

# **Improving Practice Questionnaire Abbreviated Report**

**Stillmoor House Medical Practice  
July 2013 - December 2014**

1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF  
t 0845 5197493  
f 01392 824767  
e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ) and is based on 130 questionnaires returned between July 2013 and December 2014. 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=152179>

## Report Contents

### Introduction

#### Your patient feedback

Distribution and frequency of ratings (table 1) P1

Your patient comments P2

## IPQ Report

Number of patients providing feedback : 130

### Introduction

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.

From the report you should be able to clearly pinpoint areas where you did 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 issues on which too much emphasis can be placed.

# Your patient feedback

## IPQ Report Number of patients providing feedback : 130

Your patient feedback

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

	Poor	Fair	Good	V Good	Excel	Blank
<b>Q1 Opening hours satisfaction</b>	<b>3</b>	<b>10</b>	<b>45</b>	<b>48</b>	<b>24</b>	<b>0</b>
<b>Q2 Telephone access</b>	<b>12</b>	<b>34</b>	<b>31</b>	<b>40</b>	<b>11</b>	<b>2</b>
<b>Q3 Appointment satisfaction</b>	<b>8</b>	<b>18</b>	<b>36</b>	<b>45</b>	<b>22</b>	<b>1</b>
<b>Q4 See practitioner within 48hrs</b>	<b>13</b>	<b>29</b>	<b>37</b>	<b>26</b>	<b>22</b>	<b>3</b>
<b>Q5 See practitioner of choice</b>	<b>35</b>	<b>39</b>	<b>26</b>	<b>17</b>	<b>12</b>	<b>1</b>
<b>Q6 Speak to practitioner on phone</b>	<b>10</b>	<b>16</b>	<b>52</b>	<b>30</b>	<b>20</b>	<b>2</b>
<b>Q7 Comfort of waiting room</b>	<b>0</b>	<b>10</b>	<b>55</b>	<b>39</b>	<b>26</b>	<b>0</b>
<b>Q8 Waiting time</b>	<b>11</b>	<b>23</b>	<b>46</b>	<b>29</b>	<b>20</b>	<b>1</b>
<b>Q9 Satisfaction with visit</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>32</b>	<b>90</b>	<b>0</b>
<b>Q10 Warmth of greeting</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>25</b>	<b>100</b>	<b>0</b>
<b>Q11 Ability to listen</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>25</b>	<b>101</b>	<b>1</b>
<b>Q12 Explanations</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>30</b>	<b>95</b>	<b>0</b>
<b>Q13 Reassurance</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>36</b>	<b>88</b>	<b>1</b>
<b>Q14 Confidence in ability</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>32</b>	<b>93</b>	<b>0</b>
<b>Q15 Express concerns/fears</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>34</b>	<b>90</b>	<b>0</b>
<b>Q16 Respect shown</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>23</b>	<b>103</b>	<b>0</b>
<b>Q17 Time for visit</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>33</b>	<b>92</b>	<b>1</b>
<b>Q18 Consideration</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>38</b>	<b>81</b>	<b>1</b>
<b>Q19 Concern for patient</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>37</b>	<b>86</b>	<b>0</b>
<b>Q20 Self care</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>42</b>	<b>79</b>	<b>0</b>
<b>Q21 Recommendation</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>31</b>	<b>93</b>	<b>1</b>
<b>Q22 Reception staff</b>	<b>1</b>	<b>10</b>	<b>23</b>	<b>46</b>	<b>46</b>	<b>4</b>
<b>Q23 Respect for privacy/confidentiality</b>	<b>2</b>	<b>11</b>	<b>26</b>	<b>49</b>	<b>39</b>	<b>3</b>
<b>Q24 Information of services</b>	<b>5</b>	<b>11</b>	<b>34</b>	<b>42</b>	<b>35</b>	<b>3</b>

<b>Q25 Complaints/compliments</b>	<b>4</b>	<b>14</b>	<b>39</b>	<b>44</b>	<b>18</b>	<b>11</b>
<b>Q26 Illness prevention</b>	<b>2</b>	<b>6</b>	<b>39</b>	<b>49</b>	<b>26</b>	<b>8</b>
<b>Q27 Reminder systems</b>	<b>5</b>	<b>10</b>	<b>36</b>	<b>53</b>	<b>20</b>	<b>6</b>
<b>Q28 Second opinion / comp medicine</b>	<b>3</b>	<b>9</b>	<b>32</b>	<b>41</b>	<b>22</b>	<b>23</b>

## IPQ Report

Number of patients providing feedback : 130

### 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?

- Not having practitioners. Being more discreet and respectful. Giving an opportunity for us to see our doctor.
- Somewhere to speak to reception in private.
- When ringing the surgery for an appointment I was informed that the surgery was running a triage system whereby the doctor would first ring me back to discuss. The receptionist then asked what my problem was, which I told her but felt uncomfortable divulging to her personal, intimate information which I felt was only for the doctors information.
- I have always found staff extremely helpful - reception staff are always particularly good.
- A more flexible opening hours, night times are good.
- Very difficult to get through on the phone in the mornings.
- Find another good female doctor, think you may have a problem when one of the doctors retires and everyone tries to see one other doctor. Better service for blood test results etc.
- Booking of appointments should be made so that continuity of care can be given by a doctor who knows the patient/and or family (except in emergencies). It is difficult to have to repeat one's medical history each time to a doctor who does not know you or your circumstances/history, which also may give an indication of whether or not you are a time waster or really in need of help.
- Finding it more difficult to see a doctor, sometimes seeing a doctor enables you to chat about other concerns.
- Appointments with doctor of choice.
- Persuade this doctor to do more days!!! (Very selfish of me).
- I have no complaints whatsoever. Everything is more than satisfactory.
- I find the practice very good to excellent.
- It think the telephone system is a little frustrating, the different times of the dispensary was a little difficult.
- Very satisfied with service I have been provided with.
- This is a very good practice.

