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# **Improving Practice Questionnaire Report**

Hampstead Group Practice

January 2016



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18 January 2016

Dear Miss Canagasuriam

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=188454>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

## Introduction

### About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' 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	0	5	53	138	148	1
Q2 Telephone access	3	38	85	105	102	12
Q3 Appointment satisfaction	2	19	60	105	153	6
Q4 See practitioner within 48hrs	18	38	74	85	104	26
Q5 See practitioner of choice	31	58	74	72	70	40
Q6 Speak to practitioner on phone	4	23	70	94	107	47
Q7 Comfort of waiting room	3	46	113	94	85	4
Q8 Waiting time	9	45	91	108	81	11
Q9 Satisfaction with visit	0	0	21	77	244	3
Q10 Warmth of greeting	0	3	16	66	256	4
Q11 Ability to listen	0	3	13	66	259	4
Q12 Explanations	0	2	19	81	243	0
Q13 Reassurance	0	2	33	70	237	3
Q14 Confidence in ability	0	2	26	65	249	3
Q15 Express concerns/fears	0	2	29	72	239	3
Q16 Respect shown	0	1	14	61	267	2
Q17 Time for visit	0	5	30	79	224	7
Q18 Consideration	0	3	26	86	222	8
Q19 Concern for patient	0	3	22	84	228	8
Q20 Self care	0	2	35	83	210	15
Q21 Recommendation	0	3	21	71	233	17
Q22 Reception staff	1	10	58	122	142	12
Q23 Respect for privacy/confidentiality	2	9	63	99	153	19
Q24 Information of services	0	9	61	115	135	25
Q25 Complaints/compliments	3	15	70	93	105	59
Q26 Illness prevention	2	23	68	103	111	38
Q27 Reminder systems	0	17	59	90	135	44
Q28 Second opinion / comp medicine	0	13	57	73	102	100

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

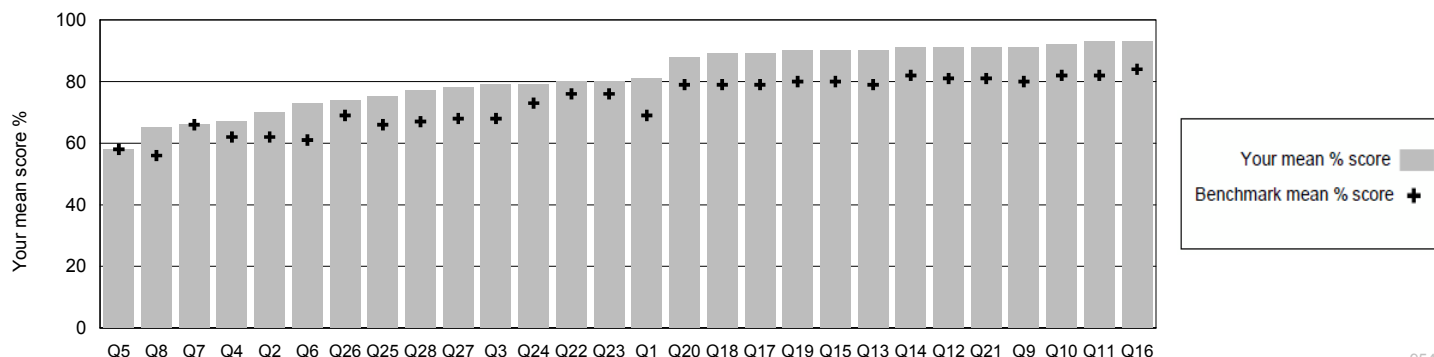
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	81	69	23	64	68	73	92
Q2 Telephone access	70	62	13	53	63	71	92
Q3 Appointment satisfaction	79	68	23	63	68	74	92
Q4 See practitioner within 48hrs	67	62	18	54	62	70	96
Q5 See practitioner of choice	58	58	22	48	57	65	95
Q6 Speak to practitioner on phone	73	61	25	54	61	67	92
Q7 Comfort of waiting room	66	66	27	60	66	71	90
Q8 Waiting time	65	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	91	80	41	76	81	85	97
Q10 Warmth of greeting	92	82	45	78	82	86	96
Q11 Ability to listen	93	82	46	78	83	87	97
Q12 Explanations	91	81	42	77	81	85	97
Q13 Reassurance	90	79	41	75	80	84	98
Q14 Confidence in ability	91	82	43	79	83	87	99
Q15 Express concerns/fears	90	80	45	76	81	85	96
Q16 Respect shown	93	84	49	80	85	88	98
Q17 Time for visit	89	79	38	75	80	84	96
Q18 Consideration	89	79	41	75	79	83	98
Q19 Concern for patient	90	80	43	76	80	84	97
Q20 Self care	88	79	38	75	79	83	97
Q21 Recommendation	91	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	80	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	80	76	43	72	76	80	96
Q24 Information of services	79	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	75	66	31	62	66	70	96
Q26 Illness prevention	74	69	34	64	68	72	96
Q27 Reminder systems	78	68	27	63	68	72	96
Q28 Second opinion / comp medicine	77	67	30	62	67	71	96
Overall score	82	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



