



## PRACTICE REFERENCE GROUP 2012-13 Report

### Practice Profile

Skelmanthorpe Family Doctors is based in the rural village of Skelmanthorpe. There are currently three partners, Drs. Welch, Kaye and Ollerton. Dr. Louise James will be joining the partnership in the spring of 2013.

The practice population profile is shown in Table A and ethnicity data is available for 84% of the practice population, Table B.

The Patient Reference Group was established in June 2011 and in order to recruit members to the group posters were put up in the surgery, in the village pharmacy and library, together with question and answer sheets and contact sheets to try to encourage patients to join the group. Details were posted on the practice website, the television screen, in the waiting room and in the practice leaflet. Recruitment to the group was slow initially.

The Reference Group meets at the surgery and currently has 16 members all of whom are British and all are from the 55 to 74 year old age group. In an attempt to make the group more age representative details of the group were included with some mail shots to younger patients, but this has not redressed the imbalance, Table C.

Recruitment is continuing, leaflets and posters are still available and on display and we continue to strive to have a more age representative group.

### Contacts with the Group

New members to the group are sent an email to welcome them and the Terms of Reference.

During 2012/13 the group held three meetings, 2<sup>nd</sup> July, 15<sup>th</sup> October and 4<sup>th</sup> February. Prior to meetings the group is sent via email an agenda and copies of the previous minutes and the necessary attachments.

### Local Practice Survey

The group discussed the survey and agreed the priorities on the 2<sup>nd</sup> July 2012. It was agreed to use the same format/sample size as in the previous year, the only caveat was that the report be commissioned in October/November 2012.

The paper survey was commissioned from CFEP and questionnaires were distributed between November and December 2012 by the reception team. Twenty five questionnaires were required per 1,000 patients, a minimum of 231 were required, 280 were distributed and in total 237 were sent in for analysis. The survey was handed out by reception staff at both Denby Dale and Skelmanthorpe sites, on different days of the week and at different times of the day in order to get a representative sample. The survey was sent to CFEP for analysis.

The survey results were discussed on the 4<sup>th</sup> February at the Patient Representative Group and the areas where the practice fell below the national mean were discussed in detail. The group was pleased that there had been an improvement in the overall rating

from 78-80% and discussion centred on telephone access, speaking to a practitioner on the phone and seeing a practitioner in 48 hours. The group was informed that the practice had identified these same priorities in 2011/12 and now had more urgent appointments, telephone consultations and a new telephone system. Two members of the group did not agree with the survey report, and commented that they had no problem at all contacting the surgery by telephone. The group was informed that patients are being encouraged to book on line, request prescriptions on line and send messages on line in order to reduce the number of telephone calls into the surgery.

In order to improve telephone access after discussion it was agreed that the direct link from the telephone system into the clinical system should be enabled as soon as possible in order to save time which should enable the receptionists to process calls quicker.

It was further agreed with the group that all complaints and grumbles about the system would be logged and analysed to determine the length of waiting time which telephone number had been dialled and the date and time of the call and this would be investigated

**TABLE A**

<b>Age Groups</b>	<b>0-16</b>	<b>17-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85-105</b>	<b>Totals</b>
<b>Males</b>	867	372	484	594	741	625	518	241	59	<b>4501</b>
<b>Females</b>	827	367	458	679	692	654	549	282	134	<b>4642</b>
<b>Number of patients</b>	1694	739	942	1273	1433	1279	1067	523	293	<b>9143</b>
<b>%</b>	<b>18</b>	<b>8</b>	<b>10</b>	<b>14</b>	<b>16</b>	<b>14</b>	<b>12</b>	<b>6</b>	<b>2</b>	<b>100</b>

