

Private and Confidential
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Improving Practice Questionnaire Report

The Lea Surgery

October 2013



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22 October 2013

Dear Mrs Watkiss

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).

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=161370>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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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': 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	19	80	119	155	4
Q2 Telephone access	48	83	103	89	42	16
Q3 Appointment satisfaction	5	40	94	128	106	8
Q4 See practitioner within 48hrs	14	50	114	102	89	12
Q5 See practitioner of choice	11	64	107	100	75	24
Q6 Speak to practitioner on phone	34	51	115	84	43	54
Q7 Comfort of waiting room	34	85	128	80	48	6
Q8 Waiting time	38	88	104	88	48	15
Q9 Satisfaction with visit	1	24	68	104	171	13
Q10 Warmth of greeting	0	25	65	110	171	10
Q11 Ability to listen	1	23	71	93	177	16
Q12 Explanations	0	21	72	108	165	15
Q13 Reassurance	2	25	77	112	148	17
Q14 Confidence in ability	4	20	69	108	164	16
Q15 Express concerns/fears	2	22	68	121	150	18
Q16 Respect shown	1	16	57	109	183	15
Q17 Time for visit	2	26	83	114	144	12
Q18 Consideration	3	25	82	110	140	21
Q19 Concern for patient	3	25	73	126	129	25
Q20 Self care	0	26	80	117	129	29
Q21 Recommendation	1	27	75	94	156	28
Q22 Reception staff	10	44	96	122	100	9
Q23 Respect for privacy/confidentiality	8	37	105	115	105	11
Q24 Information of services	11	39	100	112	88	31
Q25 Complaints/compliments	19	49	106	89	63	55
Q26 Illness prevention	12	43	113	109	70	34
Q27 Reminder systems	16	44	111	87	83	40
Q28 Second opinion / comp medicine	16	39	99	76	66	85

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

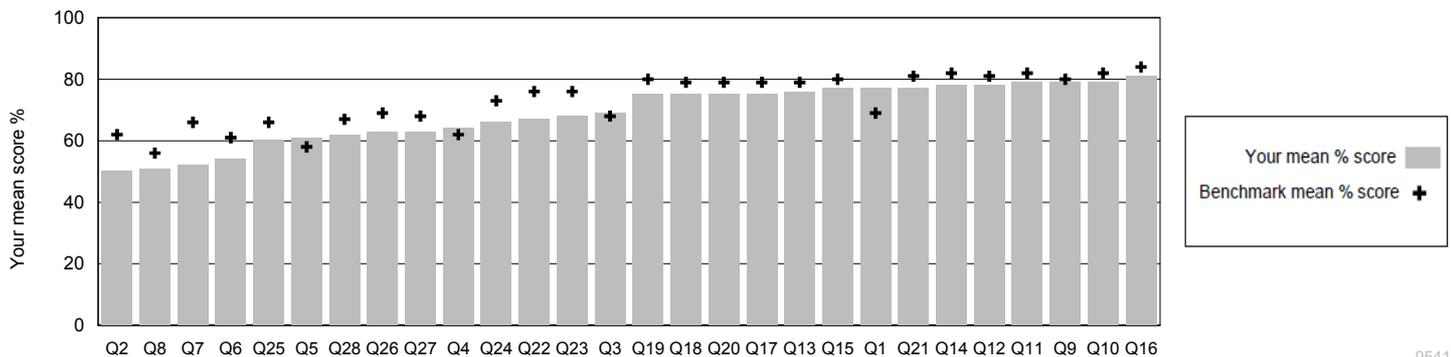
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	77	69	23	64	68	73	92
Q2 Telephone access	50	62	13	53	63	71	92
Q3 Appointment satisfaction	69	68	23	63	68	74	92
Q4 See practitioner within 48hrs	64	62	18	54	62	70	96
Q5 See practitioner of choice	61	58	22	48	57	65	95
Q6 Speak to practitioner on phone	54	61	25	54	61	67	92
Q7 Comfort of waiting room	52	66	27	60	66	71	90
Q8 Waiting time	51	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	79	80	41	76	81	85	97
Q10 Warmth of greeting	79	82	45	78	82	86	96
Q11 Ability to listen	79	82	46	78	83	87	97
Q12 Explanations	78	81	42	77	81	85	97
Q13 Reassurance	76	79	41	75	80	84	98
Q14 Confidence in ability	78	82	43	79	83	87	99
Q15 Express concerns/fears	77	80	45	76	81	85	96
Q16 Respect shown	81	84	49	80	85	88	98
Q17 Time for visit	75	79	38	75	80	84	96
Q18 Consideration	75	79	41	75	79	83	98
Q19 Concern for patient	75	80	43	76	80	84	97
Q20 Self care	75	79	38	75	79	83	97
Q21 Recommendation	77	81	41	78	82	86	99
About the staff							
Q22 Reception staff	67	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	68	76	43	72	76	80	96
Q24 Information of services	66	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	60	66	31	62	66	70	96
Q26 Illness prevention	63	69	34	64	68	72	96
Q27 Reminder systems	63	68	27	63	68	72	96
Q28 Second opinion / comp medicine	62	67	30	62	67	71	96
Overall score	69	73	35	69	73	77	95

