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Improving Practice Questionnaire Report

St Peter's Medical Centre

August 2018



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30 August 2018

Dear Miss Manthorpe

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

A guidance template for discussion of these local survey findings and an action plan have also been included which may help facilitate discussions with your patient reference group (PRG).

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.

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=207277>

Please contact the office on 01392 927005 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

Supporting documents

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

Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	6	49	149	137	83	15
Q2 Telephone access	66	133	110	74	42	14
Q3 Appointment satisfaction	26	59	141	118	86	9
Q4 See practitioner within 48hrs	56	75	120	87	71	30
Q5 See practitioner of choice	80	99	117	55	48	40
Q6 Speak to practitioner on phone	15	78	138	97	70	41
Q7 Comfort of waiting room	29	113	155	92	42	8
Q8 Waiting time	24	109	136	88	50	32
Q9 Satisfaction with visit	1	9	56	119	239	15
Q10 Warmth of greeting	1	6	44	106	264	18
Q11 Ability to listen	2	6	40	97	280	14
Q12 Explanations	0	12	41	118	253	15
Q13 Reassurance	4	14	45	111	247	18
Q14 Confidence in ability	1	10	38	111	262	17
Q15 Express concerns/fears	1	12	52	107	252	15
Q16 Respect shown	0	8	33	91	289	18
Q17 Time for visit	3	10	53	109	243	21
Q18 Consideration	2	7	64	108	219	39
Q19 Concern for patient	1	8	50	114	230	36
Q20 Self care	3	11	49	115	220	41
Q21 Recommendation	1	9	43	96	238	52
Q22 Reception staff	3	11	82	152	173	18
Q23 Respect for privacy/confidentiality	4	18	81	150	154	32
Q24 Information of services	4	31	90	144	119	51
Q25 Complaints/compliments	6	41	123	105	85	79
Q26 Illness prevention	4	34	125	125	90	61
Q27 Reminder systems	10	35	110	131	93	60
Q28 Second opinion / comp medicine	5	34	103	103	72	122

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	64	68	44	64	68	73	92
Q2 Telephone access	44	61	21	51	62	71	97
Q3 Appointment satisfaction	60	68	36	63	68	74	96
Q4 See practitioner within 48hrs	53	60	24	52	60	68	98
Q5 See practitioner of choice	43	56	24	47	56	65	97
Q6 Speak to practitioner on phone	58	61	27	54	61	67	89
Q7 Comfort of waiting room	50	66	38	61	66	72	89
Q8 Waiting time	52	57	28	50	56	63	90
About the practitioner							
Q9 Satisfaction with visit	85	81	49	77	82	86	97
Q10 Warmth of greeting	87	83	49	79	83	87	98
Q11 Ability to listen	88	83	50	79	84	88	98
Q12 Explanations	86	82	51	78	82	87	98
Q13 Reassurance	85	80	50	76	81	86	97
Q14 Confidence in ability	87	83	51	79	84	88	98
Q15 Express concerns/fears	85	81	50	77	82	86	97
Q16 Respect shown	89	85	51	81	85	89	98
Q17 Time for visit	85	80	47	76	81	85	97
Q18 Consideration	83	80	50	75	80	85	96
Q19 Concern for patient	85	80	50	76	81	85	97
Q20 Self care	84	80	50	76	80	84	95
Q21 Recommendation	86	82	48	78	83	87	98
About the staff							
Q22 Reception staff	79	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	77	77	52	72	76	81	98
Q24 Information of services	72	73	47	69	73	78	95
Finally							
Q25 Complaints/compliments	65	67	41	62	67	72	91
Q26 Illness prevention	67	69	45	65	69	73	94
Q27 Reminder systems	67	69	43	63	69	73	93
Q28 Second opinion / comp medicine	66	68	43	63	68	72	92
Overall score	73	73	49	69	74	78	94