**TABLE B**

<b>Ethnic Category</b>	<b>White British</b>	<b>Irish</b>	<b>White &amp; Black Caribbean</b>	<b>White and Black African</b>	<b>White and Asian</b>	<b>Indian</b>	<b>Pakistani</b>
<b>Number of patients</b>	7367	43	11	12	15	19	<b>9</b>
<b>% of practice population</b>	80.57	0.47	0.12	0.1	0.16	0.22	<b>0.1</b>
<b>Ethnic Category</b>	<b>Bangladeshi</b>	<b>Caribbean</b>	<b>African</b>	<b>Chinese</b>	<b>Other</b>	<b>No Data</b>	<b>Practice Population</b>
<b>Number of patients</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>24</b>	<b>218</b>	<b>1398</b>	<b>9143</b>
<b>% of practice population</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>	<b>0.26</b>	<b>2.4</b>	<b>15.3</b>	<b>100%</b>

**TABLE C**

<b>Age Groups</b>	<b>0-16</b>	<b>17-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85-105</b>	<b>Totals</b>
<b>Males</b>	0	0	0	0	0	1	6	0	0	<b>7</b>
<b>Females</b>	0	0	0	1	0	4	3	1	0	<b>9</b>
<b>Total</b>	0	0	0	1	0	5	9	1	0	<b>16</b>

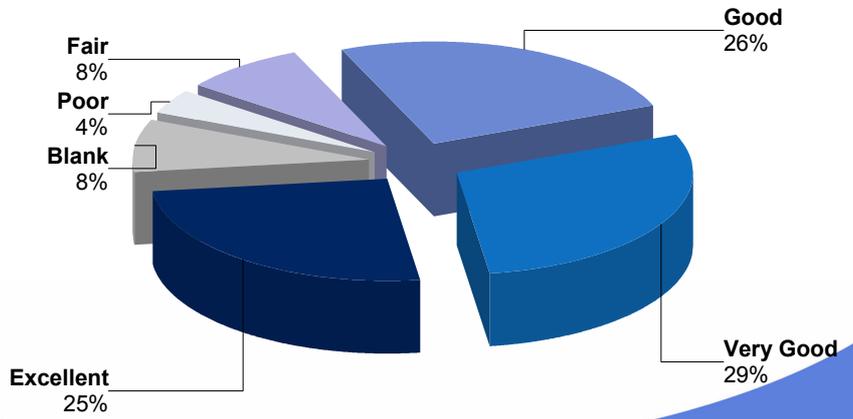
The practice report is publicised on the practice website at [www.skeldocs.org.uk](http://www.skeldocs.org.uk) for patients where details of the practice opening core hours and extended hours can be found.

Details of the full report have been forwarded to the Patient Reference Group.