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

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



9541

Your patient feedback

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

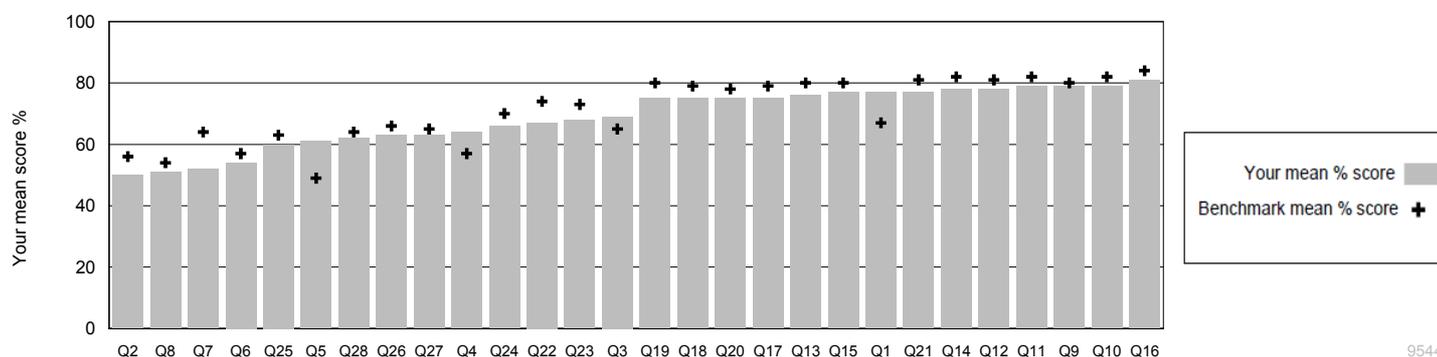
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	77	67	23	64	68	71	88
Q2 Telephone access	50	56	13	47	58	65	78
Q3 Appointment satisfaction	69	65	23	62	65	69	85
Q4 See practitioner within 48hrs	64	57	18	52	58	64	83
Q5 See practitioner of choice	61	49	22	44	48	55	84
Q6 Speak to practitioner on phone	54	57	25	52	57	63	85
Q7 Comfort of waiting room	52	64	27	60	65	69	86
Q8 Waiting time	51	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	79	80	41	76	81	84	91
Q10 Warmth of greeting	79	82	45	78	83	85	93
Q11 Ability to listen	79	82	46	79	83	87	94
Q12 Explanations	78	81	42	77	81	85	92
Q13 Reassurance	76	80	41	76	80	84	91
Q14 Confidence in ability	78	82	43	79	83	86	92
Q15 Express concerns/fears	77	80	45	77	81	84	91
Q16 Respect shown	81	84	56	81	85	88	93
Q17 Time for visit	75	79	38	75	80	83	91
Q18 Consideration	75	79	46	75	79	83	89
Q19 Concern for patient	75	80	46	76	80	84	90
Q20 Self care	75	78	38	75	79	83	89
Q21 Recommendation	77	81	41	78	82	86	91
About the staff							
Q22 Reception staff	67	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	68	73	43	70	73	76	90
Q24 Information of services	66	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	60	63	31	60	64	66	86
Q26 Illness prevention	63	66	34	63	66	69	86
Q27 Reminder systems	63	65	27	62	65	68	86
Q28 Second opinion / comp medicine	62	64	30	61	64	68	87
Overall score	69	71	35	68	72	75	87