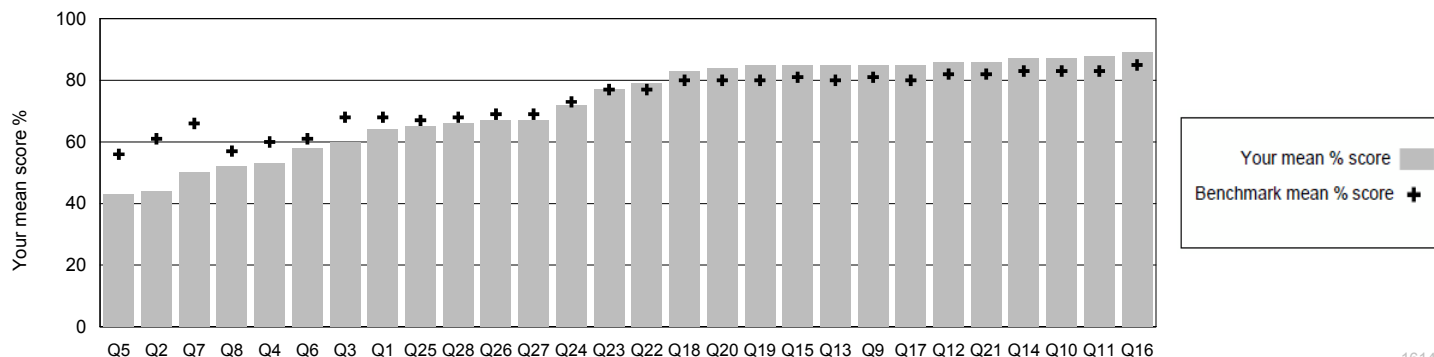
Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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



16148

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

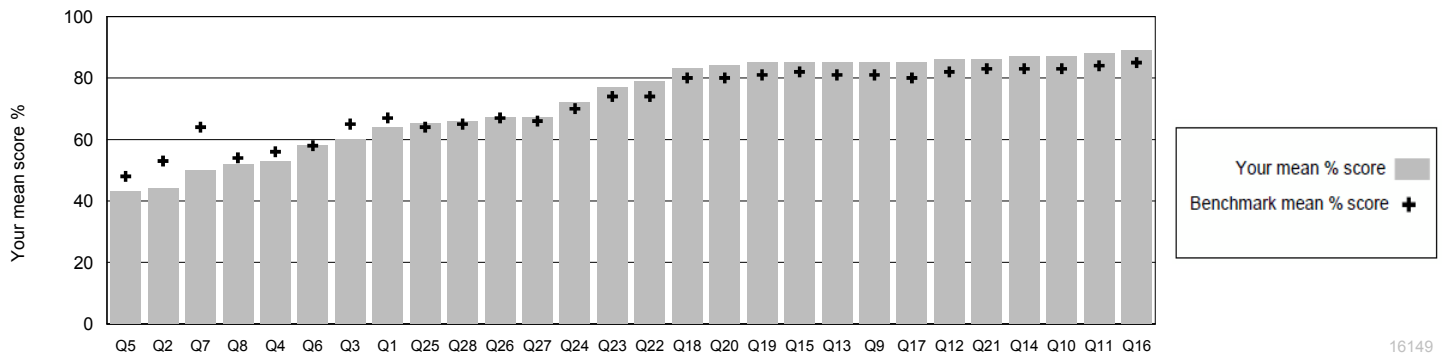
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	64	67	55	63	67	70	80
Q2 Telephone access	44	53	27	46	53	62	79
Q3 Appointment satisfaction	60	65	49	61	66	70	81
Q4 See practitioner within 48hrs	53	56	31	48	56	62	82
Q5 See practitioner of choice	43	48	26	41	48	54	72
Q6 Speak to practitioner on phone	58	58	32	52	59	64	78
Q7 Comfort of waiting room	50	64	45	59	64	70	78
Q8 Waiting time	52	54	32	50	54	60	68
About the practitioner							
Q9 Satisfaction with visit	85	81	60	78	81	86	94
Q10 Warmth of greeting	87	83	63	79	83	87	96
Q11 Ability to listen	88	84	64	80	84	88	96
Q12 Explanations	86	82	64	79	83	86	94
Q13 Reassurance	85	81	63	77	81	85	94
Q14 Confidence in ability	87	83	64	80	84	87	95
Q15 Express concerns/fears	85	82	64	78	82	86	93
Q16 Respect shown	89	85	64	82	86	89	96
Q17 Time for visit	85	80	61	76	81	85	93
Q18 Consideration	83	80	61	76	80	85	93
Q19 Concern for patient	85	81	61	77	81	85	94
Q20 Self care	84	80	62	76	80	84	93
Q21 Recommendation	86	83	64	79	83	87	94
About the staff							
Q22 Reception staff	79	74	55	71	75	78	84
Q23 Respect for privacy/confidentiality	77	74	57	71	75	77	85
Q24 Information of services	72	70	53	67	71	74	82
Finally							
Q25 Complaints/compliments	65	64	47	61	65	68	77
Q26 Illness prevention	67	67	49	64	67	70	80
Q27 Reminder systems	67	66	52	62	66	70	81
Q28 Second opinion / comp medicine	66	65	51	62	65	69	79
Overall score	73	72	58	69	72	75	83

