

Private and Confidential
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Improving Practice Questionnaire Report

Portishead Medical Group

December 2017



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Dear Mrs Payne

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=215014>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	34	153	180	104	7
Q2 Telephone access	45	124	145	100	56	12
Q3 Appointment satisfaction	7	31	130	160	146	8
Q4 See practitioner within 48hrs	39	86	116	107	120	14
Q5 See practitioner of choice	90	116	113	77	52	34
Q6 Speak to practitioner on phone	13	60	139	121	68	81
Q7 Comfort of waiting room	2	49	210	158	61	2
Q8 Waiting time	14	82	191	125	61	9
Q9 Satisfaction with visit	0	2	28	118	333	1
Q10 Warmth of greeting	0	1	23	106	349	3
Q11 Ability to listen	0	2	23	97	356	4
Q12 Explanations	0	1	36	96	346	3
Q13 Reassurance	0	2	37	106	329	8
Q14 Confidence in ability	0	1	34	94	347	6
Q15 Express concerns/fears	0	1	35	117	321	8
Q16 Respect shown	0	0	24	86	364	8
Q17 Time for visit	0	4	47	115	308	8
Q18 Consideration	0	3	40	109	320	10
Q19 Concern for patient	0	2	43	104	325	8
Q20 Self care	0	3	41	122	296	20
Q21 Recommendation	0	0	38	97	336	11
Q22 Reception staff	1	17	96	175	161	32
Q23 Respect for privacy/confidentiality	5	19	99	156	166	37
Q24 Information of services	3	20	112	168	127	52
Q25 Complaints/compliments	2	27	148	132	87	86
Q26 Illness prevention	2	30	127	155	111	57
Q27 Reminder systems	8	25	127	143	119	60
Q28 Second opinion / comp medicine	2	26	112	108	81	153

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

Your patient feedback

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

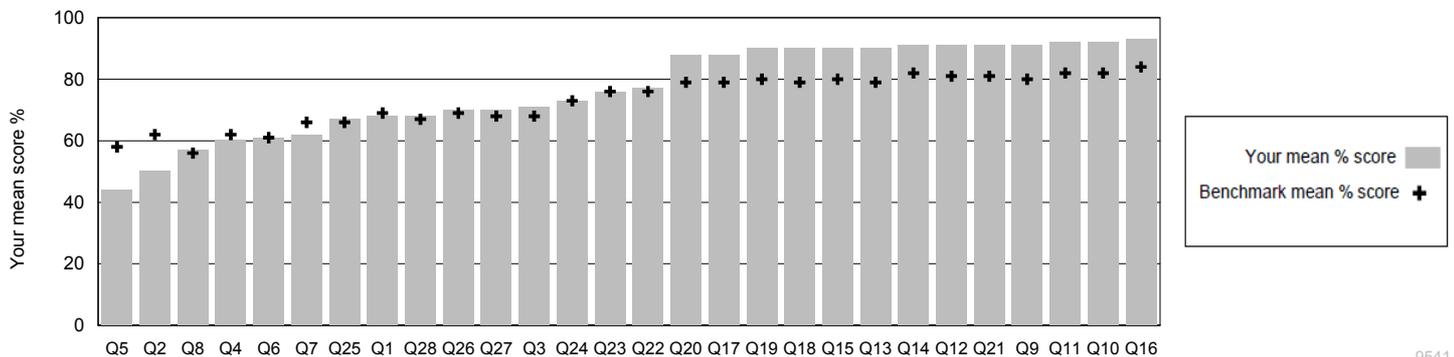
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	69	23	64	68	73	92
Q2 Telephone access	50	62	13	53	63	71	92
Q3 Appointment satisfaction	71	68	23	63	68	74	92
Q4 See practitioner within 48hrs	60	62	18	54	62	70	96
Q5 See practitioner of choice	44	58	22	48	57	65	95
Q6 Speak to practitioner on phone	61	61	25	54	61	67	92
Q7 Comfort of waiting room	62	66	27	60	66	71	90
Q8 Waiting time	57	56	25	50	56	62	90
About the practitioner							
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	92	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	88	79	38	75	80	84	96
Q18 Consideration	90	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
About the staff							
Q22 Reception staff	77	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	76	76	43	72	76	80	96
Q24 Information of services	73	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	67	66	31	62	66	70	96
Q26 Illness prevention	70	69	34	64	68	72	96
Q27 Reminder systems	70	68	27	63	68	72	96
Q28 Second opinion / comp medicine	68	67	30	62	67	71	96
Overall score	77	73	35	69	73	77	95

