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# **Improving Practice Questionnaire Report**

Hampstead Group Practice

January 2015



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08 January 2015

Dear Ms 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.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

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=180363>

Please contact the office on 0845 5197493 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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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': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	11	70	129	116	1
Q2 Telephone access	12	41	101	98	71	4
Q3 Appointment satisfaction	5	35	71	102	107	7
Q4 See practitioner within 48hrs	26	50	66	71	93	21
Q5 See practitioner of choice	36	61	74	56	70	30
Q6 Speak to practitioner on phone	8	31	88	83	86	31
Q7 Comfort of waiting room	4	32	124	96	67	4
Q8 Waiting time	4	53	102	90	69	9
Q9 Satisfaction with visit	0	0	26	75	224	2
Q10 Warmth of greeting	0	1	22	67	236	1
Q11 Ability to listen	0	1	21	64	240	1
Q12 Explanations	0	1	22	78	224	2
Q13 Reassurance	0	4	20	79	221	3
Q14 Confidence in ability	0	0	21	70	231	5
Q15 Express concerns/fears	0	2	32	74	215	4
Q16 Respect shown	0	0	16	68	239	4
Q17 Time for visit	1	4	31	80	204	7
Q18 Consideration	0	6	25	88	192	16
Q19 Concern for patient	0	4	27	71	211	14
Q20 Self care	0	4	36	74	195	18
Q21 Recommendation	0	1	26	67	220	13
Q22 Reception staff	2	20	74	110	111	10
Q23 Respect for privacy/confidentiality	3	17	72	105	115	15
Q24 Information of services	4	16	86	89	108	24
Q25 Complaints/compliments	4	12	93	78	88	52
Q26 Illness prevention	1	20	82	94	85	45
Q27 Reminder systems	7	16	70	83	109	42
Q28 Second opinion / comp medicine	7	13	73	72	81	81

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

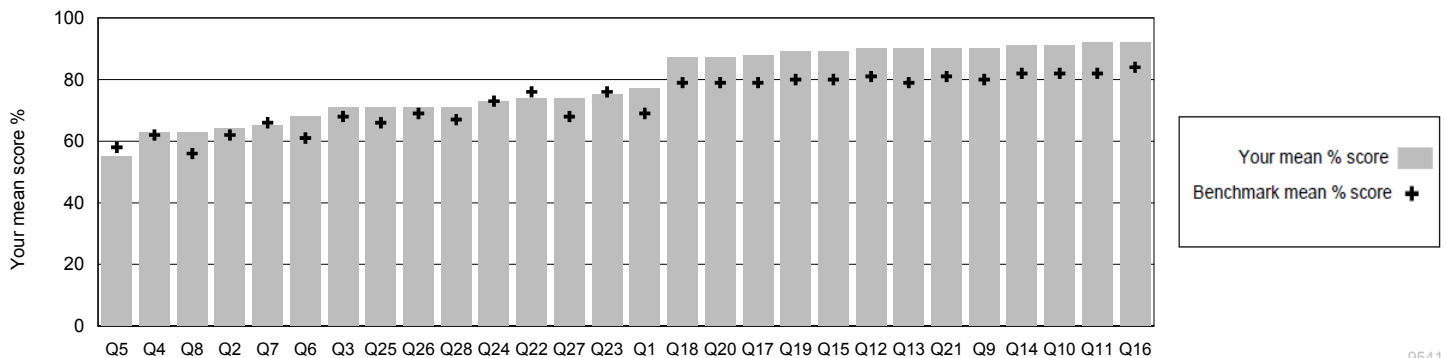
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	77	69	23	64	68	73	92
Q2 Telephone access	64	62	13	53	63	71	92
Q3 Appointment satisfaction	71	68	23	63	68	74	92
Q4 See practitioner within 48hrs	63	62	18	54	62	70	96
Q5 See practitioner of choice	55	58	22	48	57	65	95
Q6 Speak to practitioner on phone	68	61	25	54	61	67	92
Q7 Comfort of waiting room	65	66	27	60	66	71	90
Q8 Waiting time	63	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	90	80	41	76	81	85	97
Q10 Warmth of greeting	91	82	45	78	82	86	96
Q11 Ability to listen	92	82	46	78	83	87	97
Q12 Explanations	90	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	89	80	45	76	81	85	96
Q16 Respect shown	92	84	49	80	85	88	98
Q17 Time for visit	88	79	38	75	80	84	96
Q18 Consideration	87	79	41	75	79	83	98
Q19 Concern for patient	89	80	43	76	80	84	97
Q20 Self care	87	79	38	75	79	83	97
Q21 Recommendation	90	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	74	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	75	76	43	72	76	80	96
Q24 Information of services	73	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	71	66	31	62	66	70	96
Q26 Illness prevention	71	69	34	64	68	72	96
Q27 Reminder systems	74	68	27	63	68	72	96
Q28 Second opinion / comp medicine	71	67	30	62	67	71	96
Overall score	79	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