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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
<b>About the practice</b>							
Q1 Opening hours satisfaction	81	67	45	64	67	71	78
Q2 Telephone access	70	53	15	46	52	60	77
Q3 Appointment satisfaction	79	64	33	60	64	69	81
Q4 See practitioner within 48hrs	67	56	23	50	56	63	80
Q5 See practitioner of choice	58	48	22	41	48	55	83
Q6 Speak to practitioner on phone	73	57	31	51	57	63	76
Q7 Comfort of waiting room	66	62	47	57	63	68	83
Q8 Waiting time	65	53	28	49	53	58	74
<b>About the practitioner</b>							
Q9 Satisfaction with visit	91	80	60	76	80	84	94
Q10 Warmth of greeting	92	81	62	78	81	85	95
Q11 Ability to listen	93	82	65	78	82	86	96
Q12 Explanations	91	80	63	76	81	85	95
Q13 Reassurance	90	79	61	75	80	83	94
Q14 Confidence in ability	91	82	65	79	83	86	95
Q15 Express concerns/fears	90	80	62	76	80	84	94
Q16 Respect shown	93	84	68	80	84	87	95
Q17 Time for visit	89	78	59	74	79	83	93
Q18 Consideration	89	78	59	74	78	82	92
Q19 Concern for patient	90	79	60	75	79	83	93
Q20 Self care	88	78	61	74	78	82	92
Q21 Recommendation	91	81	60	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	80	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	80	72	51	69	72	76	83
Q24 Information of services	79	68	45	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	75	62	34	58	62	66	76
Q26 Illness prevention	74	65	42	62	65	68	79
Q27 Reminder systems	78	64	38	60	64	68	80
Q28 Second opinion / comp medicine	77	63	42	60	63	67	77
Overall score	82	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

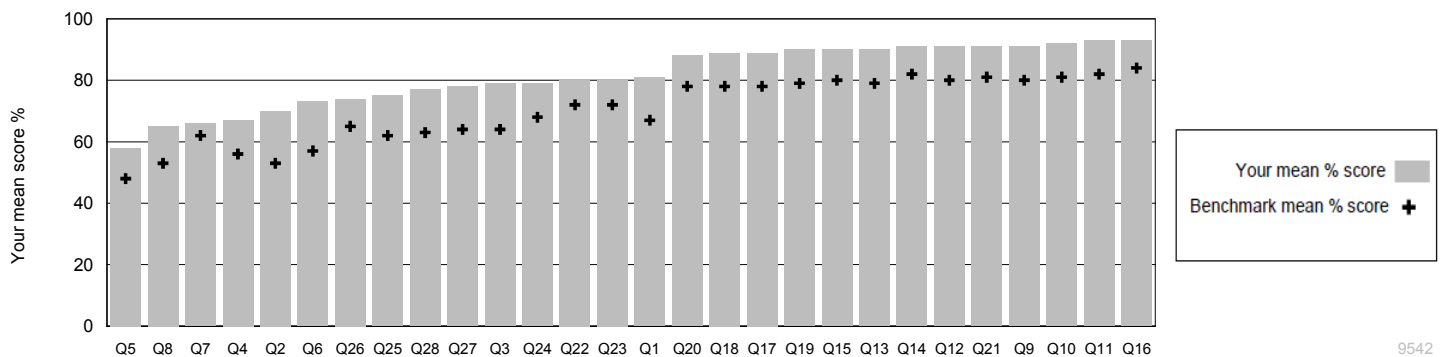
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\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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)



