

Private and Confidential

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Improving Practice Questionnaire Report

The Clift Surgery

December 2014



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	0	16	64	68	36	1
Q2 Telephone access	5	28	58	61	31	2
Q3 Appointment satisfaction	3	14	48	68	51	1
Q4 See practitioner within 48hrs	5	26	48	49	55	2
Q5 See practitioner of choice	9	40	60	46	26	4
Q6 Speak to practitioner on phone	4	16	64	54	32	15
Q7 Comfort of waiting room	0	16	69	75	25	0
Q8 Waiting time	9	52	54	43	18	9
Q9 Satisfaction with visit	0	2	33	66	80	4
Q10 Warmth of greeting	0	5	28	56	94	2
Q11 Ability to listen	0	2	31	52	98	2
Q12 Explanations	0	4	26	60	91	4
Q13 Reassurance	2	3	31	64	82	3
Q14 Confidence in ability	1	1	29	50	100	4
Q15 Express concerns/fears	2	2	32	54	91	4
Q16 Respect shown	0	2	29	50	102	2
Q17 Time for visit	1	6	33	62	81	2
Q18 Consideration	0	8	30	66	74	7
Q19 Concern for patient	0	3	33	58	84	7
Q20 Self care	0	4	35	58	75	13
Q21 Recommendation	0	2	26	56	91	10
Q22 Reception staff	0	4	39	75	65	2
Q23 Respect for privacy/confidentiality	0	2	37	76	66	4
Q24 Information of services	1	5	52	64	53	10
Q25 Complaints/compliments	1	12	68	51	30	23
Q26 Illness prevention	0	13	64	56	35	17
Q27 Reminder systems	4	20	55	57	26	23
Q28 Second opinion / comp medicine	0	9	56	46	28	46

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

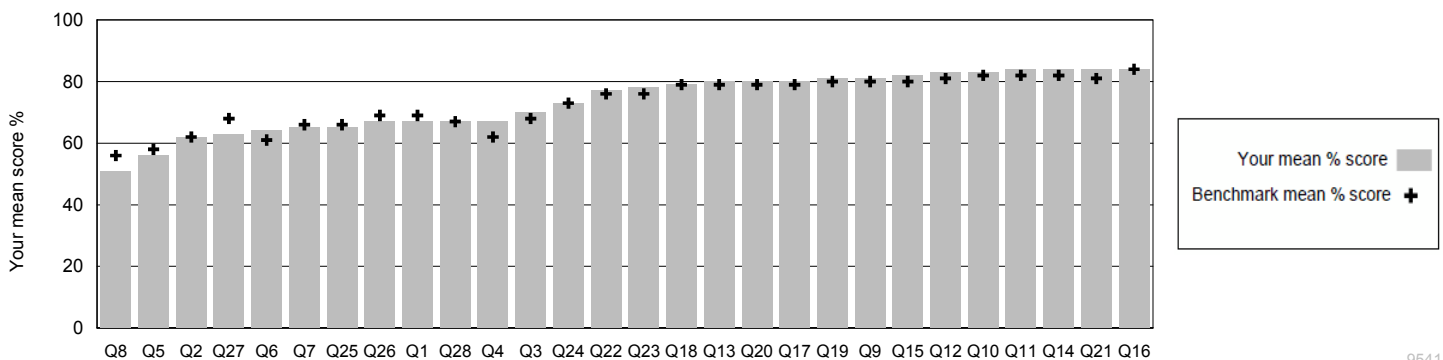
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	69	23	64	68	73	92
Q2 Telephone access	62	62	13	53	63	71	92
Q3 Appointment satisfaction	70	68	23	63	68	74	92
Q4 See practitioner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

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

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



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Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	24	72	70	44	65	70	75	92
25 - 59	117	73	71	44	68	72	75	93
60 +	41	74	74	43	71	75	78	87
Blank	3	-	-	-	-	-	-	-
Gender								
Female	123	73	72	42	68	72	76	86
Male	59	75	73	46	69	74	77	91
Blank	3	-	-	-	-	-	-	-
Visit usual practitioner								
Yes	96	77	74	46	71	75	78	90
No	70	67	69	38	65	69	73	92
Blank	19	78	71	46	66	71	75	87
Years attending								
< 5 years	61	73	72	53	68	72	76	92
5 - 10 years	41	73	71	38	67	72	76	91
> 10 years	79	74	73	45	69	73	77	85
Blank	4	-	-	-	-	-	-	-

*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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

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Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	14/10/2013	09/08/2012	25/07/2011
Q1 Opening hours satisfaction	67	65	69	70
Q2 Telephone access	62	63	67	69
Q3 Appointment satisfaction	70	68	70	74
Q4 See practitioner within 48hrs	67	68	71	75
Q5 See practitioner of choice	56	55	58	59
Q6 Speak to practitioner on phone	64	61	66	63
Q7 Comfort of waiting room	65	63	65	67
Q8 Waiting time	51	49	53	54
Q9 Satisfaction with visit	81	81	83	85
Q10 Warmth of greeting	83	82	85	87
Q11 Ability to listen	84	84	87	88
Q12 Explanations	83	84	86	87
Q13 Reassurance	80	82	84	85
Q14 Confidence in ability	84	84	87	88
Q15 Express concerns/fears	82	82	85	87
Q16 Respect shown	84	85	88	88
Q17 Time for visit	80	81	82	84
Q18 Consideration	79	78	84	84
Q19 Concern for patient	81	80	84	84
Q20 Self care	80	78	82	82
Q21 Recommendation	84	82	85	86
Q22 Reception staff	77	73	77	77
Q23 Respect for privacy/confidentiality	78	74	77	76
Q24 Information of services	73	69	74	73
Q25 Complaints/compliments	65	65	67	68
Q26 Illness prevention	67	68	66	67
Q27 Reminder systems	63	60	63	66
Q28 Second opinion / comp medicine	67	63	66	68
Overall score	74	72	75	77