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

16149

*Benchmarks are based on data from 193 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 51,023 patient questionnaires. 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 (10001-12000 patients)



16149

Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	56	71	71	48	67	72	76	87
25 - 59	221	75	72	57	68	72	75	83
60+	123	71	73	56	70	74	77	84
Blank	39	64	70	48	64	70	75	88
Gender								
Female	251	74	72	52	68	72	75	83
Male	129	73	73	56	70	73	77	84
Blank	59	69	70	50	65	70	75	92
Visit usual practitioner								
Yes	153	77	74	59	72	75	78	85
No	197	71	69	53	65	69	73	82
Blank	89	70	70	51	66	71	75	85
Years attending								
Less than 5 years	104	74	72	56	68	73	77	87
5 - 10 years	71	74	71	53	67	71	76	87
More than 10 years	204	72	73	58	69	73	76	84
Blank	60	71	70	50	66	70	75	86

*Benchmarks are based on data from 193 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 51,023 patient questionnaires.

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.

16145

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	18/03/2013	21/01/2009	28/12/2007
Q1 Opening hours satisfaction	64	67	65	66
Q2 Telephone access	44	53	46	49
Q3 Appointment satisfaction	60	65	66	66
Q4 See practitioner within 48hrs	53	60	67	69
Q5 See practitioner of choice	43	47	54	53
Q6 Speak to practitioner on phone	58	63	55	56
Q7 Comfort of waiting room	50	55	58	59
Q8 Waiting time	52	53	50	52
Q9 Satisfaction with visit	85	84	85	82
Q10 Warmth of greeting	87	85	85	83
Q11 Ability to listen	88	86	85	83
Q12 Explanations	86	84	83	81
Q13 Reassurance	85	83	82	81
Q14 Confidence in ability	87	85	86	85
Q15 Express concerns/fears	85	84	82	82
Q16 Respect shown	89	86	86	85
Q17 Time for visit	85	82	76	75
Q18 Consideration	83	82	81	80
Q19 Concern for patient	85	83	82	81
Q20 Self care	84	82	--	--
Q21 Recommendation	86	86	86	84
Q22 Reception staff	79	75	73	74
Q23 Respect for privacy/confidentiality	77	76	74	73
Q24 Information of services	72	72	70	69
Q25 Complaints/compliments	65	65	64	63
Q26 Illness prevention	67	68	69	68
Q27 Reminder systems	67	67	63	66
Q28 Second opinion / comp medicine	66	66	66	66
Overall score	73	73	72	72

-- 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 questionnaires were received by CFEP.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Evening appointments.
- None I can think of.
- Not make the patient wait seven days (and two phone calls) with fever to agree on an appointment and treatment.
- I am always really impressed that I can get appointments for my children. It would be great if we could see the same GP more often but this is significantly outweighed by being able to get an appointment. The reception staff are exceptionally nice and helpful.
- A face to face consultation at times is invaluable. There are times of crisis in one's life where it is what is needed.
- Telephone service.
- By shortening time to see a doctor.
- There is something of noticeboard overload. Perhaps some of this information could appear on a website. The website itself could do with development.
- Would be great if there was a lift to get to the first floor to see doctor.
- To be greeted by a friendly person or doctor or nurse.
- More availability of appointments - evenings? Weekends?
- If doctors change rotas let patients know in advance, not when patient arrives.
- Something calming and visual to look at when dealing with nurses in particular for BP, jabs, etc. Reinstating the screen upstairs to convey health and wellbeing messages, there's a lot of messages/flyers on walls downstairs but not sure whether people actually read them or not. Simpler, larger, changing messages (e.g. wall projections or screen) might be better. Wall space upstairs could be used similarly and low-key music? (Love it or hate it!).
- The call back system for someone who has mental health problems is distressing as I have often had to take a call at work where there is no privacy.
- Go back to the system of booking an appointment without having to wait for a reply.
- Perhaps the notice for visitors not to use their mobile on the premises could be enforced.
- More regular blood test days.
- Fewer patients.
- Maybe could have more doctors. Waiting areas could be improved and more inviting.
- The check in system does not work as it does not allow you to type two digits, e.g. if your birthday is on the 29th, the system only allows you to input two and goes to the next screen. Therefore, failure and you have to check in with reception. So long queues for receptionist to handle more patients. Also, receptionist could ask patient if they need to speak privately as not all patients want to speak in an open environment. More posters on support groups in the area, e.g. for Lupus support in Brighton.
- More seats with arms in waiting room and should be warmer/less drafty.
- Some nice pictures to look at, colourful chairs (they are comfortable though). Being able to book appointment in advance on the phone.
- The system for trying to get an appointment on the day of need is not patient friendly. I have been told to phone at 8.30am but it can take about 20 minutes redialling as just get engaged tone (although today I got through second try, this has never happened before!). Not sure what to suggest.
- The telephone service for booking appointments. Very difficult to call at 8.30am with three children at school run time. Bring back the children's clinic! Really miss this service.
- Because you are sometimes in a queue it's not very private at the reception desk, you need a bigger surgery.