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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 (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

### Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	14	77	69	50	65	70	74	83
25 - 59	186	82	70	47	66	70	74	87
60 +	128	81	72	50	69	72	75	85
Blank	17	85	69	51	64	69	74	89

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	204	81	70	48	67	70	74	86
Male	117	83	72	49	68	72	75	84
Blank	24	83	69	49	65	69	74	85

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	164	83	73	53	70	73	76	86
No	129	79	68	44	64	68	72	84
Blank	52	82	69	47	65	69	74	86

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	110	82	71	47	67	72	74	88
5 - 10 years	52	82	70	47	66	71	75	86
> 10 years	159	81	71	49	67	71	75	85
Blank	24	84	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.

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## Your patient feedback

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

	Current scores	30/12/2014	16/12/2013	07/11/2012
Q1 Opening hours satisfaction	81	77	77	77
Q2 Telephone access	70	64	63	63
Q3 Appointment satisfaction	79	72	75	73
Q4 See practitioner within 48hrs	67	62	62	64
Q5 See practitioner of choice	58	55	54	55
Q6 Speak to practitioner on phone	73	69	70	68
Q7 Comfort of waiting room	66	66	65	63
Q8 Waiting time	65	64	61	60
Q9 Satisfaction with visit	91	90	90	90
Q10 Warmth of greeting	92	91	91	91
Q11 Ability to listen	93	91	92	91
Q12 Explanations	91	90	90	89
Q13 Reassurance	90	90	89	87
Q14 Confidence in ability	91	92	90	89
Q15 Express concerns/fears	90	89	90	88
Q16 Respect shown	93	92	93	91
Q17 Time for visit	89	88	87	86
Q18 Consideration	89	88	87	86
Q19 Concern for patient	90	88	88	87
Q20 Self care	88	87	88	86
Q21 Recommendation	91	90	90	89
Q22 Reception staff	80	75	73	70
Q23 Respect for privacy/confidentiality	80	76	73	73
Q24 Information of services	79	74	73	71
Q25 Complaints/compliments	75	71	69	68
Q26 Illness prevention	74	72	71	69
Q27 Reminder systems	78	74	74	71
Q28 Second opinion / comp medicine	77	71	70	68
Overall score	82	79	79	77

## 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 notice that some earlier people have problems with the self checking. I think some consideration for people who have no knowledge of computers should be implemented and help given if needed.
- I hope the practice pays the HCA and the reception staff well.
- Given the fact that the NHS is under threat we should be lucky we still have it. This doctor's surgery and its doctors have been excellent. Thank you.
- I have only had my first appointment so cannot comment on the last four questions, but the practice was very highly recommended by friends.
- It isn't clear to me what can happen if someone is too ill to get to the surgery and does not need an ambulance. Some of the seating is too high or rather uncomfortable. Automatic door makes it draughty in winter. Where I have put "don't know" I have not had occasion to use that service.
- Excellent.
- Love this practice. Everyone from support staff to nurses and doctors are so helpful and kind.
- I really do not like being asked my DOB (and other details) at the reception in the presence of strangers (other patients). How about a small strip of paper and pen to do this and hand over?
- Just to keep up the excellent service given.
- I always feel quite rushed during the appointments. The waiting time to get an appointment with the doctor of my choice is too long. I am very pleased that it is fairly quiet in the waiting area.
- Reception is short staff - often long wait.
- I feel very fortunate to be within HGP's catchment area. It is such a busy one at all times that extra staff at reception would always be helpful.
- Making contacts over phone for appointments can be difficult at times when lines are busy. If you cannot get through then have to wait until you can get through for appointment.
- No, I think it is a very good practice. Everything laid on - thank you. Much appreciated.
- Stay on this road, it's perfection.
- Quite happy with all services and manners.
- I have been a patient in this practice many years and have never had any serious problems or complaints.
- I am very happy to be with this practice.
- None! Everything seems to run very smoothly - call back system exemplary.
- More availability.
- More than 20 years in this practice and am very grateful about it. Also happy with everything.
- I am satisfied with this practice and its service.
- Over the years I have seen many improvements. At present, I think the service is excellent.
- No, it's perfect.
- Very good.
- No - this practice is very good.
- Do you do appointment reminders by text?
- Contacting the practice over the phone. Difficulties with booking evening or Saturday appointments for working patients. Chances of seeing the doctor of your choice generally not very good unless you prefer to wait sometimes a few weeks.