- Open later in the evening.
- I appreciate the difficulty of always being able to book with your own doctor if only worked part time, but I feel that having dates one month in advance and having to ring on a daily basis is sometimes impractical if you work and cannot get to a phone early enough before all appointments get booked.
- Getting through on the phone at 8am!!!
- Really pleased with all the help I was given.
- Ability to see own GP could improve.
- When calling a week later for test results they have not been checked and a second or third call has been necessary.
- It's sometimes hard to get an appointment with my favourite GP. Perhaps cloning would solve this issue!
- I work and need evening appointments. Those are few and I never get offered them. Please offer appointments 6-8pm regularly. Also Saturday appointments would help.
- The call in procedure to make appointments is very stressful and unreliable. The greeting is always miserable and manner rude.
- Easier opportunity to make an appointment before the day. If I want to speak to a female doctor, I find it very difficult to get an appointment with one if I'm not on the phone at 8am sharp!
- Could put a drinks machine in reception.

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

- Ensure they know the patient's reason for seeing the doctor, so they are given enough time for their appointment and reduce waiting times.
- Clearer speakers for calling people.
- Being able to get an appointment with a female doctor.
- To make actually making an appointment easier. Without the endless hassle from medically untrained reception staff and then to have to almost beg the doctor, that then has to phone you back, for an actual visit. If you didn't need or want to see a doctor, you would not be phoning the surgery in the first place. Start fining people for missed appointments and to extend the doctors diary past 4 weeks.
- Some of the reception staff have been very rude in the past and not easy to get appointment with who I would like to see.
- Better tannoy system, can't hear doctor speaking.
- I sometimes feel uncomfortable about divulging the reasons for my visit to the reception staff over the phone or face to face.
- I find the doctors, nurses and reception staff extremely helpful and polite, however the dispensary staff are not so endearing and I often feel as though it's a real inconvenience to them to have to serve me and also help me with any prescription problems, they let the practice down.

- Queues at reception can be frustrating, especially when the path is blocked to get to the prescription office. Bench type seats lack comfort.
- My hearing is not as good as it used to be, so I find with children playing, people talking etc I can't always hear my name being called.
- When phoning for appointment and waiting for duty doctor to call I object to receptionists asking what it is concerning. Please wash toys in waiting area.
- Difficult to get through to surgery at 8:00am.
- Improve telephone answering service during surgery hours, although there has been some improvement of late.
- More early morning appointments, i.e. 6am onwards or later evening appointments after 5pm until 9pm. It's not easy for working people to get to appointments when most appointments are at times when people are at work, especially when you're self-employed.
- The ability to make an appointment for less than one month to see the doctor dealing with one's current treatment would be greatly appreciated.
- Difficult to phone in early morning.
- It's great - keep it up.
- Excellent surgery.
- Booking of a doctor of my choice is not easy.
- I think it's already very good.
- The practice could improve its service by making the appointment system easier. It is unacceptable to have to explain symptoms to a receptionist (who is not medically trained) in order to get an appointment with a doctor. The chances of seeing a doctor of my choice is very poor; the past few times I have tried I have been unable to see him. The system needs to be reviewed. I would prefer to see the same GP.
- I suggest have more doctors because it's harder make one appointment for see any doctor.
- Lengthy waits for routine appointments.
- Need more doctors. Unable to see my own doctor.
- No it's always been excellent.

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

- None, very impressed.
- This practice is very good.
- Very happy.

## **Any comments about how the doctor/nurse could improve?**

- Doctor as always excellent. Will always spend the time with you and ensure you are happy before you leave the consulting room.
- Just wish this doctor worked longer hours!
- None at all, this doctor is an asset to the surgery. He has an excellent manner, and listens to you before making a diagnosis but very pleasant and a genuine doctor.
- The doctor is the most considerate, caring doctor I've met in a long time. Like doctors back in my day were easier to talk to and be listened to rather than just given a script.
- The doctor I saw today is like a breath of fresh air to this surgery.
- Not this particular one!!
- None, always very kind, caring and ready to listen. Always refers for further investigation when she feels it necessary. Just wish all doctors were like her!
- I think all the doctors do a very good job, but that is just my opinion.
- This doctor is very good. Doing the job really well.
- This GP has always shown me great kindness and consideration.
- No, the doctor was very good.
- This doctor is always lovely.
- As always very helpful, kind and friendly. Brilliant with the kids.
- This doctor is excellent.
- Fine as they are.
- None - excellent.
- He is an excellent doctor so I think he couldn't improve any more.
- This doctor has always been a pleasure and a great help.
- This doctor was her usual, excellent self.
- No, the doctor was wonderful and organised my baby's scan in record time which was a relief to my husband and I.
- Apart from working more days, none at all. This doctor is by far one of the best doctors any practice could wish to have. I must also just praise the pharmacy staff, who are always very helpful. One is a godsend.
- The doctor I saw today was excellent! Some, however, have a rather brusque manner.
- No.
- No.
- None.
- No.
- None. He is really helpful.
- None, he is the best doctor I have ever had and difficult to see how he could improve. Thank you.
- None at all.
- This doctor is already excellent.

**Any comments about how the doctor/nurse could improve?**

- This doctor is one of the best doctors in the practice. She encompasses all one would wish for in a general practitioner and totally the opposite to one of the other doctors!!
- The doctor I saw was excellent.