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

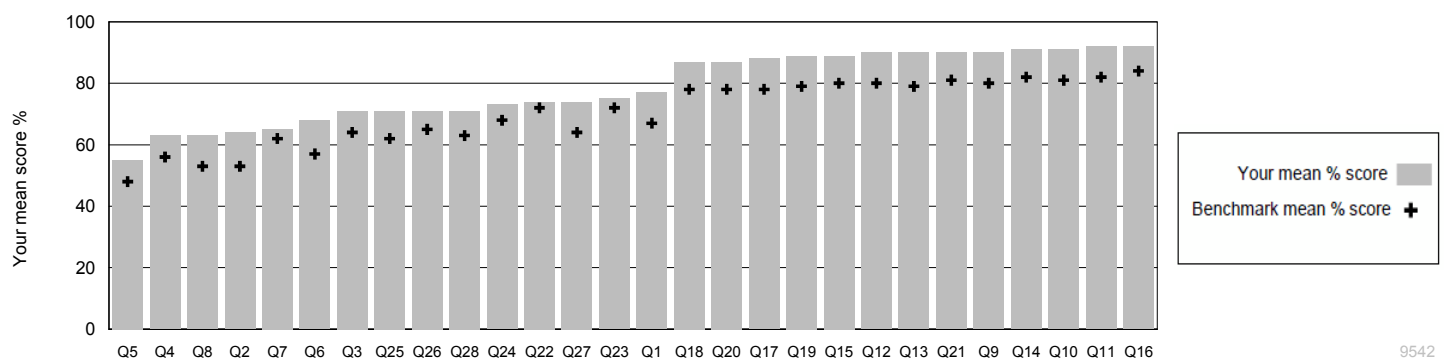
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\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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	17	84	69	50	65	70	74	83
25 - 59	185	78	70	47	66	70	74	87
60 +	107	80	72	50	69	72	75	85
Blank	18	77	69	51	64	69	74	89

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	208	78	70	48	67	70	74	86
Male	99	81	72	49	68	72	75	84
Blank	20	78	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	165	79	73	53	70	73	76	86
No	118	78	68	44	64	68	72	84
Blank	44	79	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	114	78	71	47	67	72	74	88
5 - 10 years	51	79	70	47	66	71	75	86
> 10 years	141	79	71	49	67	71	75	85
Blank	21	82	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	16/12/2013	07/11/2012	28/12/2011
Q1 Opening hours satisfaction	77	77	77	69
Q2 Telephone access	64	63	63	55
Q3 Appointment satisfaction	71	75	73	60
Q4 See practitioner within 48hrs	63	62	64	53
Q5 See practitioner of choice	55	54	55	45
Q6 Speak to practitioner on phone	68	70	68	63
Q7 Comfort of waiting room	65	65	63	61
Q8 Waiting time	63	61	60	50
Q9 Satisfaction with visit	90	90	90	76
Q10 Warmth of greeting	91	91	91	78
Q11 Ability to listen	92	92	91	79
Q12 Explanations	90	90	89	76
Q13 Reassurance	90	89	87	75
Q14 Confidence in ability	91	90	89	79
Q15 Express concerns/fears	89	90	88	76
Q16 Respect shown	92	93	91	81
Q17 Time for visit	88	87	86	74
Q18 Consideration	87	87	86	74
Q19 Concern for patient	89	88	87	75
Q20 Self care	87	88	86	75
Q21 Recommendation	90	90	89	78
Q22 Reception staff	74	73	70	68
Q23 Respect for privacy/confidentiality	75	73	73	71
Q24 Information of services	73	73	71	66
Q25 Complaints/compliments	71	69	68	60
Q26 Illness prevention	71	71	69	62
Q27 Reminder systems	74	74	71	64
Q28 Second opinion / comp medicine	71	70	68	63
Overall score	79	79	77	68