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	45	64	67	71	78
Q2 Telephone access	50	53	15	46	52	60	77
Q3 Appointment satisfaction	71	64	33	60	64	69	81
Q4 See practitioner within 48hrs	60	56	23	50	56	63	80
Q5 See practitioner of choice	44	48	22	41	48	55	83
Q6 Speak to practitioner on phone	61	57	31	51	57	63	76
Q7 Comfort of waiting room	62	62	47	57	63	68	83
Q8 Waiting time	57	53	28	49	53	58	74
About the practitioner							
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	92	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	88	78	59	74	79	83	93
Q18 Consideration	90	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
About the staff							
Q22 Reception staff	77	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	76	72	51	69	72	76	83
Q24 Information of services	73	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	67	62	34	58	62	66	76
Q26 Illness prevention	70	65	42	62	65	68	79
Q27 Reminder systems	70	64	38	60	64	68	80
Q28 Second opinion / comp medicine	68	63	42	60	63	67	77
Overall score	77	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

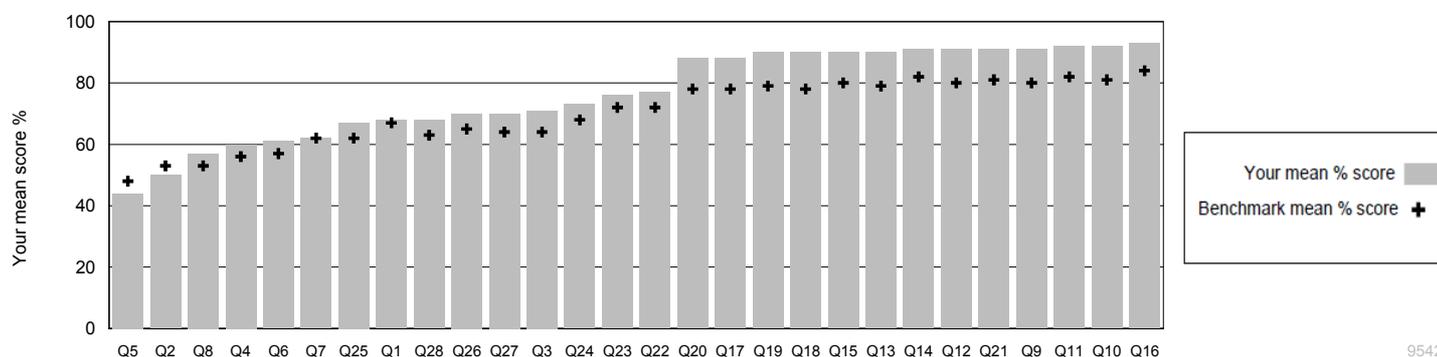
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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	Maximum
Age								
Under 25	25	76	69	50	65	70	74	83
25 - 59	178	78	70	47	66	70	74	87
60+	263	77	72	50	69	72	75	85
Blank	16	76	69	51	64	69	74	89
Gender								
Female	313	76	70	48	67	70	74	86
Male	151	78	72	49	68	72	75	84
Blank	18	84	69	49	65	69	74	85
Visit usual practitioner								
Yes	192	79	73	53	70	73	76	86
No	239	75	68	44	64	68	72	84
Blank	51	81	69	47	65	69	74	86
Years attending								
Less than 5 years	80	76	71	47	67	72	74	88
5 - 10 years	49	78	70	47	66	71	75	86
More than 10 years	323	77	71	49	67	71	75	85
Blank	30	80	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	06/09/2013	01/10/2010	27/10/2008
Q1 Opening hours satisfaction	68	67	61	59
Q2 Telephone access	50	42	43	46
Q3 Appointment satisfaction	71	65	63	63
Q4 See practitioner within 48hrs	60	51	59	61
Q5 See practitioner of choice	44	39	49	46
Q6 Speak to practitioner on phone	61	55	53	53
Q7 Comfort of waiting room	62	59	59	57
Q8 Waiting time	57	50	51	46
Q9 Satisfaction with visit	91	88	81	79
Q10 Warmth of greeting	92	89	83	81
Q11 Ability to listen	92	91	84	83
Q12 Explanations	91	89	83	80
Q13 Reassurance	90	87	81	78
Q14 Confidence in ability	91	89	83	82
Q15 Express concerns/fears	90	88	82	80
Q16 Respect shown	93	91	86	84
Q17 Time for visit	88	87	80	72
Q18 Consideration	90	87	80	77
Q19 Concern for patient	90	87	81	79
Q20 Self care	88	86	79	--
Q21 Recommendation	91	89	84	81
Q22 Reception staff	77	70	71	70
Q23 Respect for privacy/confidentiality	76	70	68	69
Q24 Information of services	73	67	65	65
Q25 Complaints/compliments	67	62	58	57
Q26 Illness prevention	70	63	63	61
Q27 Reminder systems	70	62	60	57
Q28 Second opinion / comp medicine	68	64	60	60
Overall score	77	73	70	68