JAA 7/2/13

# 80%

of all patient ratings about this practice were **good, very good or excellent**



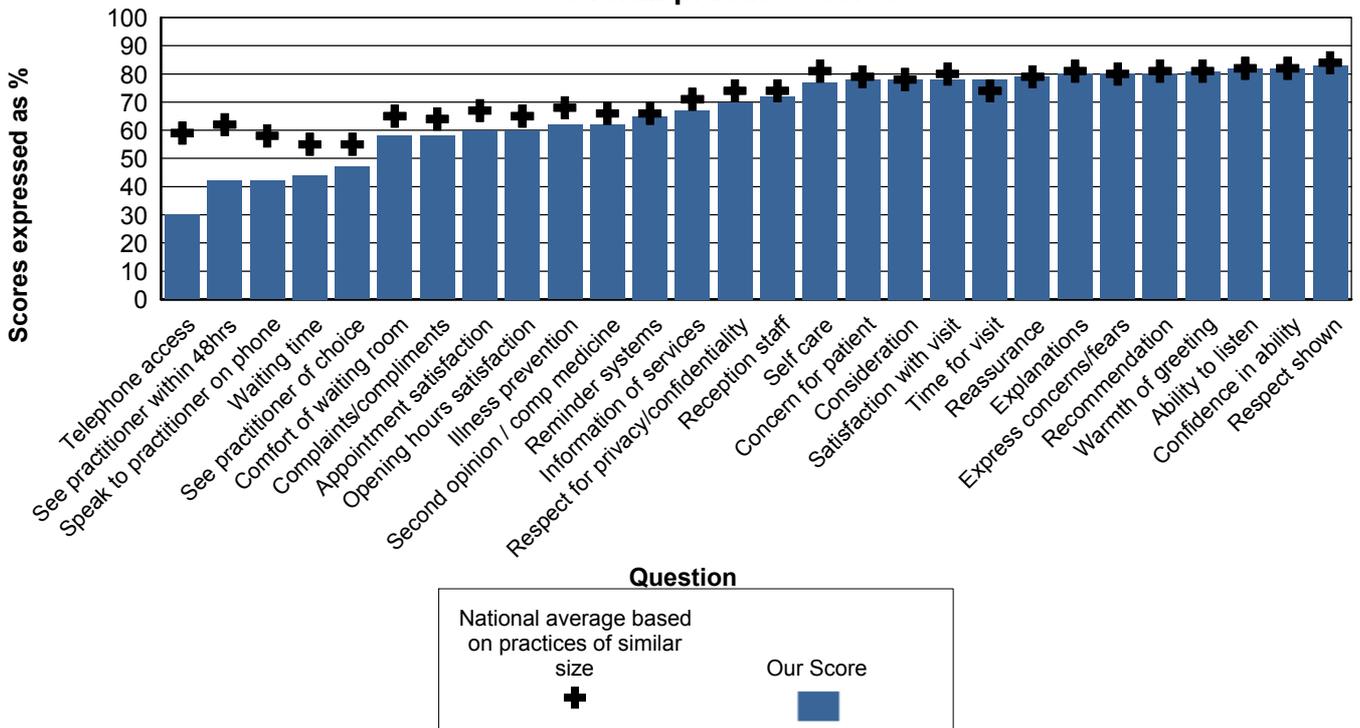
Thank you for your participation in this survey

## Patient Experience Survey Results 2012/2013 Skelmanthorpe Family Doctors



# "Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you



**Private and Confidential**

Mrs Maria Grayson  
Skelmanthorpe Family Doctors  
The Health Centre  
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# Improving Practice Questionnaire Report

Skelmanthorpe Family Doctors

January 2013



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10 January 2013

Dear Mrs Grayson

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

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

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=142953>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

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### Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire
Feedback form

## 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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	26	99	73	29	6
Q2 Telephone access	77	79	43	21	13	4
Q3 Appointment satisfaction	11	34	79	71	40	2
Q4 See practitioner within 48hrs	54	51	65	36	24	7
Q5 See practitioner of choice	28	57	72	52	16	12
Q6 Speak to practitioner on phone	22	45	59	19	10	82
Q7 Comfort of waiting room	4	36	105	55	32	5
Q8 Waiting time	29	62	74	42	11	19
Q9 Satisfaction with visit	1	5	49	90	85	7
Q10 Warmth of greeting	0	2	42	88	97	8
Q11 Ability to listen	1	2	35	87	102	10
Q12 Explanations	0	2	43	89	95	8
Q13 Reassurance	0	8	43	84	92	10
Q14 Confidence in ability	0	6	32	85	106	8
Q15 Express concerns/fears	1	3	42	86	95	10
Q16 Respect shown	0	2	35	79	113	8
Q17 Time for visit	0	4	53	79	92	9
Q18 Consideration	1	2	54	76	84	20
Q19 Concern for patient	0	5	46	81	84	21
Q20 Self care	0	3	53	83	76	22
Q21 Recommendation	0	4	45	70	100	18
Q22 Reception staff	1	9	64	91	58	14
Q23 Respect for privacy/confidentiality	2	15	64	82	57	17
Q24 Information of services	5	12	79	71	47	23
Q25 Complaints/compliments	3	22	91	47	19	55
Q26 Illness prevention	2	23	84	63	32	33
Q27 Reminder systems	4	16	78	69	41	29
Q28 Second opinion / comp medicine	3	16	66	43	25	84