## 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?

- Provide a place to nurse baby in waiting area.
- Very satisfied with the current service.
- Thank you to all your staff at reception. They are all so kind and caring.
- The staff on reception makes sure you're ok, lets you know if doctor running late. Always happy to help.
- Sometimes I struggle to get an appointment with the two doctors I really trust, but overall I am very pleased with the service and level of care here.
- Everyone has been the best in the past many years - couldn't hope for a better doctor and the reception staff are amazing.
- It would be nice if more minor procedures were done at the practice, like removal of lumps and bumps, injections of certain things, instead of going to hospital. The practice is a nicer environment.
- Not today's visit, but in general - to offer a patient like myself a home visit following a surgery. I've rang and spoken to the doctor as I was feeling very unwell following my operation, but no home visit was offered or available.
- The practice is looking tired - holes in chairs, untidy, cold, tatty mags. Blinds in doctors' rooms are broken and grey looking. Posters uneven, poorly spaced, wonky.
- I would like to see more comfortable chairs in the waiting area, and a dedicated play area for children.
- Just hard to contact on the phone as lines are always busy and we have to wait in a queue.
- This is minor but: reduce waiting time for pre-booked appointments.
- Excellent: Always get an emergency appointment for my son when he is unwell.
- General comment: surprised that no doctor ever runs a routine check to start consultation: blood pressure stethoscope etc but might be a cultural thing.
- The service provided by this practice compared to the previous practice which I was registered with is very great. Thank you.
- I am satisfied with all the efforts made by the team of HGP to meet my needs every time I have made contact with the practice.
- Some receptionists are better than the others and more helpful, compassionate and efficient. There was a time I wasn't given the right info and advice regarding my medical exemption card so I had to communicate with them on numerous occasions. On the whole I am very happy with all the staff.
- Waiting times too long to see doctor of choice.
- Very busy practice, it's hard to get appointments. Reception staff are sometimes rude and stressed.
- More magazines, classical music.
- Should have parking for patients.
- More toys and books for younger babies and toddlers.
- Toilets could be redone. Kids toys to play with in waiting room.
- Always happy with the help.
- More appointments on Saturdays.
- A great practice that has supported me through a tough year.
- When calling reception, I am sometimes asked to divulge the illness I wish to see the doctor about, which is not always appropriate. Would it be possible to book an appointment without having to discuss medical issues with reception staff? Data privacy concerns etc.

