

Private and Confidential

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Improving Practice Questionnaire Report

Athena Medical Centre

January 2014



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	10	32	73	33	19	5
Q2 Telephone access	8	34	76	29	19	6
Q3 Appointment satisfaction	7	32	75	32	20	6
Q4 See practitioner within 48hrs	17	26	77	23	22	7
Q5 See practitioner of choice	13	21	72	33	22	11
Q6 Speak to practitioner on phone	25	31	66	20	13	17
Q7 Comfort of waiting room	8	34	68	34	20	8
Q8 Waiting time	39	45	49	24	7	8
Q9 Satisfaction with visit	3	13	60	44	46	6
Q10 Warmth of greeting	1	11	52	51	48	9
Q11 Ability to listen	2	7	54	49	49	11
Q12 Explanations	0	9	52	55	44	12
Q13 Reassurance	2	13	54	51	40	12
Q14 Confidence in ability	1	10	48	50	50	13
Q15 Express concerns/fears	3	13	50	48	44	14
Q16 Respect shown	1	8	44	49	56	14
Q17 Time for visit	3	17	45	53	43	11
Q18 Consideration	0	18	55	50	28	21
Q19 Concern for patient	0	17	55	49	36	15
Q20 Self care	0	13	55	48	40	16
Q21 Recommendation	1	12	53	43	41	22
Q22 Reception staff	3	23	65	41	28	12
Q23 Respect for privacy/confidentiality	1	21	62	44	30	14
Q24 Information of services	1	28	57	45	23	18
Q25 Complaints/compliments	4	44	52	28	17	27
Q26 Illness prevention	4	24	70	37	20	17
Q27 Reminder systems	3	20	74	36	19	20
Q28 Second opinion / comp medicine	3	32	54	29	19	35

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

Your patient feedback

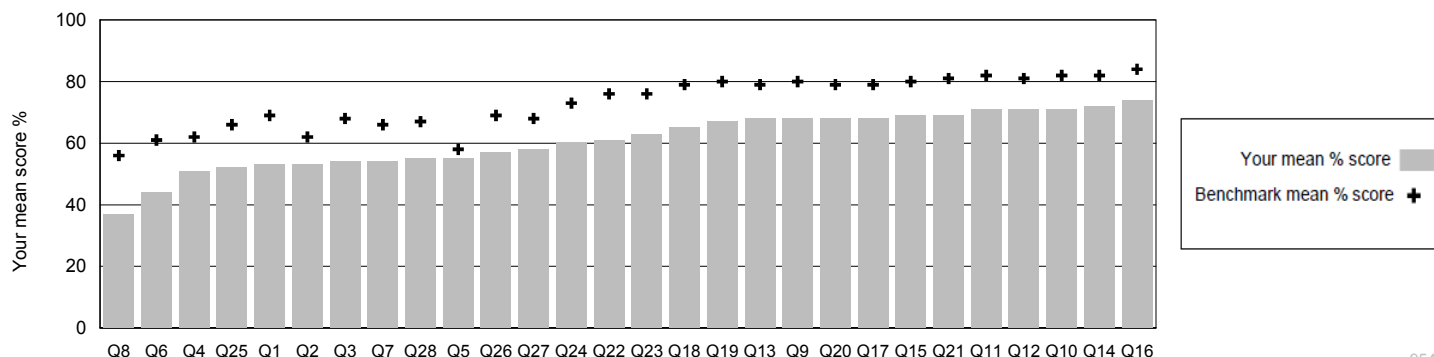
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	53	69	23	64	68	73	92
Q2 Telephone access	53	62	13	53	63	71	92
Q3 Appointment satisfaction	54	68	23	63	68	74	92
Q4 See practitioner within 48hrs	51	62	18	54	62	70	96
Q5 See practitioner of choice	55	58	22	48	57	65	95
Q6 Speak to practitioner on phone	44	61	25	54	61	67	92
Q7 Comfort of waiting room	54	66	27	60	66	71	90
Q8 Waiting time	37	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	68	80	41	76	81	85	97
Q10 Warmth of greeting	71	82	45	78	82	86	96
Q11 Ability to listen	71	82	46	78	83	87	97
Q12 Explanations	71	81	42	77	81	85	97
Q13 Reassurance	68	79	41	75	80	84	98
Q14 Confidence in ability	72	82	43	79	83	87	99
Q15 Express concerns/fears	69	80	45	76	81	85	96
Q16 Respect shown	74	84	49	80	85	88	98
Q17 Time for visit	68	79	38	75	80	84	96
Q18 Consideration	65	79	41	75	79	83	98
Q19 Concern for patient	67	80	43	76	80	84	97
Q20 Self care	68	79	38	75	79	83	97
Q21 Recommendation	69	81	41	78	82	86	99
About the staff							
Q22 Reception staff	61	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	63	76	43	72	76	80	96
Q24 Information of services	60	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	52	66	31	62	66	70	96
Q26 Illness prevention	57	69	34	64	68	72	96
Q27 Reminder systems	58	68	27	63	68	72	96
Q28 Second opinion / comp medicine	55	67	30	62	67	71	96
Overall score	61	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