## 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 think the practice is excellent.
- Sitting area should be a bit more comfortable.
- More comfortable, i.e. orthopaedic chairs in the waiting room please.
- More louder and clearer sound notification of when appointments are called on the waiting screen or a specific screen for appointment info only - the one looks like a TV and appointment calling flashes off too quickly.
- Wait times.
- Very content.
- The practice is run very well, but always very busy. Overall they do a great job.
- I am new to the practice, so far all has been very good.
- I was delighted to be able to call first thing this morning and offered an appointment.
- I have not had a problem.
- I have always been served very well by the doctors, nurses and most of the reception staff.
- My only comment is that it takes too long to see the doctor of my choice.
- I am very happy and pleased of how much care and time this health professional done my stitches, removed and changed the entire dressing very neatly and tidy!
- Improve availability for booking appointments over the telephone. I experienced difficulty in obtaining an appointment.
- Good to be able to see a doctor in days, not weeks.
- Excellent treatment and care by nurse today.
- Gets crowded at reception and people can overhear what you are discussing.
- More out of office hour appointments.
- Staff on the desk could be more respectful.
- Some reception staff are too nose about your medical condition and don't seem to worry when talking loud.
- Shining example of the NHS at its best.
- Great practice.
- None - I have never had a problem with the practice since a staff member was taken off reception.
- My repeat prescription should automatically go to a certain place, but approximately 15-20% of the time it doesn't. Or it should be emailed to them, but it isn't always. When I yet again have to come over to pick it up, it isn't always signed!
- Sometimes you need to wait too long to see a doctor of your choice and sometimes you're told 'the lady who does appointments is not here today and not released any, come back tomorrow'. You go back and all appointments have gone (something wrong here).
- Yes please - the toilets can be cleaner - also an extractor fan please.
- Very happy with this doctor. She does a fantastic job and looks after her patients brilliantly!
- More staffing at the reception desk.
- No - excellent.

## Your patient feedback

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

### Any comments about how this practice could improve its service?

- The prescription service for repeat prescriptions has not been good (failed me twice). The website says we must fax our prescriptions - it would be much better to have a dedicated email address. The fax obviously does not always arrive and is old fashioned anyway.
- There continues to be one member of the admin staff whose dealing with the public is below poor. Although I have not recently been personally affected, I witnessed again quite unacceptable dialogue with a patient at reception. I appreciate this member of staff is now mainly kept away from reception.
- It has improved since I started going there over forty years ago.
- Hampstead Group Practice is excellent in every way.
- Maybe to call in patients not too late.
- Make sure when appointments are rearranged that they tell you. The long wait for an actual appointment is frustrating sometimes, so you can wait weeks and weeks for example.
- For me the service is good.
- Appointment wise - very difficult to get appointments within a week unless it's an emergency.
- To get an appointment with the same doctor it takes too long.
- Excellent service! I haven't experienced anything bad in this practice. Keep up the excellent care!
- Very happy.
- More doctors so it's less of a burden on the existing ones. Sometimes it takes over a month to see my doctor and it suggests that there are lots of patients and not enough doctors to see them all.
- Ability to book more than 2 appointments.
- No you are the best doctor surgery ever.
- All was great.
- Provide weight management/nutritional/diet advice/workshop a monthly health check - BMI , weight, blood pressure, heart rate etc.
- Open a bit earlier (8am) would be wonderful. Ability to book longer appointments to discuss more than one problem.
- Availability of appointments.
- Leave more appointments available mornings and afternoons.
- Early morning (7am-9am) appointments and late night after 7pm appointments. Faster reception staff, quite slow (though very pleasant) at booking appointments.
- Better seating and turn the heat down.
- I was once told by one of the doctors that I could not relay the three ailments afflicting me as they would take more than the 12 mins allocated for a consultation. That is (a) poor treatment of me as a person; (b) poor health practice (what if they were interrelated? I could only speak of two ailments).
- Later hours for seeing nurses especially, I had to leave work early for this slot.
- Friendlier reception - same attitude from all staff.
- Have consistent doctors and nurses.
- Very hard to make future appointments. Same day appointments are good.
- No, I actually think you are great compared to other surgeries I have been to. Very professional and helpful all round.