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	60	67	44	62	66	71	99
Q2 Telephone access	30	64	24	56	64	72	99
Q3 Appointment satisfaction	60	69	37	64	69	74	99
Q4 See practitioner within 48hrs	42	65	25	57	65	72	99
Q5 See practitioner of choice	47	61	24	53	60	69	99
Q6 Speak to practitioner on phone	42	61	31	54	61	67	99
Q7 Comfort of waiting room	58	66	31	61	66	72	100
Q8 Waiting time	44	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	78	80	49	76	80	84	99
Q10 Warmth of greeting	81	81	50	78	82	86	99
Q11 Ability to listen	82	81	50	78	82	86	100
Q12 Explanations	80	80	49	77	81	84	100
Q13 Reassurance	79	79	49	75	79	83	100
Q14 Confidence in ability	82	82	50	79	83	86	100
Q15 Express concerns/fears	80	80	50	76	80	84	100
Q16 Respect shown	83	83	50	80	84	88	100
Q17 Time for visit	78	74	46	70	74	79	100
Q18 Consideration	78	78	48	74	78	82	100
Q19 Concern for patient	78	79	48	75	79	83	100
Q20 Self care	77	80	51	78	81	85	99
Q21 Recommendation	80	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	72	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	70	76	45	72	76	80	100
Q24 Information of services	67	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	58	66	42	62	66	71	100
Q26 Illness prevention	62	70	46	66	69	73	100
Q27 Reminder systems	65	68	43	63	67	72	99
Q28 Second opinion / comp medicine	62	68	44	63	67	72	99
Overall score	67	73	46	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

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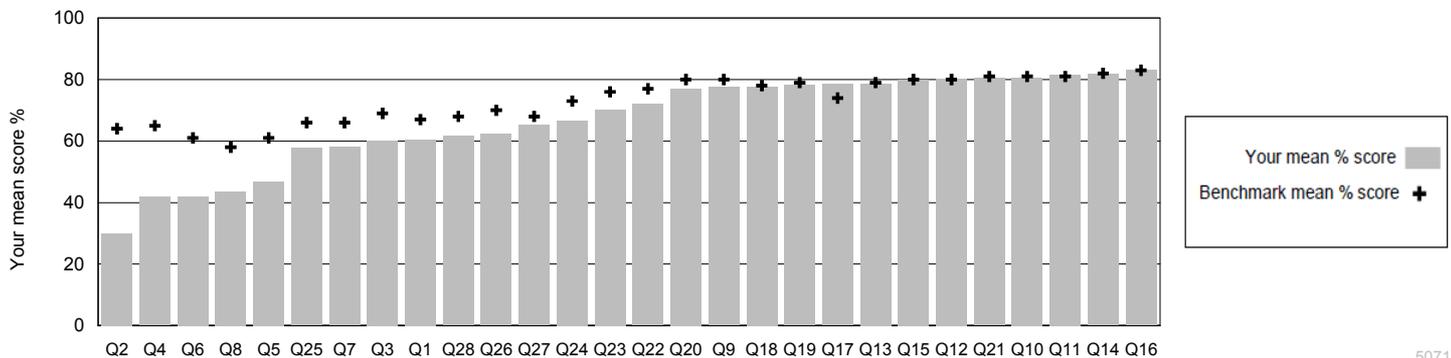
\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