Your patient feedback

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

Any comments about how this practice could improve its service?

- I sometimes receive text messages that are incorrect or insensitive, e.g. breast scan that I didn't need, change of medications.
- None. The staff do as much as they can to make life easy for me.
- Getting through on the telephone in the morning is often problematic.
- I have anxiety about scoring people by phone after an appointment and how confidential it is - so I avoid doing it and am fearful of how this would affect my care. Previously some understanding of complementary treatments by other doctors might help even if it's not seen as valid, e.g., homeopathy, herbalism, acupuncture.
- Faster call back time. Ability to make appointments online.
- More comfortable chairs.
- Improve telephone system and should be able to book with a certain doctor in advance. More drop in clinics for same day appointments.
- Excellent all round!
- Great difficulty in speaking to and seeing doctor of choice. Great difficulty in looking ahead for routine/non-urgent matters.
- Diagnose issues quicker. Took a locum to suggest there may have been something wrong after eight months of GP visits.
- The system at the moment often means you cannot always see your doctor of choice and sometimes you have to wait two weeks to do so. I would prefer to go back to the old way of turning up and waiting to see your doctor, when you are given a number. It's no good to the patient to be told you can't see your doctor as fully booked, call again tomorrow or see another doctor. As often calling again the next day results in being told no again, call again tomorrow.
- Generally I find it very difficult to get an appointment and it's next to impossible to get through on the phone. The inside of the practice is quite dirty, rundown and untidy with absolutely no stimulation. Some of the desk staff can be quite curt.
- I find the phone system a real problem as I only have a mobile, and queuing causes me problems as my credit goes - because of my mental health sometimes really need to be spoken to but can't. Be easier if I could come in and speak regarding appointments or advice.
- Not having to phone at 8.30am, as illness often prevents this.
- Great service.
- Am new to the service, but it seems excellent.
- Overall, comparing notes with friends, this must be one of the best surgeries in the UK. The skill and conscientiousness of the doctors and nurses and how patient centred they are is unparalleled. The only problem, and it always has been, is getting through to make appointments. When I'm ill and somehow have to redial and redial (sometimes for 20 minutes) to get through it's terrifying - but I can't suggest a solution! Everyone bends over backwards - under impossible budget and staffing constraints.
- Only problem was waiting 45 minutes past my appointment time. Otherwise very good.
- I was given this form on my arrival and whilst waiting to be seen was asked to fill it in. It would have helped had the receptionist advised me to fill it in after I had been seen. One could display a notice requesting patients to speak quietly and control noisy children. One could do without slamming doors and the acoustics are appalling in this waiting room.
- Problem getting appointments!
- It's very hard to get through on the phone, takes up to one hour, sometimes you don't get to see the doctor you want. In fact I don't know who my GP is.

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?

