

**Private and Confidential**

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# Improving Practice Questionnaire Report

Athena Medical Centre

March 2013



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	11	25	77	31	19	5
Q2 Telephone access	13	26	71	33	17	8
Q3 Appointment satisfaction	12	27	75	30	18	6
Q4 See practitioner within 48hrs	20	35	63	24	16	10
Q5 See practitioner of choice	8	38	73	22	17	10
Q6 Speak to practitioner on phone	23	36	60	22	10	17
Q7 Comfort of waiting room	19	37	74	19	11	8
Q8 Waiting time	65	48	25	14	7	9
Q9 Satisfaction with visit	5	10	66	49	31	7
Q10 Warmth of greeting	2	9	66	51	36	4
Q11 Ability to listen	3	8	68	37	43	9
Q12 Explanations	0	12	66	44	37	9
Q13 Reassurance	1	15	65	48	32	7
Q14 Confidence in ability	2	10	62	44	43	7
Q15 Express concerns/fears	0	14	63	47	33	11
Q16 Respect shown	2	9	62	41	48	6
Q17 Time for visit	2	29	62	34	32	9
Q18 Consideration	2	13	78	35	29	11
Q19 Concern for patient	2	17	76	33	31	9
Q20 Self care	1	15	77	34	28	13
Q21 Recommendation	1	19	70	32	34	12
Q22 Reception staff	6	23	74	37	25	3
Q23 Respect for privacy/confidentiality	1	22	73	40	27	5
Q24 Information of services	3	22	75	38	22	8
Q25 Complaints/compliments	6	39	69	27	12	15
Q26 Illness prevention	3	25	80	33	17	10
Q27 Reminder systems	3	18	77	35	23	12
Q28 Second opinion / comp medicine	6	24	78	25	14	21

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

Your patient feedback

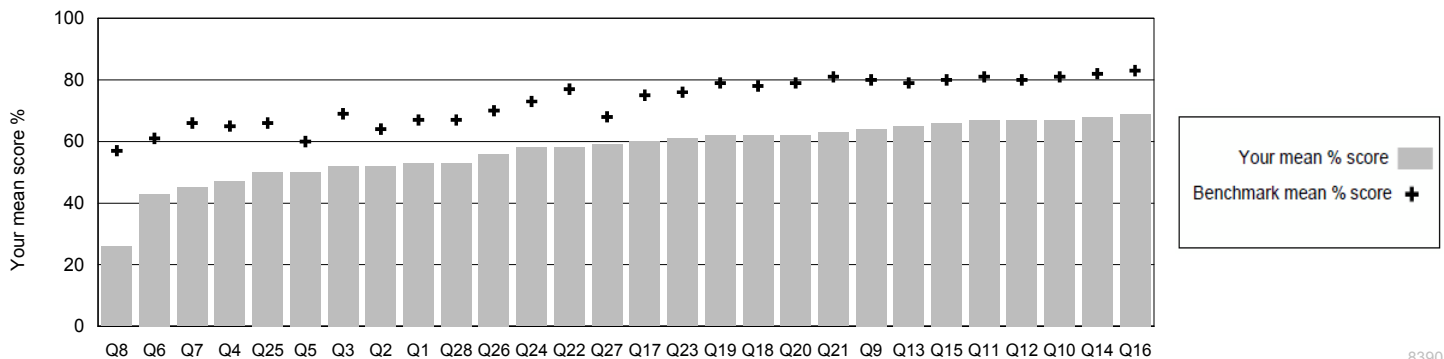
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	53	67	40	63	67	71	99
Q2 Telephone access	52	64	22	55	64	72	99
Q3 Appointment satisfaction	52	69	35	64	69	74	99
Q4 See practitioner within 48hrs	47	65	22	57	64	72	99
Q5 See practitioner of choice	50	60	23	52	60	68	99
Q6 Speak to practitioner on phone	43	61	31	54	61	67	99
Q7 Comfort of waiting room	45	66	21	61	66	72	100
Q8 Waiting time	26	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	64	80	48	76	80	84	99
Q10 Warmth of greeting	67	81	47	78	82	86	99
Q11 Ability to listen	67	81	49	78	82	86	100
Q12 Explanations	67	80	47	76	81	85	100
Q13 Reassurance	65	79	48	75	79	83	100
Q14 Confidence in ability	68	82	47	78	83	86	100
Q15 Express concerns/fears	66	80	48	76	80	84	100
Q16 Respect shown	69	83	45	80	84	88	100
Q17 Time for visit	60	75	45	70	75	79	100
Q18 Consideration	62	78	47	74	78	82	100
Q19 Concern for patient	62	79	43	75	79	83	100
Q20 Self care	62	79	51	75	80	83	99
Q21 Recommendation	63	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	58	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	61	76	42	72	76	80	100
Q24 Information of services	58	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	50	66	38	62	66	70	100
Q26 Illness prevention	56	70	19	66	69	73	100
Q27 Reminder systems	59	68	42	63	67	72	99
Q28 Second opinion / comp medicine	53	67	37	63	67	71	99
Overall score	57	73	44	69	73	77	100