- 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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 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	60	65	50	62	66	69	94
Q2 Telephone access	30	59	31	53	61	67	93
Q3 Appointment satisfaction	60	67	49	62	67	71	92
Q4 See practitioner within 48hrs	42	62	38	56	62	68	90
Q5 See practitioner of choice	47	55	31	50	55	60	87
Q6 Speak to practitioner on phone	42	58	37	54	59	63	91
Q7 Comfort of waiting room	58	65	41	61	65	70	89
Q8 Waiting time	44	55	35	50	55	60	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	78	80	58	77	80	84	94
Q10 Warmth of greeting	81	81	60	78	82	85	93
Q11 Ability to listen	82	82	59	79	83	86	94
Q12 Explanations	80	81	57	77	81	85	93
Q13 Reassurance	79	79	58	76	80	83	92
Q14 Confidence in ability	82	82	59	80	83	86	93
Q15 Express concerns/fears	80	80	60	77	81	84	92
Q16 Respect shown	83	84	51	81	85	88	94
Q17 Time for visit	78	74	53	70	74	78	91
Q18 Consideration	78	78	57	75	78	82	93
Q19 Concern for patient	78	79	58	76	80	83	92
Q20 Self care	77	81	72	78	82	85	91
Q21 Recommendation	80	81	56	78	82	85	91
<b>About the staff</b>							
Q22 Reception staff	72	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	70	74	57	71	74	77	86
Q24 Information of services	67	71	56	68	71	74	91
<b>Finally</b>							
Q25 Complaints/compliments	58	64	50	61	64	68	94
Q26 Illness prevention	62	68	55	65	68	71	88
Q27 Reminder systems	65	66	51	63	66	69	91
Q28 Second opinion / comp medicine	62	66	48	63	66	69	94
Overall score	67	72	56	68	72	75	91

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

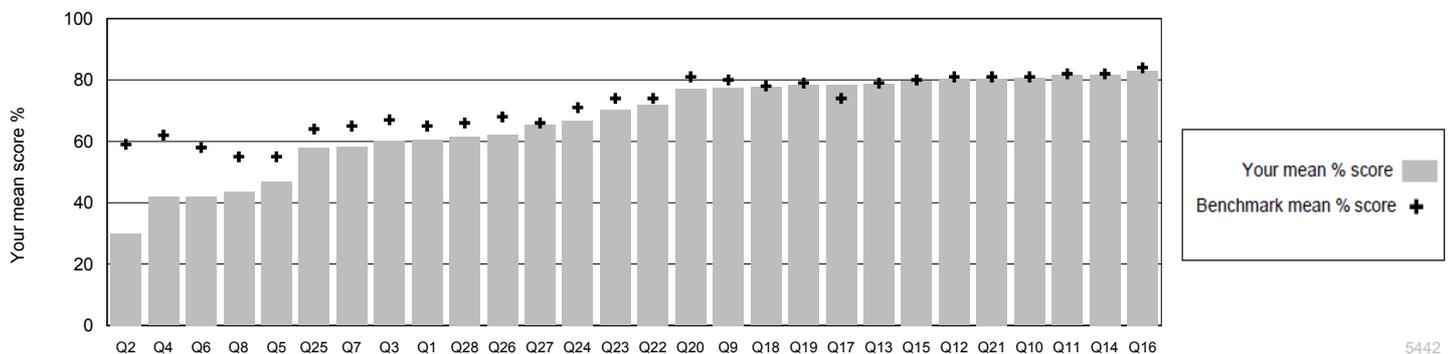
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\* Based on data from 391 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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 (8001-10000 patients)



5442

## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	11	69	70	51	66	70	74	91
25 - 59	107	67	71	56	67	71	74	91
60 +	101	68	74	55	72	75	78	93
Blank	18	68	70	45	65	71	75	90
<b>Gender</b>								
Female	137	68	71	55	68	72	75	91
Male	79	66	73	52	70	73	76	91
Blank	21	67	70	49	65	71	76	100
<b>Visit usual practitioner</b>								
Yes	113	67	74	58	71	74	77	92
No	86	67	68	51	65	68	72	90
Blank	38	68	70	50	67	70	74	86
<b>Years attending</b>								
< 5 years	33	63	72	52	69	72	76	90
5 - 10 years	30	63	71	54	67	71	74	91
> 10 years	154	69	72	57	69	72	76	92
Blank	20	68	70	45	66	71	75	90

\* Based on data from 391 practices surveyed between April 2008 and February 2011 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\*