*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 (4001-6000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	53	69	50	65	69	73	88
Q2 Telephone access	53	65	29	58	66	73	86
Q3 Appointment satisfaction	54	69	45	64	70	75	89
Q4 See practitioner within 48hrs	51	63	31	55	63	71	89
Q5 See practitioner of choice	55	59	32	51	60	66	87
Q6 Speak to practitioner on phone	44	61	35	55	61	68	86
Q7 Comfort of waiting room	54	66	42	60	66	72	86
Q8 Waiting time	37	55	26	49	56	61	83
About the practitioner							
Q9 Satisfaction with visit	68	80	59	76	81	85	93
Q10 Warmth of greeting	71	82	62	78	83	87	94
Q11 Ability to listen	71	82	61	78	83	87	94
Q12 Explanations	71	81	61	77	81	86	92
Q13 Reassurance	68	79	59	75	80	84	92
Q14 Confidence in ability	72	82	62	78	83	87	93
Q15 Express concerns/fears	69	80	59	76	81	85	92
Q16 Respect shown	74	84	64	80	85	88	94
Q17 Time for visit	68	79	56	75	80	84	91
Q18 Consideration	65	79	58	75	80	84	91
Q19 Concern for patient	67	79	57	75	80	84	91
Q20 Self care	68	78	58	74	79	84	90
Q21 Recommendation	69	81	59	77	82	86	92
About the staff							
Q22 Reception staff	61	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	63	76	58	73	77	80	91
Q24 Information of services	60	73	55	69	74	77	90
Finally							
Q25 Complaints/compliments	52	66	43	62	68	71	85
Q26 Illness prevention	57	69	47	65	70	73	87
Q27 Reminder systems	58	68	44	64	69	73	86
Q28 Second opinion / comp medicine	55	67	45	63	68	72	86
Overall score	61	73	53	70	74	78	88

