

Private and Confidential
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Interpersonal Skills Questionnaire Report

Dr Claire Renwick

March 2012



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Dear Dr Renwick

This report outlines your patient feedback from the Interpersonal Skills Questionnaire (ISQ), which is incorporated in the Improving Practice Questionnaire (IPQ). The 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.

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

I hope the report gives you a good basis for reflection and provides useful feedback for future appraisal.

In order for us to improve our services, please could you complete and return the enclosed feedback form.

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

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the ISQ questionnaire

The ISQ has been used in the UK for well over 10 years and is trusted by health professionals who want to know how patients viewed their consultations. Published validation studies (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established the ISQ to be a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change.

The ISQ is a standalone questionnaire. It is also incorporated within the Improving Practice Questionnaire (IPQ) as questions 9-21 inclusive, as in this survey. Carrying out the IPQ in this way simultaneously enables the health professional and the practice to obtain useful and informative patient feedback.

This report outlines the information that has been collected and analysed from a sample of your patients. Benchmarks are provided where applicable. Full explanation on how to interpret this information can be found in the supporting documents at the end of this report.

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

Please note: if the ISQ was to be carried out in conjunction with our validated colleague feedback survey the Colleague Feedback Evaluation Tool (CFET), this could provide the necessary 360 multisource feedback (MSF) required for Revalidation in the future. Both our patient and colleague questionnaires have been declared by the RCGP as 'fit for purpose for Revalidation'.

About the benchmarks

Benchmarks are a useful guide as to how you performed in relation to other practitioners. It should be noted that factors such as geographical location and specific clinical settings may affect scores, and therefore benchmarks may not always be truly representative. Furthermore as it is not currently mandatory for any practitioners to carry out an ISQ survey, the benchmarks provided are effectively based on a 'volunteer' sample of health professionals. 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 areas where you feel improvements may be needed. It is important to look at the report as a whole and not to note specific scores on which too much emphasis could be placed. The clearest reflection of patient satisfaction can often be seen in the frequency 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 if required.

Your patient feedback

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 9-21

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q9 Satisfaction with visit	0	2	5	11	27	0
Q10 Warmth of greeting	0	0	8	11	26	0
Q11 Ability to listen	0	1	10	7	25	2
Q12 Explanations	0	1	10	7	27	0
Q13 Reassurance	0	2	9	8	25	1
Q14 Confidence in ability	0	2	5	9	29	0
Q15 Express concerns/fears	1	1	7	11	25	0
Q16 Respect shown	0	1	6	8	30	0
Q17 Time for visit	0	5	8	8	23	1
Q18 Consideration	0	2	12	6	25	0
Q19 Concern for patient	0	3	6	10	26	0
Q20 Self care	0	2	10	8	23	2
Q21 Recommendation	0	2	8	7	28	0

Blank/spoilt responses are not included in the analysis (see score explanation)