-- no data available, question introduced in October 2009.

*Dates in the table relate to date questionnaires were received by CFEP.

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?

- Three staff at reception were talking, one looked at me but finished speaking to the other two staff before seeing to me.
- All very good. One small comment is; I find many of the chairs in the waiting room a bit high! I get cramps easily! I need to have both feet firmly on the floor, I am five foot, three inches!
- Sometimes the reception staff can be a bit short with you. It's not that they are meaning to be rude, just a little impatient.
- The 8:00am booking phone call can be tough to get through and often no appointments left. Could this be improved?
- I am quite happy with everything at present.
- Change the music - more up to date. Relaxing scented aromas.
- Ability to book appointment a few days ahead online. My regular prescriptions don't all show on my online list, so often have to request separately.
- Difficult to determine as the practice is the best I have experienced in many years.
- I am very happy with this practice.
- Open at weekends.
- Yes; unless I book weeks ahead to see my doctor, it is very difficult to get a short notice appointment. I'm asked to ring up at 8am and, as today, often have to keep re-phonng continually for about 20 minutes. Even then it was a late afternoon appointment. The next week for evening (this is my only complaint!).
- Sometimes difficulty in making an appointment for a week or so ahead.
- Unless up in order to go online/phone by 8am, it is very difficult to get a 48 hour appointment unless emergency. If you do go online/phone 8am, I normally get an appointment within three days.
- Some magazines in the waiting room.
- The need for more evening surgery. Morning surgery over the weekend.
- Very satisfied with the service received by the practice but as far as we know, no regular health checks.
- Open on a weekend as everyone can't get time to see you in the week.
- I think that perhaps more staff on the reception area especially during busy periods would help. It would be nice to see a smile and cheerful receptionist!
- Detailed test results to patients is very poor. Information from receptionist could easily be misinterpreted, it is often unclear what to do.
- Ease of appointment - very hard to get. Later appointments. Choice of doctor. More for children in waiting room.
- Telephone system needs to improve. Too many error messages when trying to book appointment online.
- Your check-in system is excellent. The repeat prescription service could be improved by a 'hand over' from staff to staff taking over.
- Telephone appointments with the same GP who has treated you and can explain test results to you for continuity and reassurance.
- More privacy at reception desk to ask questions.
- More GPs, longer consultations.
- A Saturday morning surgery would help!