	08/10/2012	13/01/2012	30/07/2008	22/06/2007
Q1 Opening hours satisfaction	60	63	60	61
Q2 Telephone access	30	43	51	55
Q3 Appointment satisfaction	60	63	62	62
Q4 See practitioner within 48hrs	42	51	56	56
Q5 See practitioner of choice	47	50	52	54
Q6 Speak to practitioner on phone	42	48	46	48
Q7 Comfort of waiting room	58	59	56	59
Q8 Waiting time	44	49	46	51
Q9 Satisfaction with visit	78	74	72	73
Q10 Warmth of greeting	81	74	73	75
Q11 Ability to listen	82	76	75	76
Q12 Explanations	80	74	74	74
Q13 Reassurance	79	73	72	72
Q14 Confidence in ability	82	76	75	75
Q15 Express concerns/fears	80	74	73	75
Q16 Respect shown	83	78	76	77
Q17 Time for visit	78	75	67	69
Q18 Consideration	78	73	72	72
Q19 Concern for patient	78	72	71	73
Q20 Self care	77	72	--	--
Q21 Recommendation	80	74	74	74
Q22 Reception staff	72	75	76	70
Q23 Respect for privacy/confidentiality	70	74	72	67
Q24 Information of services	67	71	69	64
Q25 Complaints/compliments	58	60	59	59
Q26 Illness prevention	62	64	65	62
Q27 Reminder systems	65	63	64	62
Q28 Second opinion / comp medicine	62	62	59	62
Overall score	67	67	66	66

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

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. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

\*Dates in the table relate to date of application to carry out the survey.

## 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.

## Comments about how the practice could improve

- Getting in touch by telephone is sometimes difficult.
- To make it easier to contact the practice, some older people cannot use computers and so unable to book online perhaps two prescription lines.
- More staff at reception. Sometimes it takes a long time to reach the desk, as there is only 1 receptionist and perhaps 5 or 6 in the queue.
- Go back to old telephone system.
- Improve waiting room, have magazines, papers to read.
- Very good.
- The telephone service is confusing. The new number is permanently engaged. The 0844 number is not free on my phone contract (local and 01 calls are free), and I am frequently left on hold for 20 minutes or more.
- Replying to letters sent expressing concern about the practice's systems. Better screening to prevent echoed conversations at reception desk. Option to book nurse appointments online. Secure email option to contact the practice (like that used by computer businesses), you just login to send or receive messages - only a notification there is a message is sent by email.
- More prompt appointment times.
- Poor telephone system. No magazines available. Unable/difficult to see a doctor when needed - the "old" system of seeing a doctor on the day you were ill was excellent. Coffee machine? Water dispenser? Would be good to ask a charitable organisation to run this - small charge. Good for them, good for the practice.
- Longer and weekend opening hours. Telephone telehealth approval for some patients.
- Better ways to conduct your business on the phone. I have had very long waits before I have got to where I wanted to be on the phone, old system was much better.
- Sometimes you have to wait a week or so to see the doctor you want.
- Telephone contact is poor but in all everything else is very good.
- Long waiting time now for calls to be answered compared to 10 years ago similar as regards appointment dates.
- Very unsatisfied with the new appointment system too much time wasted on the phone.
- Answer the phone! One staff member on reception has poor people skills (past dealings).
- Availability of appointments in much worse than previous practice. Environment is also not so nice.
- My particular problem is I work a good distance away so I leave for work early and return late. Extended opening would be a boon for me.
- Could improve to a Saturday morning surgery, e.g. for people who work away from home all week.
- Have been recommend for psychotherapy over 2 months ago and still not heard anything back, even when contacted reception.
- Telephone appointments. Can sometimes be waiting up to 15 minutes to speak to reception.
- The practice is well organised and is only disturbed by completely unexpected, unpredictable events.
- Change the telephone number back to 862239 - it's free off most landlines or minimal and didn't have to listen to a computer for 10 minutes (plus at times), before speaking to a member of staff!
- Telephone service could be improved (very long waiting times on phone). Had to wait 2 weeks for appointment.
- I have always been very happy indeed with the entire health centre.
- Change the telephone system.

