

Evaluation question ratings and scores

Table 1: Distribution and frequency of ratings

	Blank	Poor	Fair	Good	Very Good	Excellent
Q 1 Opening hours satisfaction	1	1	12	54	74	47
Q 2 Telephone access	6	4	13	50	66	50
Q 3 Appointment satisfaction	0	1	8	36	75	69
Q 4 See practitioner within 48hrs	4	9	27	51	53	45
Q 5 See practitioner of choice	14	4	27	52	53	39
Q 6 Speak to practitioner on phone	36	5	20	55	39	34
Q 7 Comfort of waiting room	0	0	10	64	69	46
Q 8 Waiting time	14	5	28	54	57	31
Q 9 Satisfaction with visit	1	1	5	17	59	106
Q 10 Warmth of greeting	0	2	3	24	61	99
Q 11 Ability to listen	0	0	4	22	54	109
Q 12 Explanations	0	1	3	28	58	99
Q 13 Reassurance	0	1	4	32	56	96
Q 14 Confidence in ability	0	1	2	17	53	116
Q 15 Express concerns	1	0	6	29	48	105
Q 16 Respect shown	1	1	0	26	49	112
Q 17 Time for visit	3	2	8	30	65	81
Q 18 Consideration	5	1	3	31	55	94
Q 19 Concern for patient	5	0	2	31	56	95
Q 20 Recommendation	3	2	2	25	51	106
Q 21 Reception staff	0	1	10	27	68	83
Q 22 Respect shown	1	1	10	31	66	80
Q 23 Information of services	4	1	12	43	69	60
Q 24 Complaints/compliments	16	0	14	64	57	38
Q 25 Illness prevention	10	2	7	52	61	57
Q 26 Reminder systems	21	3	9	64	47	45
Q 27 Second opinion / comp medicine	42	5	9	50	47	36

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

Evaluation question ratings and scores

Table 2: Mean percentage scores and benchmarks

	Your mean score (%)	National mean (%)*	National quartiles (%)*				
			Min	Q1	Q2 Median	Q3	Max
About the practice							
Q 1 Opening hours satisfaction	61	51	31	48	52	55	76
Q 2 Telephone access	60	46	8	44	51	57	83
Q 3 Appointment satisfaction	69	54	30	51	56	60	85
Q 4 See practitioner within 48hrs	51	48	16	44	50	57	87
Q 5 See practitioner of choice	52	41	11	39	45	51	84
Q 6 Speak to practitioner on phone	50	44	17	41	45	50	78
Q 7 Comfort of waiting room	60	52	24	49	54	58	80
Q 8 Waiting time	49	40	12	36	40	46	75
About the practitioner							
Q 9 Satisfaction with visit	80	71	47	68	72	75	89
Q 10 Warmth of greeting	78	73	49	70	74	77	90
Q 11 Ability to listen	81	74	49	71	75	78	90
Q 12 Explanations	78	72	48	69	72	76	88
Q 13 Reassurance	76	71	46	68	71	74	88
Q 14 Confidence in ability	83	75	50	72	75	78	90
Q 15 Express concerns	78	72	47	69	72	75	88
Q 16 Respect shown	81	77	53	74	77	80	92
Q 17 Time for visit	72	63	40	60	63	67	82
Q 18 Consideration	76	69	45	66	69	73	87
Q 19 Concern for patient	78	70	46	67	71	74	87
Q 20 Recommendation	79	73	47	70	74	77	90
About the staff							
Q 21 Reception staff	72	65	45	64	67	71	89
Q 22 Respect shown	71	64	46	63	66	70	88
Q 23 Information of services	65	61	42	59	62	66	85
Finally							
Q 24 Complaints/compliments	56	52	33	49	53	56	77
Q 25 Illness prevention	64	57	40	55	57	61	80
Q 26 Reminder systems	58	54	36	52	55	59	80
Q 27 Second opinion / comp medicine	56	54	37	52	55	58	79
Overall							
Overall Score	68	61	42	59	62	65	83

* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

See score explanation for percentage score calculation and quartile information

Outliers (+/-1%) have been removed

Scores according to patient demographic category: age, gender, visit type and years attending

Table 3: Number of patient responses by category, mean scores and national benchmarks by list size

Number of Responses	Your mean score (%)	National mean scores (%) by practice list size				
		All practices	< 3000	3 - 6000	6 - 12000	> 12000

Age

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Under 25	65	64	58	62	58	57	56
25 - 59	85	67	59	65	61	59	56
60 +	34	82	66	71	68	65	63
Not specified	5	-	-	-	-	-	-

Gender

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Female	117	69	60	66	62	60	58
Male	60	68	63	68	65	62	60
Not specified	12	-	-	-	-	-	-

Visit Usual Practitioner

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Usual practitioner	125	71	64	68	65	64	62
Not usual practitioner	43	62	55	61	57	55	54
Not specified	21	-	-	-	-	-	-

Years Attending

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
< 5 years	100	66	61	65	62	60	59
5 - 10 years	22	64	60	66	62	59	57
> 10 years	59	75	62	68	64	61	59
Not specified	8	-	-	-	-	-	-

Overall

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Overall Score	189	68	61	66	63	61	58

* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

-- If there is only one response in any category for anonymity breakdown of scores is not reported

- Data not reported

Statistical reliability cannot be guaranteed for small numbers but act as a guide

Scores from previous IPQ survey(s)

Table 4: Comparison of mean percentage scores from previous survey(s)

	07/08/08 25047	20/06/07 19638	14/08/06 16662	26/09/05 13712
Q 1 Opening hours satisfaction	61	58	58	59
Q 2 Telephone access	60	64	65	59
Q 3 Appointment satisfaction	69	63	51	58
Q 4 See practitioner within 48hrs	51	49	34	35
Q 5 See practitioner of choice	52	54	46	52
Q 6 Speak to practitioner on phone	50	45	39	41
Q 7 Comfort of waiting room	60	58	52	56
Q 8 Waiting time	49	48	44	47
Q 9 Satisfaction with visit	80	71	64	73
Q 10 Warmth of greeting	78	69	65	73
Q 11 Ability to listen	81	73	68	75
Q 12 Explanations	78	72	64	71
Q 13 Reassurance	76	68	61	71
Q 14 Confidence in ability	83	75	68	77
Q 15 Express concerns	78	70	63	70
Q 16 Respect shown	81	75	70	77
Q 17 Time for visit	72	64	63	67
Q 18 Consideration	76	68	63	71
Q 19 Concern for patient	78	69	67	71
Q 20 Recommendation	79	70	63	74
Q 21 Reception staff	72	66	63	62
Q 22 Respect shown	71	68	65	66
Q 23 Information of services	65	63	58	58
Q 24 Complaints/compliments	56	53	56	55
Q 25 Illness prevention	64	58	55	63
Q 26 Reminder systems	58	52	56	54
Q 27 Second opinion / comp medicine	56	54	52	53
Overall	68	63	58	63