## 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?

- So far - I am really happy with all aspects of surgery.
- I think the website could have more detailed information.
- Most appointment can feel uncomfortably rushed and the time to see a doctor of choice is too long. All psychological referrals having to go through the Tavistock is questionable given our family's experience of their primitive and negligent practice and manner of treatment.
- It would be nice not to have to wait 5 weeks to see one's allocated doctor.
- More information about possible waiting times.
- More up-to-date and interesting reading material - gossip mags? Water cooler rather than jugs of water. Easier to make appointments within reasonable time and with the doctor/nurse I nominate.
- Difficulty in getting through on phone, could be improved. Sometimes problems waiting for appointments with a HCA.
- Access to appointments with a GP is difficult - usually over a week to wait unless it's very urgent. The telephone call back service is excellent though.
- More seating in waiting area.
- Feedback on test results.
- Very happy with staff, nurses, doctors. Issue is about getting in touch. Waiting time on the phone and very long delay for doctor's call back which is an issue especially when concern is about a child.
- Long waiting for appointments with GP - please reduce the waiting time.
- Well done! Everyone! Such a good jobs.
- Nothing comes to mind.
- It has improved enormously over the years but I have always found it tricky to get an appointment with the doctor of my choice - continuity of care etc.
- Everyone is more than perfect with kind, warm cares and being very professional!! I am most grateful for being able to have vaccinations at this clinic as Royal Free Hospital closed travel clinic section.
- On two occasions, my child presented with severe croup and was told it was a viral infection and was not even correctly diagnosed nor symptoms were recognised.
- Would like to see own doctor all time.
- Make more appointments available.
- I can never get through when I call and often have to wait ages to be seen.
- Great service.
- This is an excellent practice - efficiently run warm and welcoming atmosphere. Non medical things - the leaves on the path could be swept more often.
- I am in awe of how this practice looks after us. Can't think of anything it could do any better.
- The checking in machine today was not working and I had to wait 6 minutes which is somewhat frustrating.
- Not at the moment.
- Shorter automatic message when answering the phone!
- A bit more communication re waiting times.
- Like the number of services available online, e.g. bookings.
- The practice is excellent 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 this practice could improve its service?

- Can't highlight any serious problem, only other patients!
- No - the practice is highly professional.
- Keep up the good work it is very good.
- This practice is excellent, well organised and gives us confidence.
- No. It is really excellent.
- Only recently joined.
- My only complaint is not having one doctor whom I see consistently, so there would be more continuity in discussing my health issues. It is rare that I see the same doctor over several visits. Usually it depends on who is available.
- No - I think it's brilliant!!!
- Waiting time is long and delays every time I visit.
- An absolutely superb practice. Highly professional, technically excellent.
- Very good at this time, since one staff member taken off reception.
- Waiting time to phone calls could be improved also seeing the same doctor for appointments would be a big improvement.
- I have no complaints.
- 10/10.
- The operation of the prescription request system could be improved. There are unfortunately occasions when the repeat requests are misinterpreted in that certain requests are unfulfilled, or items not requested are offered, but subsequently declined.
- Time to answer phones.
- It is excellent.
- The chances of seeing a doctor of my choice are good but the availability of appointments is poor, (maybe he is too popular or has wide responsibilities). I did not deal with reception today. When I have done so they have been pretty good.
- I believe the GP are doing the best they can. Doctors and service is very good.
- Must be a way to see a doctor of choice far sooner than at present.
- Although the practice has TV monitor screens explaining about information about its services, I think it would also be a good idea to provide patients with a variety of leaflets on a big display rack too.
- Perhaps slightly warmer in colour reception at present it appears a tad cold and grey. More colour may uplift patient mood.
- Saturday opening.
- Allow booking appointments sooner than 2 weeks ahead online. Longer appointment slots should be provided.
- Excellent service.
- Overall the practice provides an excellent service.
- Always very helpful, friendly and what you expect from a visit to the GP!
- As this practice is a very busy one, please provide more doctors available in opening times.

## 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 late opening times and the increasing use of online is very helpful. I know it's not for everyone but this is helpful to our family.
- Okay.
- It can't it's great.
- The difficulty of getting an appointment when at work.
- The practice is excellent.
- Best practice I have been to.
- This practice has already improve very much compared than before years ago.
- The opportunities given to see a doctor on the same day are excellent but to see a doctor of choice often means making an appointment two to three weeks in advance. For an ongoing problem where appointments are needed at fairly short notice one cannot see the same doctor each time.

## 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?

- Better working facilities, lighting, heating, etc.
- More time.
- This nurse was the perfect nurse, gentle, reassuring and professional.
- This doctor is great. In general I dislike visiting medical clinics and this doctor makes it easier for me.
- Very satisfied with the service. The practice is doing a good job.
- I am not aware of any.
- None!
- No need to improve, a very fine and caring doctor.
- Keep up the brilliant job that was to me today!
- Nil. Keep up the good work.
- Nothing, the nurse was very friendly and treated me with respect. Also she was knowledgeable on questions that I asked.
- None - this doctor is excellent in all respects.
- This doctor is great.
- This doctor is fantastic. I don't think there is any need for her to improve.
- She is an extremely good doctor, always polite, courteous and well informed.
- Excellent doctor.
- No - this doctor is excellent.
- This doctor is fantastic, caring, considerate, etc. This is what you need when attending, it can be nervous time going to GP, hospital, etc.
- No - excellent.
- None. He is a lovely man. He looks and listens and gives a lot of time.
- Excellent service. Re questions 24 and 26 - as I am not online, I only view this information when attending the practice when much is available.
- She could not be better than she is, hope she stays forever.
- The doctor is great.
- This doctor has always taken the time to listen to me particularly after a lot of things that have happened this year, always made herself available - which has restored my faith in GPs following misdiagnosis by a number of people. She is in a league of her own, excellent!
- No - very satisfied.
- This doctor is consistently excellent - can't think of any improvements! Many thanks.
- Genuinely do not feel there are any areas in which the doctor could improve. He is an exceptional doctor. His knowledge, quality of care and interpersonal skills are excellent.
- One of the best doctors you have. He is wonderful and caring. Without him I'm not sure what would have happened to me. His level of care is excellent and also a big thank you to reception staff, they are always so helpful and friendly.