## 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?

- More information of preventative medicine.
- A great practice. Fantastic GPs and kind, helpful reception staff.
- Didn't ask me if I needed more medication.
- This is an excellent practice. I have been coming for many years!
- Reception staff sometimes do not help and quick to dismiss and cannot handle high volume of callers and attendees. Sometimes you feel they have no clue and borderline rude. Getting an appointment is like pulling teeth.
- It's a wonderful practice always has.
- Just keep up the good work.
- I do not understand the difference of the type of appointments offered on the online service.
- Better waiting time. Better appointment system. Walk-in service.
- Earlier appointments with personal doctor.
- Cannot think of any improvement possible. Ridiculously just too warm in the surgery - not a real complaint.
- Pay the staff more.
- I am unable to comment on some questions as I do not use the services.
- Can't think of any at this point in time. Have always found from appointment time to seeing a doctor ran very smoothly.
- It would be good if it was easier to make appointments, particularly with a named doctor.
- Seems all fine.
- Not all emails sent to HGP are acknowledged or answered.
- I can't imagine how. I'm always delighted at my treatment.
- Stay open at weekends.
- I'm extremely happy with it as it is.
- An excellent service. Excellent doctor.
- The above speaks for itself - very high level of professional care.
- Difficult to say how the practice could be improved in the circumstances of the massive influx of immigrants, asylum seekers, refugees, illegals and health tourists etc. Doctors are not border guards and all MPs are totally useless and dishonest, only interested in themselves, while the NHS is being destroyed?
- I have always felt well looked after.
- It is not clear if doctors appointment via phone and via web have the same availability.
- I do not think it can improve much more than it is currently.
- Notice on entrance pointing out to checking in.
- Warm, friendly and reassuring.
- This practice was and always is fantastic.
- I feel that on important issues it would be good to see the same GP as this would improve continued care and the same GP could follow through my issues.

## 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?

- Ability to phone surgery on Saturdays.
- Good service all round. Excellent doctors. Helpful reception team. The sign outside should be cleaned more often by the cleaner not the doctor.
- My only complaint would be that you have to wait a long time for an appointment with your chosen doctor.
- The chances of getting an immediate appointment online are nil; the online information for how to get an appointment within a week is poor. Otherwise the practice is very good.
- This is a very good practice and I have no complaints. Only two visits but impressed so far.
- The staff are very good and kind.
- The reception area is too open and you can hear people's conversations whilst sat in waiting area. Difficult to have privacy when talking to reception staff.
- My first visit but so far it seems really good.
- No negative comments about Hampstead GP.
- Background music or radio in the waiting room.
- Very satisfied with this practice over many years.
- At some point a letter to the practice was missed three months ago. A more vigilant procedure needed for follow ups.
- Receptionist always ready to assist and keep a pleasant attitude despite their patience being tried sometimes.
- Their PC record system is very good.
- Out of hours and at weekend one is referred to, e.g. 111 if we feel unwell. Would it be possible to get access out of hours to a practice doctor because it is difficult for the layman to assess if any symptoms are significant. Could the practice, for example, arrange a roster so that a doctor is always available?
- Impossible to improve on absolutely first class practice in every way.

## 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 amazing, kind, caring and professional. I hope he stays at this practice a very long time.
- He is so good - courteous, helpful, knowledgeable, charming - not really room for improvement. This also applies to most reception staff.
- This is a group practice. I do not wish to personalise as it is the service not the person you are asking about. The doctors have varied but every single doctor has been on the whole 'very good' to excellent'.
- Excellent.
- None, they're all great.
- I have been a patient for many years and have always found all doctors, registrars and locums of high professional calibre. Oh! Wish I knew who I am going to see at time of appointment.
- It would be nice if it were easier to get an appointment to see this doctor.
- No, she was very good/efficient, organised and friendly.
- My doctor is very good and understanding. I would recommend her to others.
- No. She is an excellent doctor - thank you. Much appreciated.
- Since I joined the practice I have been looked after very professionally and very good care.
- None! Very caring and helpful.
- No, he is a brilliant doctor.
- No - this doctor is highly professional and also shows empathy and humanity.
- I am so happy to say there is nothing to improve, this doctor was very good and she is helpful. She is the best doctor. Excellent job. The practice is very clean.
- I find this doctor thinks very carefully about how to deal with a problem and is determined to get the best outcome.
- Happy with the doctor.
- There is no improvement necessary - excellent GP.
- Excellent and very competent doctor. He is exceptional!
- None. They are an excellent GP.
- He is an outstanding, excellent doctor. He is one of the best doctors I have seen. He is always listening and has so much empathy. He has changed my life and because of him I am doing so much better. Thank you.
- She's perfect.
- No, this doctor has been amazing. I'm very happy with her.
- She was wonderful.
- None, she is very kind and goes out of her way to help.
- Have struggled in the past with some bad advice/treatment from some of the very young GPs, but the more experienced GPs are excellent. This doctor and another one in particular are great.
- She is the very best and I feel very well looked after.
- This doctor is excellent. I don't think she needs improvement.
- This doctor is always very attentive and supportive. She listens and takes your situation seriously and very professionally.