## 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.

## Comments about how the practice could improve

- I'm having to think hard so the answer must be that it's running fine for me.
- Waiting times for appointments. I always praised the fact that if you needed an appointment one would be available, now it is a week or sometimes above before there is one available, the added difficulty is when you work you have to arrange for your day off and this is not always possible (on the whole I am satisfied with the surgeries).
- Late night opening.
- First - let's sort phone access and speedier appointment times. Nice to have - some magazines or papers in waiting area (maybe some pictures on the walls) or some potted plants?
- Times for getting blood test results/prescriptions over phone more flexible. Give more information when calling for results, we are entitled to more than yes or no.
- No one answer the phone, even the hospitals cannot get through.
- Toys or books for children in waiting room.
- Difficult getting through to book appointment.
- Phone numbers to all be 01 not 084 as per government mandate.
- The automated telephone answering service is dreadful. Waiting times at surgery are variable would like more information on how urgent appointments can be made e.g. at sudden onset of illness.
- When making a telephone appointment or request for prescription the time taken to answer the phone is longer than I would like.
- The telephone system could be better. It's hard to get through to anyone which makes it difficult to cancel appointments in time and also getting urgent appointments.
- Not use premium telephone numbers.
- Shorten the 'sit and wait' appointment service.
- I know how busy the practice is so I understand that I can't get an appointment when I need it but two weeks before I can get one seems too long.
- It can take me nearly all day ringing on the phone to make an appointment. The repeat prescription service is very poor.
- More easily contactable - not having to wait on phone until receptionist is available - was better when able to hang up and ring back if engaged.
- Have telephone line for repeat prescriptions open all day not just a few hours and make it easier to get through on the phone.
- I have had early morning appointments in the past, to avoid being late for work, and it has often seemed that the first scheduled appointment is often as much as 10 minutes late being kept. This has happened more than once and is irritating.
- Too many doctors, never the same doctor when making appointments difficult to have a doctor - family relationship. Sometimes very dismissive and have a lack of empathy.
- I generally find the reception staff very helpful - particular praise should go to one staff member as they have always, and continue to be friendly, professional and always willing to go out of their way to help. Fantastic!
- Even when an appointment is made for first thing in the morning, it is still 10-15 minutes wait. The reason why patients make very early appointments is because they have jobs also.
- To be able to see a doctor within 2 days of the phone call on a regular basis (on this occasion that did happen). Also, to be able to get test results in writing.
- Certainly a more comfy and colourful waiting room! It's a bit depressing! New magazines and toys would be nice too!
- Sometimes it has taken nearly a week to see a doctor, but I do think that is improving.

## 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.

## Comments about how the practice could improve

- The phone is always/often engaged. More phone lines/staff?
- Not having to wait so long on phone to get an appointment.
- Telephone service - still part high charges.
- There should be an out of hours service on a Saturday morning to stop people filling up A&E with less important problems.
- Totally disagree with the 0844 contact number being a higher cost to the patient. Rang today and took 10 minutes for call to be answered. If a higher cost number is to be used this money should be used to ensure the call is answered immediately.
- Need more staff answering calls - it took 13 minutes today before I got through - expensive now you're using an 0844 number. Go back to a local telephone number. Need more doctors - being offered a non-emergency appointment in a weeks time is not acceptable.
- More staff to answer the telephones, many times I have been sat 15 minutes for someone to actually answer!
- Don't use it very often so cannot make any comments (good or bad).
- It could ease congestion at the reception by going back to having a separate window for prescriptions.
- To get my prescription I spent 30 minutes on the phone to be cut off at 15:00 hours telling me the prescription line opening hours. I rang on Monday am - on hold 22 minutes then told I need to contact 48 hours before I needed tablets. I was fuming. Scrap your new phone service. It's very very poor.
- Self check in a waste of time! Doesn't register you being there and patients are taken in to see doctor before you - waiting 45 minutes plus as a result!
- Very satisfied with it.
- More privacy in the reception area would be appreciated.
- 100% excellent practice and service.
- Answering the phone!
- The telephone system, takes too long to answer. Should you still be using 08443 number as this is expensive.
- Contacting by phone can prove frustrating when waiting up 10-15 minutes to be put through. Also, often when coming into the surgery to arrange repeat prescriptions etc. Receptions can often be too busy, waiting time can be up to 15 minutes before it is your turn to speak to Reception (may be another person on Reception to help out).
- Often kept waiting on phone a long time. Good access to emergency appointments but often a long wait for routine appointment with doctor of choice.
- When phoning in for an appointment there is always a delay with being on an answer phone at Skelmanthorpe Family Doctors then on asking for a Denby Dale appointment always offered appointments at Skelmanthorpe, and told not available at Denby Dale. I live in Denby Dale and prefer my appointments at Denby Dale.
- Almost impossible to contact by phone. 20 minutes waiting is way too long especially to be cut off before reaching the receptionist. Reception staff often very unfriendly.
- Better phone service.
- Not enough car parking. Telephone keep you waiting too long.
- Telephoning to make appointment is too long.
- Clearer booking system.
- Reduce waiting times.
- Quicker telephone response. Different telephone voice - not an Essex accent! on the answer phone.