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

9544

*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (10001-12000 patients)



9544

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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	33	65	70	42	66	70	75	91
25 - 59	269	69	70	35	67	70	74	87
60 +	53	75	73	24	70	73	76	87
Blank	26	67	69	50	63	69	74	86

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	253	69	71	32	67	71	74	87
Male	94	68	73	45	69	73	77	88
Blank	34	72	69	49	65	69	74	89

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	169	72	74	35	71	74	77	89
No	141	66	68	35	64	68	72	84
Blank	71	67	70	53	65	70	73	83

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	176	67	72	28	68	72	76	88
5 - 10 years	95	69	71	40	67	71	75	91
> 10 years	76	75	72	48	69	72	75	86
Blank	34	67	69	49	65	69	73	85

*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

9544

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	23/07/2007	04/07/2006	28/12/2005
Q1 Opening hours satisfaction	77	70	78	74
Q2 Telephone access	50	73	83	78
Q3 Appointment satisfaction	69	74	82	77
Q4 See practitioner within 48hrs	64	74	83	77
Q5 See practitioner of choice	61	65	72	69
Q6 Speak to practitioner on phone	54	58	65	62
Q7 Comfort of waiting room	52	67	70	72
Q8 Waiting time	51	53	60	58
Q9 Satisfaction with visit	79	70	87	86
Q10 Warmth of greeting	79	74	87	86
Q11 Ability to listen	79	73	87	88
Q12 Explanations	78	70	85	86
Q13 Reassurance	76	68	83	85
Q14 Confidence in ability	78	69	85	86
Q15 Express concerns/fears	77	71	84	85
Q16 Respect shown	81	76	87	89
Q17 Time for visit	75	64	77	79
Q18 Consideration	75	66	83	84
Q19 Concern for patient	75	68	83	84
Q20 Self care	75	--	--	--
Q21 Recommendation	77	72	85	85
Q22 Reception staff	67	78	82	80
Q23 Respect for privacy/confidentiality	68	75	81	81
Q24 Information of services	66	70	76	76
Q25 Complaints/compliments	60	64	70	71
Q26 Illness prevention	63	67	72	76
Q27 Reminder systems	63	65	74	72
Q28 Second opinion / comp medicine	62	63	70	73
Overall score	69	69	79	79

-- 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.

Any comments about how this practice could improve its service?