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?

- Maybe a return to practices providing their own out of hours service. An automatic invitation for an annual health check to review any adverse effects on patients of prescribed medication. Possible provision of a water cooler for patients' use whilst waiting to see doctor/nurse.
- Space seems at a premium.
- I was very happy.
- Possibly more phone lines open at crucial times but understand things are stretched!
- It is often difficult to get an appointment to see certain doctors in advance, often appointments listed online that are available are a month away.
- It would be good to see doctor you request sometimes.
- The practice is as close to perfect as possible.
- Difficult to make planned appointments - long queue on telephone then lack of availability. Necessary to be at surgery at 8am to queue up.
- The only thing that comes to mind is increasing the amount of time you see the GP for. Most of the time I visit the doctors, I'm frequently late going in for my appointments.
- Better seats and magazines. Less repeat messages on messaging boards, perhaps more information on health issues, giving up smoking, safe levels of alcohol, healthy eating, etc.
- I consider myself very fortunate that I am a patient at this practice.
- Purely the booking system for appointments - it must be very difficult for older/confused patients.
- From 8 every morning you cannot get through on the phone. When you do get through you are way back, not helpful.
- Appointment system leaves a lot to be desired!
- I cannot see any reason to complain about anything. Everyone is polite and courteous.
- I like being able to see a doctor on the day if I ring at 8am. Better access to physiotherapy would be good.
- Weekend is a problem for urgent attention.
- More magazines in waiting area. If you are considering opening on a Saturday, that would be welcome.
- Make the waiting room more child friendly with toys/play area.
- There is always an opportunity to improve any service, fortunately none of them occur to me at this point in time.
- Due to working over an hour away, it can be hard to rely on the service of calling up at 8am and getting an appointment (I am already at work by this time). I would like to be able to book in advance ideally.
- If I'm unable to get in touch with the practice, online, at 0800 hours there is a long wait to see the doctor of my choice - very important to me in view of my history.
- I was very impressed to be offered a quick appointment with regards to a worrying matter. Both receptionists very helpful when I booked the appointment after discretely asking the problem. I was happy to be asked. Very clear advice and help from the doctor.
- Illness prevention. Look at another clinic.
- Everyone is always helpful.
- Improve means to make appointment to see one's own doctor.
- It is very difficult to get a same day appointment with my own doctor and it is usually necessary to phone on the dot of 8:00 am - so how could this be improved? Not sure.