## 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?

- All doctors deliver the highest standard of care. I'm very happy with the overall service they give. This doctor is very competent and excellent!!
- This nurse does not need to improve, her level of care is excellent!
- The nurse is great, friendly, professional and very knowledgeable - thank you, thank you!
- Nope, you are the best doctor surgery.
- She is excellent. This doctor and one other.
- Lovely nurse, great care no need for improvement.
- The nurse was respectful and good, but in fairness I had only come for an injection, so pretty straightforward.
- No - This nurse is very professional and approachable. Very valuable member of your staff.
- She was very considerate and professional.
- No - she did a great job (especially of following up when my records were wrong).
- No - very kind and lovely nurse!
- I strongly object to the refusal of at least 3 doctors to prescribe antibiotics that I have used before and know they work, due to 'being too expensive'. I had to take 2 different prescribed antibiotics before getting the correct ones from the private GP!
- Best doctor.
- She was excellent.
- None. An exceptionally positive experience.
- Both the doctors I saw recently were very pleasant and interested and I have been referred to a "memory clinic" - so should get an appointment soon (I hope!).
- Perhaps check the patient has fully understood the information given by repeating it back?
- None. This doctor was lovely. I enjoyed speaking with her and discussing my medical situation.
- Nothing, she has a warm friendly manner and listened to everything I had to say. Excellent nurse.
- The nurses have always been excellent as are the doctors - receptionists sometimes rather stressed and therefore brisk! Don't know how you deal with that though.
- She is more than perfect. I am very lucky to be in her care.
- Perfection!
- Not really.
- Very pleasant, understanding, professional doctor.
- Nil. Very satisfied with service.
- Difficult to say, this doctor has been fantastic for me, spotting, very early, every major problem I've had.
- No - my doctor is very insightful.
- Excellent doctor!! Thanks. Happy Christmas to all.
- I can't imagine a better nurse than this one.
- This nurse is exceptional - friendly and professional - the practice is lucky to have her - us "silver surfers" love her!

## 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?

- Absolute confidence.
- No, she's been brilliant.
- None, an excellent doctor.
- Needs no improvement, she is a very knowledgeable and caring doctor.
- All the doctors I have seen at this practice have been very considerate and thorough in their treatment of me.
- The doctor checked every aspect of my diabetes and blood pressure. She is very thorough. A good doctor.
- 10/10.
- The doctor in question is excellent.
- Always happy with their attitude in trying to do their best.
- This is the only doctor I like to see.
- It is excellent.
- The doctor that I see is very professional and I like to see the same doctor anytime I need to visit the practice to see a doctor. The only problem is that it can take as long as a month to see the doctor that I like.
- No - This nurse has been caring, concerned and very personable to me and my family. She displays a warm and person centred sensitivity and feeling, adequate and gentle authentic encouragement. Very pleased. Thank you.
- Doctor need to listen very carefully and intelligence.
- None needed.
- Keep up the good work.
- None - The doctors I have seen at the practice have all been excellent.
- You have an excellent team at the surgery.
- Very good doctor.
- None, she was great.
- No. We had a very good visit.
- She can't she is very good.
- This health professional was excellent and very helpful!
- My comments for them they are all doing excellent job.

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 = 327

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	11	70	129	116	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (11 \times 25) + (70 \times 50) + (129 \times 75) + (116 \times 100)}{(327 - 1)} = 25,050/326$$

Your mean percentage score for Q1 = 77%

### 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	77

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

9541

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

### Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

### Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

### Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

### Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

### Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



### About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

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

# *Certificate of Completion*

This is to certify that

**Hampstead Group Practice**

75 Fleet Road  
London  
NW3 2QU

**Practice List Size: 13778**

**Surveys Completed: 327**

has completed the

## **Improving Practice Questionnaire**

Completed on 08 January 2015



**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.