- Phone service is absolutely disgraceful. Always busy and whenever someone answers you have to wait. I think there should be 2 people who only manage the phone.
- Pick up the phone call.
- Be more patients friendly with the waiting area more comfortable and the removal of the carpet to something more attractive. When you are sick you expect your surrounding to love comfortable. Removal of dirty chairs.
- To get someone to answer the phone.
- So far so good.
- To me no comments the service is good.
- Better play area.
- I do not have any bad thing to say about this practice.
- Maybe at times when there are so many people add chairs, or anything you would want to add.
- Long waiting hour sometimes.
- When someone has just registered, it would be helpful to have some extra time with the doctor to discuss briefly medical history/any problems generally - otherwise one feels as if they are wasting doctor's time with too many questions.
- I think the waiting room needs a makeover, including fresh colours, seating area, chairs and a refresh flooring to make you feel comfortable, especially to make you feel comfortable, especially when waiting for a long time.
- The reception are very good and pleasant at all times I visit.
- It doesn't bother me too much but I always see a different doctor and don't know whether there is the choice to have a regular doctor. Though each one is great so I don't mind.
- Improve the length of waiting.
- Maybe if it would be possible to have someone to answer the phone at all times. Also the booking system which was removed should be returned. Other than that, great work.
- This service to improve. For the appointment is it's no good to wait more than 10 minutes plus but we waiting more than 30 minutes plus so please improve the time.
- They need to do something about the phone lines, it's impossible to get through on some days. Also it would be good if you didn't have to wait so long for the baby clinic.
- One suggestion - please update names of doctors and staff on website.
- Better ventilation in waiting room.
- The waiting room is too hot and needs some air. The chairs need a clean (some of them).
- Can't complain.
- Air conditioner.
- Maybe more staff in reception? Although they are very helpful and nice.
- The self checking in system was ideal if could be reinstalled.
- More phones - sometimes it is difficult to contact the surgery. Lines are always busy at peak times.
- I would like the surgery to have more than one phone line, getting through to make appointment can be a bit of problem. The line is constantly engaged which shows they are busy. By the time you get through sometimes, it is fully booked.

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?

- This practice is very good in the area of booking appointment and the staff should be more active. Well done everyone.
- Should improve reading materials. You can get free delivery of Metro and Evening Standard.
- The services in the surgery is superb.
- Phone is engaged most of the time.
- Some music in the background would be nice (not too loud).
- Better service needed when booking appointments on the telephone.
- More staff needed to pick up the phone.
- We need more doctors and nurses to reduce the waiting time.
- Enable patients to be referred to the excellent sports injury clinic in Homerton Hospital. What a waste of great facilities on your doorstep.
- In general a better way of aerating the reception/seating area when there are lots of people. It can become unbearable when hot even with the door open.
- Love the extended hours! Love the weekend service e.g. blood taking!
- There has been a vast amount of improvement from my previous doctors.
- Get the doctors to do their job properly.
- More telephone lines may help customers to get through especially in the morning. More staff during busy time e.g. AM Monday-Friday. Minimum charges for letters please.
- Tidy up reception, scrappy old print outs.
- I had to wait 35 minutes having my visit, so, I think more respect for the time of the appointment would be a good way to improve the service.
- It can be very difficult to get through on the telephone. I appreciate the reception staff is under a lot of pressure and they can often come across as very abrupt and stressed. The first time I registered one of the receptionists shouted: "I hate this place!"
- The receptionist should not ask "when was your date of birth?" but "what is your date of birth?"
- Is about reception sometime is too busy to speak to anyone.
- On telephone long waiting should provide extra staff for patients on reception to prevent long delays of waiting. On arrival to appointments for GP or nurse or health visitor again prolong waiting times window range 20 minutes wait in regards to appointment time.
- The length of time to queue up to book yourself in. Bring back the self booking computer!
- No the service is excellent.
- The main being the diabolical phone system. I've observed for myself the phones ringing or not, thus having unhappy service users. It would be nice if a water fountain could be supplied. Some of the chairs are disgusting. Privacy is a little compromised at the counter.
- Organise and improve the storage behind the reception counter to make it look smarter. Reception staff sometimes eat behind the counter at reception and it looks wrong. There is often difficulty phoning in - the phone rings out.
- I like the previous system whereby patients registered themselves in freeing up the reception staff to attend to other matters.
- I would prefer not to be asked by reception why I would like to see doctor/nurse.
- Improve reception services. More specialist services in-house!