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've had to wait four weeks to see a doctor with a pre-bookable appointment, five weeks if I'd wanted my own doctor! I don't want to spend each day phoning at 8am to get an appointment for that day - my workday is already planned by that time and I cannot change my day easily. I was a non-urgent appointment.
- Having been a patient here since many years, I feel that it is time to assess the need to extend the property as the population has increased rapidly and is likely to go up even more.
- Opening at weekends.
- I think the practice runs very well, they will always do their very best to help you if they can. I think perhaps the 'emergency' appointments could be renamed as people can be confused by this being a 'walk in' service.
- More routine appointments please, appreciate difficulties currently for appointments but it's difficult to get routine unless one week away.
- It is not always possible to get an appointment even calling at 8:00am, and no appointments are allowed for the next day.
- Has been very difficult to book appointments on the day, even queueing before 8:00 am. Have now booked online which so far is better, but not everyone has this facility.
- I don't have to see the doctor often, neither do my family, we are lucky to be generally healthy, so when the need arises, it's because it's usually urgent. It's at these times it is almost impossible to make a last minute appointment without using the urgent surgery. My son's medical issue was made worse by having a lack of appointments, and misdiagnosis by a previous doctor, who barely took the time to acknowledge or look at my son.
- When calling for 'results' I think more care should be given to the information passed to callers/patients. I was given incorrect information which could have left members of my family open to the disease/illness which I was suffering from.
- No, I think it is very good. Thank you. You all do a great job. We are lucky to have you all.
- As someone who has to provide regular samples, I think the system needs improving slightly as I have been given different answers when asking about collection times (for Southmead Laboratory) and these samples are best tested when they are 'fresh' and some samples don't appear to have been sent off on the day they were provided.
- It is very difficult to get an appointment on the same day. You can be on the phone for 30-45 minutes before getting through and all appointments have been taken by 8:15am.
- This practice is generally excellent in all respects. If improvement is needed, there could be longer opening hours, perhaps weekend.
- Getting to see your own doctor is very poor. I accept that they are off sick at present, but I was more than satisfied with this doctor.
- By having a Saturday morning surgery, even if this is for emergencies only.
- Doctors I've seen a lot in the last 12 months, no complaints. Reception staff are attentive, but not much privacy. Waiting times and phone or appointment poor.
- Being able to get through on the phone in the morning could be improved. I used two phones to ensure I could get through quickly and get a doctor's appointment for my daughter.
- If possible, taking more doctors in the practice.
- Provide some weekend service.
- Was unable to reach a receptionist to make an appointment the day before. Just reached an engaged tone which is increasingly frustrating.
- Not sure if it's possible to speak to doctor on phone. More information on this would be good. Very happy with the service generally.
- More appointments needed. I was given one for three weeks time.
- Great, friendly practice; wouldn't go anywhere else.

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?

- Bigger proportion of appointments available online. Specialisation of doctors by complaint type.
- Although you can in theory book online appointments, in practice this is impossible, screen always shows all taken.
- No complaints about surgery at all.
- It is sometimes very difficult to get through on phone early morning, then to find all appointments gone when you do.
- Phone call before rejecting request for tablets.
- It would be good to make same day appointments more easily, this is a difficult problem to overcome.
- No loud music.
- Fortunately not had to use their services very often, very satisfied so far.
- Telephone waiting - usually have to wait a long time.
- Being able to make an appointment when you really need one instead of having to ring at 8am the next morning - rubbish being told that when you're in pain.
- Happy with service.
- Making of appointments.
- Drinking water machine!
- Have more 'on the day' appointments.
- Usually running late.
- I'm impressed once again that I could get a same day appointment.
- The appointment system is awful, in order to obtain an appointment with any doctor, not necessarily the one you want to see (on the same day), it is necessary to queue from 7:30am. Ringing at 8am is normally futile as by the time you get through to someone all the appointments are gone.
- More phone lines in to make an appointment.
- I realise there are many budgetary constraints but please consider Saturday morning opening.
- This practice has been a breath of fresh air since moving from another practice. I have experienced one unpleasant doctor but all other members of staff have been excellent.
- Early mornings or late night for working people only.
- Time keeping. Open on Saturday mornings.
- Releasing more appointments online.
- It would be good if as the doctor requested you see him in two weeks, you could be given an appointment, not have to ring in two weeks and hope to see him.
- Getting an appointment with a doctor of choice is difficult, but I fully understand why. Pressure on you all is intolerable.
- Some new furniture in waiting room.
- I have found a very good service.
- Service is excellent. The nurses are superb!
- I wish you would reinstate the annual health check.

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?