- The appointment system of calling at 8.30am is quite trying, sometimes appointments are hard to get. Though if I need to see a nurse practitioner, this is usually a smoother process.
- Better phone booking appointment service as it always takes a long time to get through in the morning.
- Regarding question 28 - I have always found advice both clear and relevant with the level of medical care. Regarding question five - the nurse practitioner of my choice - there are two at this practice so I need not choose between them. The medical team here are excellent.
- Furniture looks tired/old.
- Not my usual clinic so hard to say.
- Making an appointment on the day and time you need is almost impossible.
- No changes. I think it's a great service.
- There should be more appointments within 48 hours. I seem to rarely see anyone during the same week. Although telephone communication is good.
- Stop taking more patients on when you can't adapt to the ones you already have!
- The doctors and staff on reception are excellent. The appointment booking system is problematic, e.g. not getting through, seeing a nurse rather than a doctor, sometimes having to make second appointment if unable to treat.
- Nothing - I love this surgery.
- New toilet light needed upstairs.
- The telephone system is very poor. A call waiting rather than have to call over and over (sometimes 50 plus times) so the line is not busy, would be much less stressful and frustrating.
- I had great difficulty in making an appointment to see the doctor of my choice - it took me four weeks and several visits. It wasn't urgent but it was necessary for me to discuss my ongoing condition and medication. I don't feel that being repeatedly told "sorry - come back in a fortnight" is acceptable.
- Appointment system needs changing, very hard to see any doctor here!
- Better appointment system.
- If possible, improvement around answering phone during busy morning period. I usually come into the surgery to arrange telephone appointment, but this makes me late for work. Not a big issue though!
- Hard to get through on the phone.
- Could see the same doctor and staff on the phone could be more understanding.
- I have been a patient with this practice all my life. My children and grandchildren are at the same practice, my grandmother was and my mother is and we all use our practice. They are all lovely more than helpful and cheerful, considerate and listen.
- Telephone service is hard to get through, most appointments taken already. A few books or toys in reception for kids.
- Longer hours.
- The questions I have not answered are because I was not experienced or do not have any need of these services.
- Very pleased I can arrange appointment on the day, face to face!
- Reception should not ask why you want to see a doctor, i.e. on the phone. Privacy is important.
- None - excellent service.
- Appointments system leaves a lot of room for improvement.

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?

- Learn how to do repeat prescriptions properly.
- They make me an appointment and say high cholesterol. In two months will check, but is not checked.
- Could the locum doctors please take patients' long term issues seriously and try and chase up solutions if have not been found yet.
- Brilliant.
- To see people quickly not have wait sometimes long time for appointment.
- Focusing on telephone service as it usually takes me between 20 to 30 minutes for someone to actually answer.
- Maybe an email consultation, more call backs.
- Sometimes I don't have time to wait to speak to a doctor to get an appointment (work constraints) and would like to be able to just make an appointment with reception.
- Would prefer to be able to book a face to face appointment rather than speak to a doctor first on the phone.
- I support NHS - I blame government and funding. The GPs change regularly. I hardly know any of them. I would like to see a doctor who I know and who knows me (in certain circumstances like today).
- I know you are all under pressure so it's all difficult for you.
- I am very happy with this practice which I have attended for many years.
- Good all round.
- Loathe to criticise given situation with NHS, St Peter's tries its very best. Phoning to speak to a doctor can be very stressful, especially difficult to receive a call back at work.
- Extend duty page.
- I think that St P is an excellent practice overall, staff and doctors alike. Thank you! I appreciate the efforts of all to meet my needs, i.e. emergency nurse appointment or prescription.
- It's often very difficult to get through on the phone.
- If you could phone in the morning to make an appointment not listen to a recording about press 5?
- Bring back the children's clinic! Difficult to make appointment when telephone lines open at 8:30 when on school run at this time. Booking-in on screen on arrival doesn't tell you where to wait.
- Better service for making appointments.
- Since moving over to the 'phone back' system, it has been even more difficult to get through in the morning and as a teacher it's hard to answer the phone, also it can be stressful trying to find a quiet, private place to be able to explain what I'm calling about. I work in a school and cannot always answer such personal questions 'can I ask what it is regarding' when on the telephone. Sometimes I am pressed on getting an appointment same day can be tricky as I cannot phone before 10:30am due to work commitments.
- I think you do a great job and have a lot to deal with.
- Establish how much pain I was really in and make an appointment earlier. I have spent five days in agony and unable to stand straight.
- Nothing really.
- You cannot see the doctor of your choice, if you can you have to wait two weeks or more. I don't know who my GP is?
- Very good.
- I would like to see the same GP for continuity.