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 emailed a complaint regarding my care and never received a reply. I'd feel unconfident about a future complaint being considered.
- This practice has been good and am enjoying using this practice, this practice is excellent. I think what they should improve on is the patients chairs, some are very dirty. These should be changed for the ones that cannot resist dirt. Thank you.
- More comfortable chairs, please. Some designated for people with back problems, please. Also perhaps the TV monitor turned on!
- A better phone service as to being able to get through on the phone to make or cancel an appointment. Leather covered chairs rather than material as the ones you have are filthy.
- Easier to make appointments via telephone as phone is always engaged or not answered.
- Please note although appointment are missed you sometimes have to wait up to 45 mins to be seen when checked in.
- So far so good.
- The reception staff could speak more clearly on the phone. When I booked my appointment today, the receptionist didn't say goodbye. So basic skills in communication would be good.
- Reception and doctors need to communicate better with each other. Aesthetically the practice does not look hygienic.
- The service is alright.
- Actually answer the phone to people and be cooperative. The chairs here are filthy. The same children's toy has been here for ages now.
- A text service to remind you of appointment time. More awareness and friendliness from reception staff.
- Maybe some comfortable chairs would be nice because these ones go too far back if you have back pains like me. Patients who use toilets need to clean up after them.
- There should be self arrival machine that patient should be using to register to see the doctor or nurse because there's always long queue to see the receptionist. There should be a screen that will be calling the patient in with their names and the doctor's name and room number. Patients should be able to see the doctor within a day if it's emergency.
- Telephone line engage/busy in the morning to book appointment is a challenge. Anyway to make the line less busy - never to be engaged.
- It will be nice to follow up an appointment for patient in another practice.
- Fine.
- The phone line is always busy. I come into surgery to make appointments rather than call. Maybe improve answering phones?
- Improve waiting area (children's toys?).
- I preferred the screen that allowed patients to check in as it minimise delay. Also, the reception staff could improve on their customer service skill as most lack the fundamental skills needed to deal with the public.
- The waiting room is chaotic and loud and especially when unwell feels very uncomfortable.
- It's a real challenge sometimes to get reception to answer the phone but when they do they generally deal with calls efficiently. It would be great to re-introduce the self-check-in system that was once available. The waiting times at the reception desk may cause patients to be late for the appointments and sometimes, reception staff spend a while chatting with patients while others are waiting in the queue. Toilet facilities are inadequate (no toilet roll, dirty toilets). It would be good to employ a cleaner!
- The reception staff should be more care about patience, and be more qualified.

