ill wants to ring up for 10 minutes at 8am. The doctor on the day system is good but more reception staff are needed to make it effective.
- Even if it's a minor issue maybe give the patient more time say about 10 minutes, the last appointment I had was 8 minutes and I didn't understand anything so was left confused.
- Do not cut funds.
- More/a lot easier to book appointments when ringing in the morning, in the past I've had difficulty.
- Perhaps a telephone service to speak to doctors/nurse on a weekend. Only been ring on the day appointment for weeks quite difficult.
- More GP appointments.
- Keep up the good work.
- To help the patient not feel rushed in and out - even if the clinic is running late - increased anxiety.
- Excellent, friendly staff. Nothing too much trouble.
- You should have more time for booking appointments, I've been told in the past I have to call back at 8am to book an appointment but couldn't get through as the call volume is so high.
- Longer opening hours. Book in advance. Screens to say when to go in which room.
- Great practice.
- Fantastic service. Range of services available is great - real shame this is under threat.
- Availability on Saturdays as the current hours of operation are inconvenient for me. Also to be able to schedule visits in the future again as this option has been taken away. Better communication with prescription services and the pharmacy of my choice.
- The practice is very good. Welcoming, friendly, kind and clean.
- Bringing some expert doctors.
- I personally think that this practice has been doing a wonderful job since I've been coming to it which is many years. So I will be really heartbroken if this surgery would face cuts - all the best for the future guys!
- Excellent as it is.
- Over the years I've noticed how much effort has been made by the staff in improving the surgery and simple small changes to the radical ones. Their hard work is a credit to this surgery so for God's sake leave this surgery well alone!
- No, it's good.
- No, it's great.
- Could there be a queuing telephone system rather than having to redial to book.
- They all doing enough good job.
- Attempt to reduce time waiting to see doctor.
- Often very difficult to get an appointment, phones are usually jammed in the mornings and appointments are always 'ring on the day'. Having been a patient here for over 10 years, I have always felt that they are hugely understaffed. Since filling this form I have seen 4+ people turned away already this morning unable to get appointment. It's only 08:50.

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?

- The University Health Centre is an important asset to the Uni. With potential cuts to the HRI the students rely on such a strong service.
- By keeping it open.
- More in house resources, like physio, ultrasound, etc.
- I think they are already very good. It can sometimes be hard to get late/early appointments (as I work) so it would be an area that could be improved.
- Improve the time between taking blood for test and getting test results.
- If a patient go to see a GP, and cannot get any useful treatment, what the budget used for? If the equipment are too old, the budget should go to that point.
- In my opinion lack of resource and amount of funding limiting doctors/nurses ability.
- Easier booking - not just on the day, on the phone or limited times previous to the actual date.
- On the day booking - all full after 9:30. Rang at 8:15 and got no response.
- Very hard to book appointments due to demand.
- Have more pre-bookable appointments, fewer 'rush on the same day'.
- Able to see doctor whenever I want to and do blood test quickly.
- To make further improvements in prevention it is essential to keep existing doctors and nurses. By preventing any health conditions, diseases and general health further cuts would effect students at the University of Huddersfield as well as local residents.
- Not cut its funding!
- Very good service.
- Bring back the physio. It has been useful to me!
- Yes don't cut their budget.

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?

- They're great!
- They're good at what they do. Keep it up!
- No very helpful.
- No, always very polite and welcoming.
- Nothing she was amazing.
- Just carry on with whatever you're doing, you are great.
- No improvement necessary.
- Perhaps give more time within the slot given and more be honest with us patients how much you actually are working for us.
- This practice constantly improves and upgrades its service and listens keenly to any concerns. Members constantly up their game. Well pleased.
- He should keep it up.
- No all staff are wonderful.
- I've couldn't have got through the past few months anywhere near as well without their support. Felt totally supported whilst having full control of choices and responsibility for my own health.
- No more cuts to the practice and service.
- None - I enjoy using this practice as I feel there is a good balanced care and not patronising.
- Doesn't need improving. Keep its funding. Leave it alone!
- If things aren't broken they don't need fixing!
- The doctors and nurse are very professional and friendly. Do not see how they can improve.
- No, thanks.
- I usually see a couple of the doctors and they are amazing, they listen, understand and know my ailments. No improvements, except more availability of appointments with them.
- No. One of the doctors is one of the loveliest ladies I have had the pleasure of seeing.
- No they were great :)
- No, I really like the staff here.
- Excellent and caring staff - no faults.
- Excellent service all round.
- More in depth conversations about illness, symptoms and general management.
- No! Brilliant service.
- Compared to the service I receive at home (when I'm not at uni) the service here is excellent. Especially for someone with long-term health issues.
- Some doctors are too quick to wrongly diagnose mental illness without fully assessing.
- No, all really lovely and helpful.
- The doctors are so friendly and easy to talk to, they don't need improving.

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?

- The nurse I saw to get my contraception was excellent. I had previously been upset by one of the doctors in the practice - regarding my weight however the nurse was lovely, reassuring and made me feel a lot better!
- Explain things more.
- Just keep up the good work.
- Try their very best in extremely busy, pressured environment.
- Medical staff is always friendly and informative as well as helpful.
- Very helpful and listened to me and advised me on what to do next.
- All staff here are lovely!
- Make me feel more comfortable and that I'm being listened to instead of feeling rushed or misunderstood. Make sure to see me on time for my appointments and stop wasting my time.
- None all very good.
- They are brilliant - you can't improve the perfection!
- No, everything is great.
- They all well qualified.
- I can't anyway because to me they have always been 99%.
- They were excellent.
- They're generally doing fine!
- The doctor need to provide what kind of check/test can be provide in the local practice (University Health Centre). The slow action would delay some big illness. The NHS has no excuse to cut down its service because it is NHS, not private service.
- More flexible view hours.
- Very good service.

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 = 349

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	5	26	84	134	95	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(5 \times 0) + (26 \times 25) + (84 \times 50) + (134 \times 75) + (95 \times 100)}{(349 - 5)} = 24,400/344$$

Your mean percentage score for Q1 = 71%

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	71

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

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

University Health Centre

12 Sand Street
Huddersfield
West Yorkshire
HD1 3AL

Practice List Size: 14000

Surveys Completed: 349

has completed the

Improving Practice Questionnaire

Completed March 2016



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.