- Amazing practice, can get appointment same day. Doctor was really kind and explained everything so I understood. Very satisfied patient.
- Provide more clinics for the elderly.
- Poor ventilation - could be improved.
- It would be useful to have drop-in service for skin lesions, moles, etc, to be assessed without having to bother a doctor. Making an appointment is frustrating. Being able to book one day ahead would be helpful.
- I feel all appointments should be longer than 10 minutes, especially if you cannot see your own GP? I find I have to take most of the time recounting my current health issues and am left with a couple of minutes to get to the reason why I am visiting, but it is relevant, so feel that's necessary. Each visit I make, I always end up waiting for approximately 30 minutes (or longer), clearly there isn't enough time for doctors to keep up with their appointments. Rather than making everyone wait, why not spread them out a little so they're on time? It's frustrating to always arrive 5 mins early to be on time, when doctor never is (not their fault).
- As people have problems getting through on the phone in the morning, they are forced to queue outside the surgery and are not always able to get an appointment on that day (even though they are there at 7:30 am). This is not good for those who are really feeling ill.
- Magazines in the waiting room. Number of people in front of you displayed on checking in screen.
- Satisfied with everything.
- Getting through on the phone is a nightmare if you need an appointment that day! A non-urgent appointment can be two weeks later.
- Only in the difficulty getting through on the phone for an appointment. Once through it is good although it can be hard sometimes to get appointments. Luckily I was on holiday from work as, if I'm at work, I usually wait outside at 8:00 to get an appointment before going to work.
- Warmth of welcome by reception is variable, sometimes very good, i.e. today. However, it does vary in my opinion.
- None, it is excellent as it is, I was very happy with my treatment, reception staff excellent as is the doctor.
- I don't like discussions from standing at the reception to the reception staff asking you questions from further away when they walk over to collect your prescription.
- Receptionists always helpful even when busy.
- To get a quicker reply when you phone at 8am as suggested by reception. I have to make a visit by car to be able to reach the Health Centre to make an appointment that day.
- Everyone, especially my doctor was very friendly, professional and helpful! Thank you.
- I always have to see a different doctor. I would like a little more continuity. More relaxing 'music' please, yours is jarring.
- I am generally very happy with the service available. It would be nice to see the same doctor every time, but I realise in today's climate that is impossible.
- Receptionist should have access to scan results on the basis that I was informed that my result wasn't available/sent when, in fact, it was on the system. I was told that receptionists don't have access to 'ICE'.
- I had an early appointment so the doctor was on time, this is not always the case with appointments during the day with different GPs.
- Very difficult to make an appointment.
- Should open its doors on Saturdays. Should collaborate with other surgeries to provide an emergency drop-in at weekends, especially as the only hospital casualty departments are in Bristol and Weston-super-Mare. Make it easier to book double appointments on the system.
- Make it even clearer about the impact of missed appointments. Is it possible to have double appointments if you've stored up several problems.

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've always had extremely good care and service from the practice. No complaints.
- Better estimate of appointment time.
- I couldn't get through on the phone this morning. I wasn't put into the queue and had to call back multiple times.
- Service is very good.
- Longer opening hours, more doctors.
- A better phone service, had to ring 87 times before I got through.
- Earliest advance appointments of three weeks are too far away. Was told to ring at eight in the morning, phone is constantly engaged and when I eventually got through at 9am, all appointments for that day were gone. Waste of my time.
- Extra receptionist at busy times (have sometimes waited in queue for long periods - have difficulty in standing).
- Booking appointments in the morning and not having to walk down by 8:00 to do so if one doesn't have internet to book by.
- My personal experience of the practice is, and always has been, excellent.
- If the service ran over seven days a week. If the phone system had more calls waiting to make it easier to get in the queue instead of getting the engaged tone. If the online booking system was easier. If there was more chance of seeing your doctor of choice.
- Telephone service is awful, i.e. 8 am appointment booking. Called 107 times this morning (as on my mobile).
- A fairer booking system. Being told at 8:02 am that all morning and early afternoon appointments have already gone when I've been told I cannot pre-book, is not acceptable. I'm guessing this is because that is not true for all patients!
- More bookable appointments prior to the day, to help try and avoid the 8am scramble which favours the internet users and those quick off the mark telephoning but must penalise the elderly and more vulnerable patients.
- Reception do not need to know why one wishes to see a doctor.
- Reduce the amount of time or the opportunity to see own GP in less than three weeks, especially when you are suffering with long term illness.
- Portishead Health Centre does the very best it can, given the huge, ever growing population living in the area.
- Improve telephone answering service. More appointments needed each day and on the internet. If one needs to see a doctor, three weeks time is no use!
- Always a struggle to get through on phones.
- More privacy at reception.
- The reception area is quite open and could potentially cause embarrassment. A note to let people know if delays are happening for an appointment when waiting would help.
- Ability to get through in the morning at 8am and availability of appointments outside normal hours.
- Books for kids in waiting room.
- Not really, very pleased with everything.
- Would be good if one could see the doctor of one's choice earlier (but it is understandable).
- Can't complain when you hear other people's practice, always book on net.
- I use online booking which works really well. Phones are a long wait and hit and miss.
- Maybe open a little longer midweek, however, current opening hours are still more than satisfactory.