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 am always very happy, from my experience and bringing my daughter here. I never feel, I must go to A&E because the doctor at Lea Surgery is inaccessible. Very good care and advice from medical team. Q22: Sometimes, they don't speak clearly enough. Smile. One lady today behind the reception was very helpful when one saw her. Telephone staff very good. Q23: It's hard for them, the reception is so open to the waiting area. Q24: Not really aware of any. Could present it better. Q26: Could be better presented.
- It is too difficult to get through by phone. In some cases I have been unable to cancel appointments on time. An online appointments manager could help.
- It is often very difficult to get through on the phone. When I visit the practice I often find I am in a long queue, especially since the automatic check in was removed.
- Making improvements to waiting area, providing sufficient chairs, also improving the waiting area's atmosphere more posh and comfortable.
- Pick up phone calls.
- Practice could improve with cleaning and reorganisation of the waiting area, staff at the reception being polite and attentive.
- The toilet always smells how often is it cleaned? No hot water in the toilet, no paper towels.
- Better waiting area. Quicker appointments (with doctor of choice). I often feel they will not look to the bottom of the issue unless I insist on further tests done/specialists seen.
- Sometimes it takes a long time to answer the phone, is the only part I feel could be improved on.
- More people should be working on the reception.
- Don't wait so long before asking service users to fill in/complete questionnaire.
- Focussing on self knowledge. Increase our faith - without fault - we cannot live a healthy lifestyle and confident.
- All reception staff are excellent except one who always makes me feel like I am putting them out, like I am out of order for asking for anything and once they made me talk about my situation with them over the counter when I said I really didn't want to. They insisted and it made me very upset as it was to talk about my depression and seeking help. They are very unapproachable and negative. It makes it a very unwelcoming experience.
- Friendlier attitude over the phone more quicker, efficient reception staff. Friendlier reception staff.
- To give more attention to the patients waiting in the queue for appointment check-in and answer the phone.
- Reinstate the computer check-in. Reduce waiting times. Improve phone answering. Use TV in waiting room to provide info and have some new programmes. Improve phone consultation process and make it easier to get results by phone.
- Reception staff are often times rude and unhelpful. This however seems to be improving over the past few weeks as new staff has been added. I suspect staff was overworked and stressed. The reception/waiting area is very dark unwelcoming and this could be greatly improved to give a better experience to the patient and to reflect the surgery's care.
- Excellent practice.
- Could improve documentation control - I have experienced two recent instances of loss of documents (1 hospital test results, 1 repeat prescription request).
- Cleaner chairs would make me more comfortable.
- It would be useful to be able to register your arrival in the surgery electronically so you don't have to queue at reception.
- The service is excellent, I think you would find it hard to get a better service, that's from the doctors, and the staff, if there was a competition, they could win it.
- To receive call.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Not enough receptionists/telephone staff. Always a queue to be seen not enough staff, they seem overworked. Often phone never gets answered or is engaged. The old check in system worked better.
- Everything is well done.
- I'm really happy for the surgery opening hours. Also getting medication on time.
- Answer the phone, sometimes takes hours to get through.
- Very well run service.
- Call back service for telephone callers, engaged tone when calling is annoying and can take a lot of attempts to get through.
- I am happy now.
- Parking.
- We need more chair.
- The telephone answering in my opinion is the one thing that is bad.
- Better telephone skills by receptionists needed and also quicker response on phone.
- Why are we charged £30 for letter from the doctor, it seems they are milking the patients whenever they ask for whereas lawyers charge £10.
- Need to improve telephone system to handle all the calls you must get.
- In hot weather, have fans in the waiting area. Answer the phones in better time. Preferred doctor is not always available.
- Phones need to be answered more consistently, especially through peak times. Maybe a call back service would help alleviate pressure. Overall cleanliness and friendliness of surgery needs to be improved.
- For me no, everything is very good for me.
- Reception area very poor, depressing.
- Bring back the self checking at the desk.
- I would just like to say that the Lea Surgery is an excellent practice and I am so pleased that I signed up to it.
- Separate queues for those picking up medication and those looking to book a new appointment and those who just want to check in to say they have arrived. This way the queue doesn't build up.
- Not enough chairs in waiting room, very little in the way of magazines for men i.e. fishing, car.
- Better phone system to deal with all your calls as it is very hard to contact surgery at times.
- Practice difficult to contact by telephone - but service at the Homerton Hospital not at all satisfactory. Otherwise practice is satisfactory and better than previous practices I have used.

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?

- Listen a bit more to patients.
- Excellent.
- They are all doing well, but they can do better.
- Doctors/nurses are excellent.
- To me excellent.
- Doctor need be more patient with their patient when listen to their problem and not to rush them off. Mean the clinicians.
- It's good but sometimes not good. Thanks, God bless you.
- I don't think he can do any more than what he is doing.
- Not applicable.
- More info and more details when you come into the surgery if the doctor that you are suppose to see are running late it would be much appreciated. My appointment was 9:10 and I am still waiting and it has happen numerous times. I would like to see an improvement in that field. Time is very precious.
- The doctor is a very thorough and considerate GP. He listens follows up on my circumstances - recent blood tests and hospital appointments/results. I am very happy with his approach in helping me improve my health.
- Doctor is doing fine. He is always attentive and listening and caring. He should continue.
- I feel my doctor is brilliant. He has got time to listen to you. He is very pleasant and explains treatment etc. I would recommend him to anyone who needed a GP.
- No comment. They are good all in all.
- No. Very well mannered doctor. Listens to you, I never feel rushed out of the door.
- Doctor are very good with the nurse and happy with they.
- I think they are really saving lives they are very good and friendly.
- Improve waiting time.
- The doctors/nurses are good and doing their work well to the best of my knowledge but I am more satisfied when I see one particular nurse. They explain things very well. More encouragement should be given to them.
- With the doctor just seen - not a thing.
- She's excellent. Whatever CPD you/she thinks she needs.
- No they're fabulous.
- Run specialist services in surgery.
- No the doctor was fine, on many levels excellent!
- I am exceedingly happy with my doctor he is a wonderful kind caring man who has helped me tremendously over the years and always has time for me and knows me and my medical history inside out.
- Reception staff need to be more friendly and welcoming.
- I have no complaints about anyone at the surgery: everyone is friendly and helpful to me. Thank you.
- By doing what they need to do straightaway.
- The doctor 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?