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

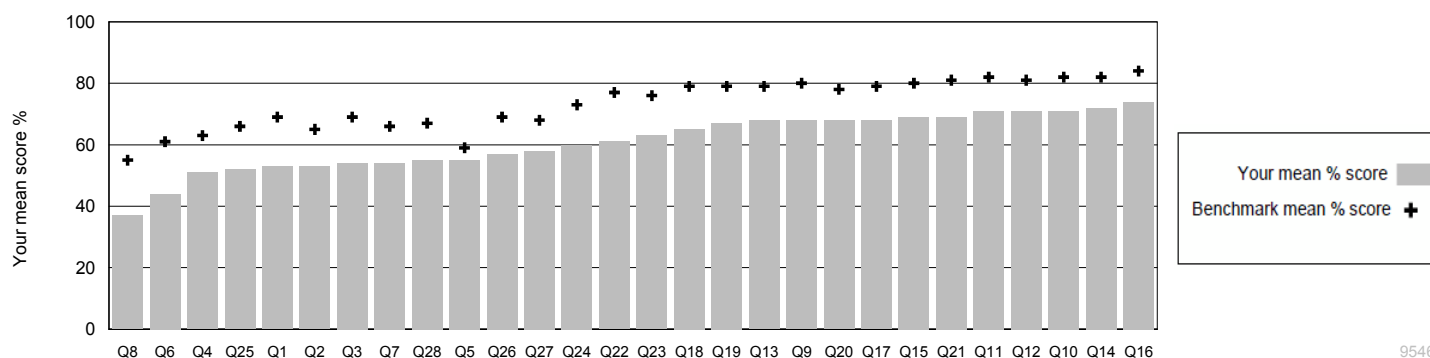
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*Based on data from 184 practices carrying out 263 surveys between April 2010 and March 2013 with 25 or more responses.

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 (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
Age								
Under 25	21	58	71	46	65	71	76	90
25 - 59	98	59	73	52	68	74	78	87
60 +	32	72	75	51	72	76	79	89
Blank	21	54	71	39	66	72	76	100
Gender								
Female	76	63	73	53	70	74	78	89
Male	64	62	74	52	70	75	79	87
Blank	32	54	72	44	66	72	78	98
Visit usual practitioner								
Yes	95	65	75	57	72	76	80	90
No	31	52	70	48	65	70	75	88
Blank	46	58	72	48	67	72	77	93
Years attending								
< 5 years	43	59	73	52	68	73	78	94
5 - 10 years	36	62	72	52	68	74	78	87
> 10 years	63	64	74	53	71	75	78	91
Blank	30	55	71	43	66	71	78	92

*Based on data from 184 practices carrying out 263 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	22/02/2013	27/03/2012	20/10/2008
Q1 Opening hours satisfaction	53	53	54	55
Q2 Telephone access	53	52	56	55
Q3 Appointment satisfaction	54	52	51	59
Q4 See practitioner within 48hrs	51	47	49	49
Q5 See practitioner of choice	55	50	53	52
Q6 Speak to practitioner on phone	44	43	47	45
Q7 Comfort of waiting room	54	45	57	57
Q8 Waiting time	37	26	34	48
Q9 Satisfaction with visit	68	64	68	74
Q10 Warmth of greeting	71	67	73	74
Q11 Ability to listen	71	67	72	75
Q12 Explanations	71	67	70	76
Q13 Reassurance	68	65	69	71
Q14 Confidence in ability	72	68	74	77
Q15 Express concerns/fears	69	66	68	70
Q16 Respect shown	74	69	76	79
Q17 Time for visit	68	60	69	67
Q18 Consideration	65	62	65	72
Q19 Concern for patient	67	62	65	72
Q20 Self care	68	62	65	--
Q21 Recommendation	69	63	71	73
Q22 Reception staff	61	58	67	71
Q23 Respect for privacy/confidentiality	63	61	65	70
Q24 Information of services	60	58	63	64
Q25 Complaints/compliments	52	50	53	53
Q26 Illness prevention	57	56	59	63
Q27 Reminder systems	58	59	65	60
Q28 Second opinion / comp medicine	55	53	54	56
Overall score	61	57	62	65

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

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 = 172

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	10	32	73	33	19	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(10 \times 0) + (32 \times 25) + (73 \times 50) + (33 \times 75) + (19 \times 100)}{(172 - 5)} = 8,825/167$$

Your mean percentage score for Q1 = 53%

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
23	64	68	73	92

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*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

Athena Medical Centre

21 Atherden Road
London
E5 0QP

Practice List Size: 5100

Surveys Completed: 172

has completed the

Improving Practice Questionnaire

Completed on 28 January 2014



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.