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

\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.  
 - scores not illustrated if less than 5 patient 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 (4001-6000 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	53	67	46	63	67	71	94
Q2 Telephone access	52	65	28	58	66	72	91
Q3 Appointment satisfaction	52	69	43	64	69	74	94
Q4 See practitioner within 48hrs	47	64	27	57	64	72	95
Q5 See practitioner of choice	50	61	29	54	61	67	89
Q6 Speak to practitioner on phone	43	60	33	54	61	67	86
Q7 Comfort of waiting room	45	65	35	60	67	71	96
Q8 Waiting time	26	57	24	51	57	63	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	64	80	53	76	80	84	96
Q10 Warmth of greeting	67	81	52	78	82	85	96
Q11 Ability to listen	67	82	51	78	82	86	95
Q12 Explanations	67	80	51	77	81	84	94
Q13 Reassurance	65	79	52	75	79	83	95
Q14 Confidence in ability	68	82	53	79	83	86	95
Q15 Express concerns/fears	66	80	52	76	80	84	95
Q16 Respect shown	69	84	54	80	84	88	96
Q17 Time for visit	60	75	45	70	75	79	93
Q18 Consideration	62	78	49	74	79	82	94
Q19 Concern for patient	62	79	51	75	80	83	95
Q20 Self care	62	79	58	76	80	84	92
Q21 Recommendation	63	81	51	77	82	85	96
<b>About the staff</b>							
Q22 Reception staff	58	77	53	73	77	81	95
Q23 Respect for privacy/confidentiality	61	76	56	72	76	80	96
Q24 Information of services	58	73	50	70	74	77	95
<b>Finally</b>							
Q25 Complaints/compliments	50	67	46	63	67	71	93
Q26 Illness prevention	56	70	50	66	70	73	94
Q27 Reminder systems	59	68	48	64	68	72	95
Q28 Second opinion / comp medicine	53	68	45	64	68	71	93
Overall score	57	73	51	69	73	77	94

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

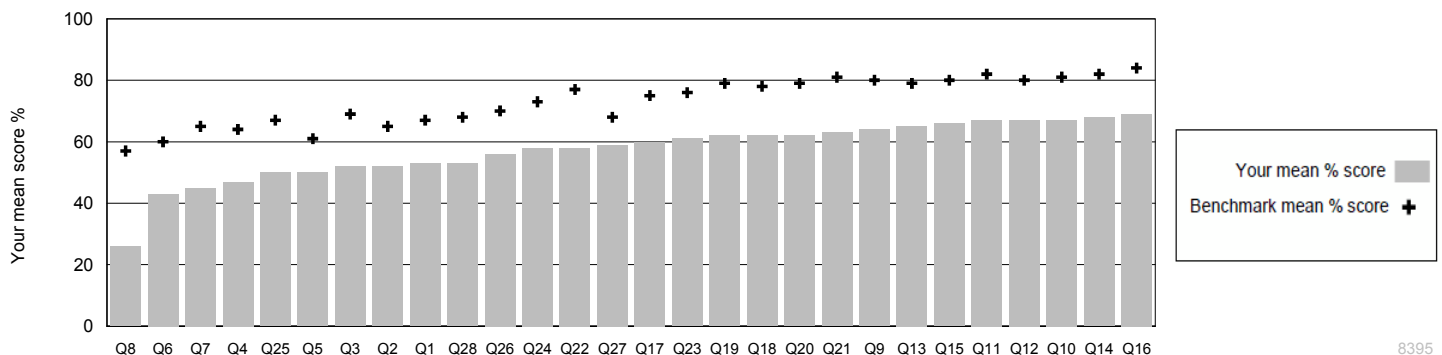
8395

\*Based on data from 637 practices carrying out 759 surveys between April 2008 and March 2012 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 (4001-6000 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 (4001-6000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	28	50	70	43	65	71	76	98
25 - 59	92	59	72	51	68	72	76	94
60 +	33	61	76	53	72	76	80	92
Blank	15	51	71	41	65	72	78	100
<b>Gender</b>								
Female	94	59	72	52	69	73	77	95
Male	60	57	74	48	70	74	78	93
Blank	14	51	71	44	65	72	78	96
<b>Visit usual practitioner</b>								
Yes	93	60	75	53	71	75	79	93
No	54	52	69	45	64	69	74	96
Blank	21	62	71	43	66	71	76	95
<b>Years attending</b>								
< 5 years	47	53	72	46	68	73	77	97
5 - 10 years	45	59	72	37	68	73	77	95
> 10 years	60	61	74	52	70	74	78	93
Blank	16	53	71	42	65	72	78	96

\*Based on data from 637 practices carrying out 759 surveys between April 2008 and March 2012 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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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 = 168

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	11	25	77	31	19	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(11 \times 0) + (25 \times 25) + (77 \times 50) + (31 \times 75) + (19 \times 100)}{(168 - 5)} = 8,700/163$$

Your mean percentage score for Q1 = 53%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### 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	53

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

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\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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> <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	<p>Are you:</p> <input type="checkbox"/> Female <input type="checkbox"/> Male	<p>Was this visit with your usual clinician?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	<p>How many years have you been attending this practice?</p> <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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**Thank you for your time and assistance**



# *Certificate of Completion*

This is to certify that

**Athena Medical Centre**

21 Atherden Road  
London  
E5 0QP

**Practice List Size: 5700**

**Surveys Completed: 168**

has completed the

## **Improving Practice Questionnaire**

Completed on 11 March 2013



**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.