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?

- Scrap the 8:30am phone system regarding reception referral. Reinstate ability to make walk in appointments. If extremely ill and alone, it must be almost impossible to get an appointment.
- Be nice to add an alternative medicine side, free dietary advice related to healthy lifestyle. More focus in waiting areas of posters/information which make people/patients take more responsibility for their health and simple ways to do so, i.e. meditation, fitness, diet, etc.
- I'm not sure if 'call back' system is still in place but the offer of face to face appointment today without call back was a welcome improvement.
- Lovely receptionist made a mistake booking me in with wrong nurse. I complained and this was sorted perfectly.
- Improve the reliability on getting an appointment on the day you ring. You do not know you're going to be unwell in two weeks! It's absolutely disgusting that that's the service provided.
- Telephone service. Not getting through for appointments.
- Needs more than one toilet. Both genders.
- Make the waiting room better, we have no water fountain.
- No I find the practice to be very good.
- I do not see how St Peter's could improve, it's hard to improve on perfect.
- Access to WiFi.
- The appointment needs to improve.
- I'm satisfied with the service to the point where I'm struggling to think how the service could be improved! 10 out of 10! I have continuity of care which is important to me.
- None at all.
- Waiting room seats are plastic, old and sweaty to sit on. New seats would be good. Some magazines would be good to browse.
- Really hard to get through on the phone.
- Bring back the walk in clinic. Making an appointment should be easier. Not having to tell reception staff the reason you need an appointment.
- Sometimes could do with more receptionists behind desk.
- Prescription service is terrible, every month my medication is late, getting an appointment is hit and miss.
- Allow those patients who struggle to use the phone to book a face to face appointment in person.
- Better booking system, without phone calls and having to wait to get a call back.
- More staff on desk, one is not enough, also if staff are new have someone senior on to help them.
- My consultant sent a letter which not only took forever to be sorted by the surgery but when it finally was, was not read properly so I ended up having to call several times - then doctor was extremely rude to me.
- Water in the waiting room.
- Open on Saturday and Sunday.
- I'm very pleased with this practice.
- Phoning is hopeless.
- Water machine.

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?