## 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 very gentle in nature. Feels like you are chatting with a friend, with an open space to be frank. Never patronising like some I have met at the practice. She really cares.
- Very happy with the service.
- I am very impressed with their level of care.
- I have always found the care given to me by the doctors in this practice to be excellent and would recommend it to family, friends and newcomers to this area.
- All very good. It would be great to have had a few more minutes discussing the root of the problem rather than just jumping to a prescription.
- The doctor was excellent.
- She is an amazing doctor. Appears to be very caring, patient, professional and is a very good listener. I am very impressed with her service.
- No, brilliant!
- Excellent practice, she was open to hear about my concern and approach every point with a very professional advice. I'm very happy today because I came to get my jabs and I ended up having a cervical check and advice about method of contraception.
- I am very satisfied with this service.
- Thank you for your hard work and professionalism. Happy New Year to you all.
- Great doctor.
- Not for this doctor.
- No - really lovely doctor.
- All doctors great - my doctor today was wonderful.
- This doctor is great, as are all the doctors seen over the last many years.
- None - incredibly helpful.
- None. Excellent consultation as is the case with the rest of other doctors in this practice.
- All the doctors are excellent.
- Just be there for us.
- Could be/should be more explicit/direct.
- Government should treat them with more respect.
- This doctor has always been excellent with me.
- Can you improve on excellent.
- I am very happy with my doctor.
- Serving the patients with a gin and tonic or a small scotch?
- None - a splendid GP.
- No - I have a doctor who treats me as a life-long friend.
- The nurse I saw was marvellous.
- They do their very 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 the doctor/nurse could improve?

- My doctor is really excellent.
- This doctor is excellent. I would highly recommend him.
- If I could see him as and when I need. At the moment he is so good everyone must want to see him so I may have to wait longer to see him than I would like!
- For me, over the years, this doctor has been fantastic, very professional. He has spotted problems in my health before any major catastrophe and sent me to a specialist at hospital for treatment. I can't praise him enough.
- No, all the doctors I have seen have been excellent.
- No, very happy thank you!
- Of all practices and GPs I have used, this is far above expectation. This doctor allowed me to be comfortable about everything I needed to say. The best.
- The doctor has supported me in being sober for a year. I can say without a shadow of a doubt, with her, I would not have done this. She is, simply put, the best doctor I have encountered in my life.
- I feel I have established a good relation with the doctor, my remarks are based on today's visit and the prior one.
- Excellent manner and really helpful. Made me feel comfortable straightaway.
- One only has high commendation for this HCA. Their clinical and interpersonal skills are second to none. If they improve one might mistake them for a doctor. All praises to this HCA who is an asset to the practice.
- This doctor is great. She identified my problems and gave me the right treatment/medicine for it. I am very grateful for that as my symptoms were there for years and no other doctor was able to help me in the past as this doctor did.
- Both doctors seem very knowledgeable.
- This doctor is the best, thank you very much.
- Very happy with the doctor, was first time I'd seen him and would feel confident in booking to see him again, even though not my usual clinician.
- None, all good.
- She was fine.
- All the doctors in this practice are excellent.

Supporting documents

## Supporting documents

### Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 345

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	5	53	138	148	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (5 \times 25) + (53 \times 50) + (138 \times 75) + (148 \times 100)}{(345 - 1)} = 27,925/344$$

Your mean percentage score for Q1 = 81%

### 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	81

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.

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



# *Certificate of Completion*

This is to certify that

**Hampstead Group Practice**

75 Fleet Road  
London  
NW3 2QU

**Practice List Size: 14533**

**Surveys Completed: 345**

has completed the

## **Improving Practice Questionnaire**

Completed January 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.