## 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.

### Comments about how the practice could improve

- The automatic booking in machine has failed to book me in twice.
- Be more organised on time keeping as sometimes you wait over half an hour after your appointment time!
- Telephone number. Expensive 0844 and still having to hold on. I refuse to use this number and use 7...
- Less time in the practice waiting to see doctor.
- Overall waiting times when appointment booked. But sometimes I do understand doctors short.
- Telephone system inadequate. Cannot get through to surgery, most customers elderly people cannot get emergency appointments without coming down to reception at 8:00am.
- I think your practice and staff are very good.
- Easier, faster appointments.
- One or two reception staff being more friendly.
- It's not always easy to get appointments or you have to wait over a week at times. The only answer is more doctors are needed to cover demand although that may not be possible (cost).

## 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.

## Comments about how the doctor/nurse could improve

- I have always found the doctors helpful and competent.
- Listen to the patients and their carers.
- Very good.
- It would be helpful if this doctor were in clinic more often, but we respect and understand other commitments.
- I think all doctors do a very good job.
- My doctor is an asset to the clinic.
- Excellent communication and care given at time of need.
- I am very happy with the service and care I have.
- The doctor has today been considerate, thoughtful and very helpful. They could only improve by carrying on that way!
- Perfectly happy with all the doctors I have seen.
- This doctor is an excellent listener and discusses the situation fully - I never feel rushed but he doesn't waste time. I find approach reassuring and caring.
- Very good service - so nothing could improve here.
- None, very happy with this doctor.
- More smiles - less serious!
- Have scales available to weigh babies during doctor appointments.
- This doctor is very good and I have no criticism.
- Try and keep to the time of appointments. I have been kept waiting a number of time for at least 20-30 minutes.
- I feel that this doctor was very understanding of my situation and I felt they listened to every word I said - Very good as they are a new doctor to me.
- I found this doctor to be very helpful and friendly.
- Felt they understood my issues.
- Excellent.
- No, they were lovely.
- More interesting resources for children in the waiting room.
- First time I've met this doctor - maybe to dress a bit smarter.
- None really this doctor was very thorough and friendly.
- Very happy with this doctor.
- This doctor is the most kind and understanding doctor I have ever been diagnosed by.
- This doctor is efficient and helpful.
- As about better time keeping.
- Just think this practice is very good indeed.
- None - just duplicating herself!

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 = 237

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	26	99	73	29	6

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (26 \times 25) + (99 \times 50) + (73 \times 75) + (29 \times 100)}{(237 - 6)} = 13,975/231$$

Your mean percentage score for Q1 = 60%

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	60

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	62	66	71	99

5071

\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <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

**Skelmanthorpe Family Doctors**

The Health Centre  
Commercial Road  
Skelmanthorpe  
Huddersfield  
HD8 9DA

**Practice List Size: 9227**

**Surveys Completed: 237**

has completed the

## Improving Practice Questionnaire

Completed on 10 January 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.