- The doctors are great! It is just some of the reception staff who does not answer phones, have attitudes and who are not very informative and do not communicate with each other.
- The doctor is great no improvements necessary.
- Don't send letters about missed appointment as patients have to wait a while before (3-4 days). I don't miss an appointment unless genuinely ill.
- I am contented with my doctor.
- The doctor was really helpful. I felt he listen to me patiently.
- The doctor is brilliant.
- The doctors are fine.
- My experience with delay to book appointment with physiotherapy because the referral was not attached so I have to wait for two/three weeks.
- Perhaps be more aware of alternative treatments? I figured out to use Vitamin E oil on a very big wart after being told nothing could be done. The oil cleared up the wart in a matter of weeks!
- Sometimes be more precise about the situation of my health and explain risks and side effects about certain medications if I'm taking more than one.
- They should stick to the time they give you so you don't have to sit there and wait for your name to be called out.
- They were very nice. No ideas for improvement.
- Sometime the person did not understand what the doctor said so please they should take their time.
- To listen more to the patients matters.
- None - I have seen this doctor before as well and they are very good.
- Okay.
- The nurse was very good overall and I've always had a good experience in their care.
- Not sure.
- If the patient tells them that they need antibiotic, they should be able to give or prescribe a good medicine close to it. I love you all here.
- Doctors could improve by being more patient and attentive to their patients. They should remember that they are dealing with unwell people.
- One doctor is fantastic.
- I had a very poor experience with one doctor who misdiagnosed me. Every other doctor I saw have been good. They also had some issues understanding me. I believe English was not their first language. This made communication difficult. If doctor is running behind a text message or phone call would be appreciated.
- A telephone call assessment by a clinical staff could determine if anyone needs to see a doctor/nurse or go to A&E, to avoid unnecessary visits to the GP. At the moment, the opportunity to have telephone chat with a doctor/nurse is not adequately advertised at the surgery. It should. Also, it is not clear what range of services is offered by this GP surgery, unless you call and ask specifically. This should be advertised.
- Some of the nurses they think they know everything but in fact they don't know too much.
- At me and my husband age it would be good if we can have the check we need at our age. The doctors need to send out appointment for these checks to be done.
- Carry out baseline checks such as blood pressure when they see patients.
- Fine.

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?

- A nice cup of tea or coffee.
- On Sundays there is only one doctor should be two in case. Thank you.
- My doctor is a star.
- Excellent staff throughout.
- They're all well improved.
- The doctor seemed a little too aloof and overly sure of himself. If he made eye contact more doctor would've come across better.
- Also I would like to thank the staff for their top work, especially one doctor who has really helped me out and has been fantastic. Keep up the good work. Many thanks.
- Very happy with the doctor.

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 = 381

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	19	80	119	155	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (19 \times 25) + (80 \times 50) + (119 \times 75) + (155 \times 100)}{(381 - 4)} = 28,900/377$$

Your mean percentage score for Q1 = 77%

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	77

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
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.

<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

The Lea Surgery
Alfred Heath Centre
186 Homerton High Street
London
E9 6AG

Practice List Size: 10216

Surveys Completed: 381

has completed the

Improving Practice Questionnaire

Completed on 22 October 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.