- Overall has been fantastic, anytime I have worries an appointment is always able to be made, or if not, have always received a phone call.
- I would like to be able to book doctor for a specific time and day in advance (for school holidays etc.).
- Can sometimes take a while to get through on the telephone to make an appointment the staff are very helpful.
- All doing an excellent job. I couldn't want more from a GP surgery.
- Always happy with service when at St Peter's. Issue remains getting an appointment. Understand the challenges but having to call - especially when at work can be stressful. Would welcome an alternative line to call for routine appointments and check-ups.
- I have been at this practice for over 30 years and have always pleased.
- Qs 25, 26, 27 and 28 need more attention.
- Really nice that a member of the practice finally has the time to listen to me and help ween me off my medications.
- Just too hard to get an appointment. Very difficult to have a phone back appointment and you don't know what time and may not be able to answer phone if working.
- Make more available appointments or phone calls with your choice of doctor so the patient has continuity i.e. "family doctor feeling".
- Too hard to see your own doctor.
- Scrap system of phoning at 8:30 and waiting for GP to phone - very stressful for patients with mental health problems.
- Disregard 8:30 phone in as it is not viable.
- Need to make it easier to see doctor as soon as you need to i.e. same day if necessary. Longer opening hours.
- The old appointment system I think was much better, it is so difficult getting through, then waiting for doctor to phone you.
- Answering phone first thing, although I realise this must be very difficult to achieve, when always very busy.
- Only access to appointment but that's a government policy not a practice decision.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- Keep up the good work. Thank you.
- Just a really lovely doctor.
- Can't think of anything. Am happy as is. Maybe a doctor could be dedicated for over 75s, so they can better understand past history of patient.
- This doctor has been mine and my family's doctor for many years. I consider myself lucky to be their patient.
- Great doctor and practice. I have been a patient of theirs for years and I have been 100% happy to have them as my doctor.
- At least act concerned.
- Keep up to the same level as they are.
- More than the possible time for each patient. Not the fault of the practice but government funding! Privatisation does not work for patients.
- This doctor is excellent and always makes time for patients. The only thing is that she is always booked up when you need an appointment. The other doctors could give more time as they always seem to be in a rush.
- This doctor is the first doctor I have ever felt able to trust and to truly open up to. Unfortunately in the past I have had bad experiences with doctors (not at this practice). So it is really amazing to feel this doctor really cares about me as a human. Five star doctor. Maybe we could clone her.
- None. She's very kind and helpful.
- No need. I'm always very pleased if I get an appointment with this doctor!
- No! Duplicate this doctor!
- None, all amazing.
- This doctor has always been great and I do recommend her to friends.
- None. Always helpful.
- No, she is everything we would want from a family doctor!
- No - just she's popular so difficult to get an appointment sometimes.
- None whatsoever.
- Availability is the main problem for my wife and myself.
- I prefer reception staff to use titles Miss, Mrs, Mr. Using first name of someone they do not know is over familiar and not something I approve of.
- This GP is a kind and caring doctor. Unfortunately for her and the patients her time is minimal.
- This doctor is always excellent with a kind and thorough manner.
- They couldn't!
- No. Fabulous doctor.
- No, she is empathetic, courteous and caring.
- The nurse practitioner I saw was excellent, they all are.
- None at all. I felt reassured and comfortable at all times.
- She is excellent.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- She was great.
- She was fantastic.
- She's absolutely lovely, nicest lady I've ever met and wouldn't want to go to anyone else.
- None, she was amazing and a kind person.
- She was excellent and considerably more thorough than my previous GP.
- She was wonderful.
- None, this doctor was excellent.
- Nothing - she was lovely, very helpful and explained everything thoroughly. I would love her as my own doctor!
- None at all. By far my favourite doctor to see. Very warm, compassionate and welcoming, makes visiting the GP much easier.
- Although I do not request a particular doctor, there are doctors I will not see. I did not see a doctor for two years after one of the doctors here was so rude and patronising. However, others are very good.
- She was really great.
- This doctor was very thorough and very good. No need to improve.
- None, this doctor is fantastic. She is compassionate and truly cares about her patients. I feel able to discuss my issues and concerns and I feel listened to. Thank you.
- None. Fab!
- How can you improve perfection. They are all very good at this practice.
- No improvement required.
- No, she's good.
- Receptionist was wrong, nurse didn't take bloods.
- Actually try and put themselves in the difficult circumstances you have to deal with day in, day out.
- Best practice we have ever registered with. This doctor was excellent and always has been on every visit previously. Really reassuring, professional and warm. Thank you.
- No, the doctor is really good.
- This doctor excellent doctor!
- The doctor who saw me was excellent, giving me time to explain to her what was wrong and showing me kindness and understanding.
- The doctor was helpful. She listened attentively and gave me opportunity to explain my situation.
- Be on time! 45 minutes late.
- Make it easier to see doctor of your choice.
- Very good.
- She was excellent.
- No, she has been brilliant. Thank you!
- Nothing, she's lovely and has a lovely caring nature.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- None, she listened to what I said and was patient.
- Nothing - really friendly, funny and warm. Made me feel calm...I was really nervous coming in!
- She is lovely.
- She was very informative in what I had to say and very helpful in her response to me.
- Keep going as the lady is.
- Not possible.
- She was excellent.
- In an ideal world...limitless appointment length of time! But, of course, just not possible.
- No, she's lovely.
- All doctors and nurses are brilliant.
- None - although better communication between doctors and nurses could be improved.
- She is already excellent.
- Not really, she was very good.
- She is great! Very professional, excellent at her job.
- Warmer smile.
- Very professional on this occasion.
- No, she is fine.
- No she was excellent.
- I would have preferred her to ask me first where I wanted my prescription to go instead of just sending it.
- This practitioner was fabulous and very warm.
- She was very nice and explained everything well.
- I would have liked more time for me to talk about my medications and any changes I would like considered.
- None at all. Very good service in every way.
- No. She was great.

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 = 439

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	6	49	149	137	83	15

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(6 \times 0) + (49 \times 25) + (149 \times 50) + (137 \times 75) + (83 \times 100)}{(439 - 15)} = 27,250/424$$

Your mean percentage score for Q1 = 64%

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	64

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	64	68	73	92

16148

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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

St Peter's Medical Centre

30-36 Oxford Street
Brighton
East Sussex
BN1 4LA

Practice List Size: 10964

Surveys Completed: 439

has completed the

Improving Practice Questionnaire

Completed August 2018



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.