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 have a named GP. I rarely see him. This suggests there are insufficient numbers of doctors for the number of patients registered at the practice.
- Further telephone lines, especially between 8 - 9am.
- Overall, find the practice good.
- Always have good service.
- A slightly better area for children to play whilst waiting.

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?

- No, he was good.
- None. Excellent doctor.
- This doctor was excellent.
- No. Excellent.
- Not possible.
- This doctor is an excellent doctor. Explains clearly. Very understanding. Well done.
- No. Doctor is first class. Could not be better!
- No, excellent.
- Excellent treatment at all times from my doctor. Couldn't be better.
- Never a problem with any of the doctors I have seen.
- None. She is great.
- Very satisfied with doctor, no improvement necessary.
- My doctor is excellent in every way. I couldn't wish for anything more.
- Follow up appointments could be made by the doctor, not left to patients with receptionist, because of the time factor.
- Know patients better - stick to same doctor where possible. I never see the same one twice!
- The doctor is excellent in every way.
- Definitely not, this doctor, whom I have visited on many times over the years, has been understanding, friendly and efficient at all times.
- No, excellent doctor.
- I am more than satisfied with both medical and other services. Practice staff all very helpful, i.e. treatment room.
- She can't improve.
- She is the best doctor I've had ever.
- Perfect.
- I was very happy.
- Always very impressed by this doctor, couldn't ask for anything more.
- Doctors at practice always fine.
- The finest, most knowledgeable, kindest doctor I have consulted in my lifetime.
- No, this doctor is very straight to the point and at times that is what people need to keep on track with their illnesses, taking medication regularly, going to support groups/therapists. Very kind and understanding man.
- None! I went in feeling upset and nervous, came out reassured and more relaxed. He referred me for further tests straightaway.
- None whatsoever, he is just what the doctor ordered!
- Not possible for him to improve! I have total trust in him and have never been anything other than both totally satisfied and impressed by his knowledge, understanding and professionalism.
- No. This doctor has always looked after me.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- The doctors I have seen have been polite and very helpful.
- None, excellent advice.
- I have never seen this doctor before, but the level of professionalism could not be faulted. My thanks.
- Just stay the same!
- He's great with me, consulting him fills me with confidence.
- I could not ask for better care and support than I now receive from my doctor.
- I am very satisfied with my doctor who I believe is very thorough and well informed, but prepared to seek other professional advice if necessary.
- I was perfectly satisfied.
- None at all.
- I don't think so; I always feel he genuinely cares about the patients under his care and tries to do the very best for them. The doctor will often go above and beyond what is expected of him.
- This doctor was fantastic. Thank you.
- I'm not sure if I or my children have seen this doctor before, but I will definitely try and book in with him the future. Great manner, patient and listened. He seemed genuinely caring, gave a great explanation and forward planned by booking in an appointment a week in advance. We need more doctors like this, thank you.
- My doctor was excellent.
- None, as this doctor is always extremely helpful and considerate towards me.
- This doctor is an excellent doctor. He has a very easy 'bedside manner', is always welcoming. His medical diagnosis/observations have always been excellent and thorough and if he has any doubts he will refer to another.
- On this visit and recent ones, no.
- None, excellent doctor, compassionate, caring and highly professional.
- None at this time.
- None, he was excellent!
- No. Well pleased.
- None, she is first class and caring.
- Already excellent in all respects.
- No, very happy with this doctor.
- This doctor was really helpful, a lovely lady.
- Always found my doctor excellent. Have not appreciated odd locum who didn't listen to what I said.
- I put my whole trust in her.
- No, this doctor is always very helpful and listens to me when explaining what's wrong.
- No. Very happy with the doctor.
- This doctor is a star!
- First time seeing this doctor and very pleased, kind and caring.