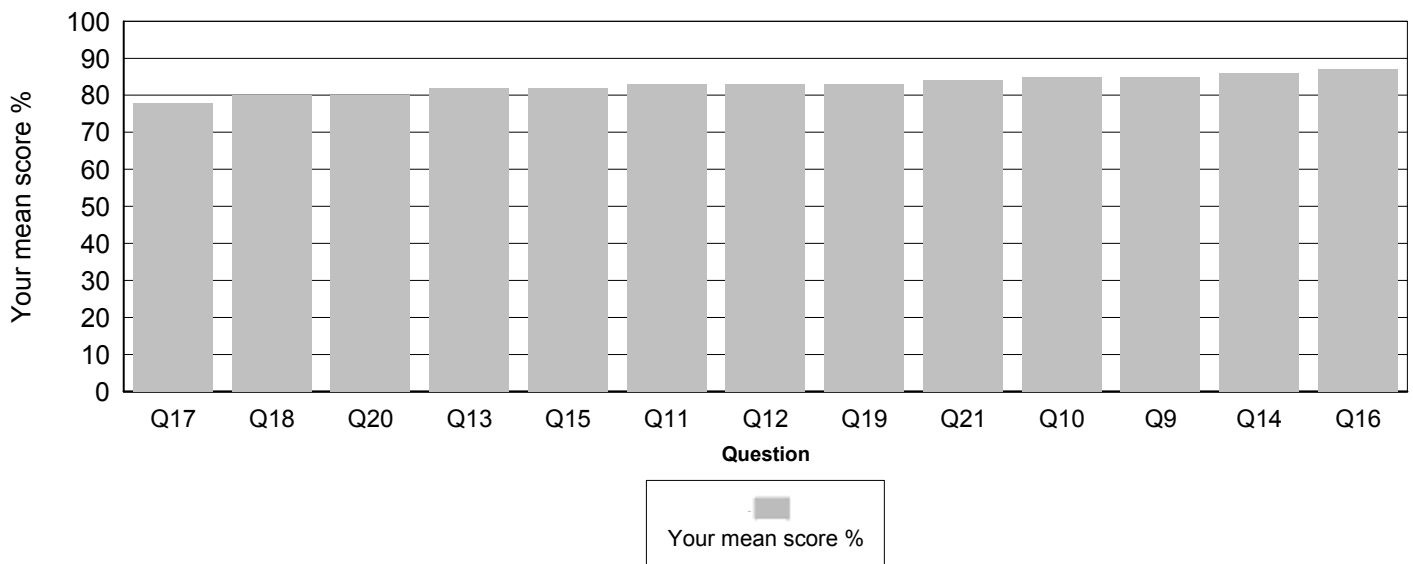
Your patient feedback

Table 2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
Q9 Satisfaction with visit	85	81	47	77	82	86	100
Q10 Warmth of greeting	85	83	47	79	84	88	99
Q11 Ability to listen	83	84	47	80	85	89	100
Q12 Explanations	83	82	48	78	83	87	100
Q13 Reassurance	82	81	49	77	81	86	99
Q14 Confidence in ability	86	84	48	80	85	89	100
Q15 Express concerns/fears	82	82	45	78	83	87	100
Q16 Respect shown	87	86	50	82	86	90	100
Q17 Time for visit	78	76	43	71	76	81	99
Q18 Consideration	80	80	48	76	81	85	99
Q19 Concern for patient	83	81	48	76	81	86	99
Q20 Self care	80	81	55	77	82	86	97
Q21 Recommendation	84	83	44	79	84	88	100

* Based on data from 6300 GPs surveyed between April 2008 and March 2011 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



Your patient feedback

Table 3: Your patient demographics: number of patient responses by category, your mean percentage scores and benchmarks

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	10	85	77	21	71	78	85	100
25 - 59	26	83	81	38	77	82	87	99
60 +	8	77	84	39	80	85	89	100
Blank	1	-	-	-	-	-	-	-
Gender								
Female	35	84	82	37	77	82	87	100
Male	9	78	82	36	78	83	88	100
Blank	1	-	-	-	-	-	-	-
Visit usual practitioner								
Yes	35	83	84	46	80	85	89	100
No	6	70	78	27	72	78	84	100
Blank	4	-	-	-	-	-	-	-
Years attending								
< 5 years	26	86	81	36	75	81	87	100
5 - 10 years	14	78	81	25	75	82	88	100
> 10 years	4	-	-	-	-	-	-	-
Blank	1	-	-	-	-	-	-	-

* Based on data from 6300 GPs surveyed between April 2008 and March 2011 with 25 or more responses.

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

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

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

Your patient feedback

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

Comments about how the practice could improve

- Reception staff shouldn't be asking too many questions on why you need to see a doctor! Certain things are private and confidential. All reception staff are nice and polite but one member!
- By having more than one line in the morning.
- Longer opening hours!
- Really good.
- Quicker appointments, being able to speak on the phone.
- More communication is required in staff at reception to satisfy patients/customer. Reception staff should work and act as a team and should be responsible and able to cover each other and share responsibilities. Reception should be helpful and customers/patients focused and should understand customer's/patient's problems and maintain dignity. Waiting area should be kept neat and hygienic. Seating chairs should be cleaned every day.
- It's very cold! The phone is constantly busy therefore appointments made is poor!
- Put the radiator on - it's always cold in the waiting area. Give the room a make over as it's quite dull and boring. The room doesn't feel hygienic!
- The first contact point of staff should be listening and considerable on individual's needs. A politeness and listening is a key issue to successful service provided to practice.
- Answering the phone when ringing for an appointment.
- Keep going the same excellent way. God bless.

Comments about how the doctor/nurse could improve

- Just keep the same attitude forever.
- I really like this doctor, they are lovely and a very helpful person.
- Be a bit more sympathetic!
- They are very good.
- Nice one, love it.

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 Q9 Satisfaction with visit

Total number of patients responses = 45

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	2	5	11	27	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (2 \times 25) + (5 \times 50) + (11 \times 75) + (27 \times 100)}{(45 - 0)} = 3,825/45$$

Your mean percentage score for Q9 = 85%

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 health professionals, and as such may be artificially high.

Question	Your mean score (%)
Q9 Satisfaction with visit	85

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
47	77	82	86	100

* Based on data from 6300 GPs surveyed between April 2008 and March 2011 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each interpersonal skill 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 table 2.

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.

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.

Page 3

Table 3 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 are provided.

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

Page 4

Patient comments usually reflect scores achieved. Although the questions in the ISQ are generic, comments can pinpoint specific issues identified by the patient from any aspect of the consultation. If there is a particular problem e.g. the doctor speaking too softly, then this can be 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a 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"/>

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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"/>

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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



Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1(b). Please comment on what you feel were the positive aspects of the survey					
1(c). Please comment on any aspects of the survey which you feel could be improved					

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2(b). Please comment below on your response in 2(a)				

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>
3(b). Please comment below on your response in 3(a)		

**Thank you for your feedback. Please return this form to:-
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

Please tick here if you do not wish for us to contact you regarding the service we have provided for you.

We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.