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?

- Timings and booking at 8am.
- He took my blood pressure, etc. I would have liked some feedback on what these showed.
- This doctor was fantastic.
- This doctor has been the first doctor to address an ongoing issue with my daughter's health and the first time I have left this surgery feeling supported. The best doctor I have ever seen, can only thank him for his advice, empathy and understanding.
- No, he was excellent!
- No, again I have found a very good service.
- None, he's good!
- No, brilliant service!
- None, the doctor is an excellent doctor.
- He couldn't, best doctor I have ever had! Just wish he worked more. He's so polite and respectful, shame there aren't more doctors like him!
- The doctor was very pleasant and empathetic, listened to me and I felt reassured after my appointment. Very happy.
- Once you are able to see a doctor 90% are very good.
- No way could my visit today be improved upon! In the past, a doctor did not stop using his computer whilst talking to me - did not make eye contact.
- This doctor has been fantastic in every way.
- He was very good with an excellent manner.
- This doctor was excellent, very professional.
- I have been very impressed with the three doctors I have seen since joining the practice, they have all been excellent.
- The doctor was excellent.
- As far as I am concerned, he was excellent. Very welcoming and professional, thorough, and an asset to the practice.
- Very happy. Would like to see this doctor again. Thank you.
- You cannot improve on excellence. Thank you very much.
- No, very good, no complaints at all.
- I think they are all amazing and have to deal with so much in 10 minutes. I don't know how they manage.
- Charming!
- Service is very good.
- Very good and confident, made me feel at ease.
- You cannot improve on excellence.
- Only the ease of making an appointment on the phone. The service once you get an appointment is good.
- No, she is fantastic.
- Thank you.

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?

- No, she was really helpful, polite, listened, advised and prescribed accordingly.
- Very limited contact; twice only, I think.
- No, excellent service given.
- This nurse practitioner was really helpful. Thank you.
- None. I have found when being treated by this practitioner to be very efficient, very kind and understanding and a credit to the practice.
- None, she listened to me, offered sound advice and explained reason for treatment given.
- I thought she was truly excellent, really listened to me and gave good advice.
- She was excellent! Thank you.
- Doctor I have just seen could not improve in my opinion.
- None. She is lovely. This doctor is very kind, caring and makes me feel valued. Everything I would expect of a doctor.
- My doctor fully understands me with my health problems and she is the only doctor I feel that understands me. It's a shame I cannot get an appointment with her over the phone on the day.
- Very professional, no notable comments for improvement.
- She was absolutely brilliant.
- Doctor all fine.
- This doctor was a star today, such a lovely lady.
- The doctor was excellent and very caring.

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 = 482

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	34	153	180	104	7

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (34 \times 25) + (153 \times 50) + (180 \times 75) + (104 \times 100)}{(482 - 7)} = 32,400/475$$

Your mean percentage score for Q1 = 68%

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	68

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"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<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

Portishead Medical Group

Portishead Medical Centre
Victoria Square
Portishead
BS20 6AQ

Practice List Size: 18380

Surveys Completed: 482

has completed the

Improving Practice Questionnaire

Completed December 2017



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.