

Private and Confidential

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Moreton Cross Group Practice
Pasture Road Health Centre
Pasture Road
Moreton
Wirral
CH46 8SA

Improving Practice Questionnaire Report

Moreton Cross Group Practice

March 2012



Certificate of Completion

This is to certify that

Moreton Cross Group Practice

Pasture Road Health Centre

Pasture Road

Moreton

Wirral

CH46 8SA

Practice List Size: 7196

Surveys Completed: 314

has completed the

Improving Practice Questionnaire

Completed on 12 March 2012



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.

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	1	18	88	132	71	4
Q2 Telephone access	30	54	85	86	56	3
Q3 Appointment satisfaction	5	21	77	111	96	4
Q4 See practitioner within 48hrs	5	27	80	83	99	20
Q5 See practitioner of choice	12	45	92	77	68	20
Q6 Speak to practitioner on phone	8	40	82	56	37	91
Q7 Comfort of waiting room	6	40	110	92	59	7
Q8 Waiting time	37	75	91	61	37	13
Q9 Satisfaction with visit	3	9	36	92	165	9
Q10 Warmth of greeting	1	5	35	92	171	10
Q11 Ability to listen	2	6	27	86	183	10
Q12 Explanations	0	6	32	89	178	9
Q13 Reassurance	2	10	36	91	166	9
Q14 Confidence in ability	2	4	29	81	191	7
Q15 Express concerns/fears	1	6	37	87	171	12
Q16 Respect shown	2	2	27	77	199	7
Q17 Time for visit	1	7	31	90	178	7
Q18 Consideration	1	7	41	90	160	15
Q19 Concern for patient	1	9	40	82	169	13
Q20 Self care	0	7	42	85	159	21
Q21 Recommendation	3	4	27	79	184	17
Q22 Reception staff	1	10	54	107	135	7
Q23 Respect for privacy/confidentiality	1	15	57	105	125	11
Q24 Information of services	3	16	78	99	103	15
Q25 Complaints/compliments	4	22	86	102	62	38
Q26 Illness prevention	1	18	99	97	78	21
Q27 Reminder systems	3	29	73	86	95	28
Q28 Second opinion / comp medicine	2	18	79	69	61	85

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

Your patient feedback

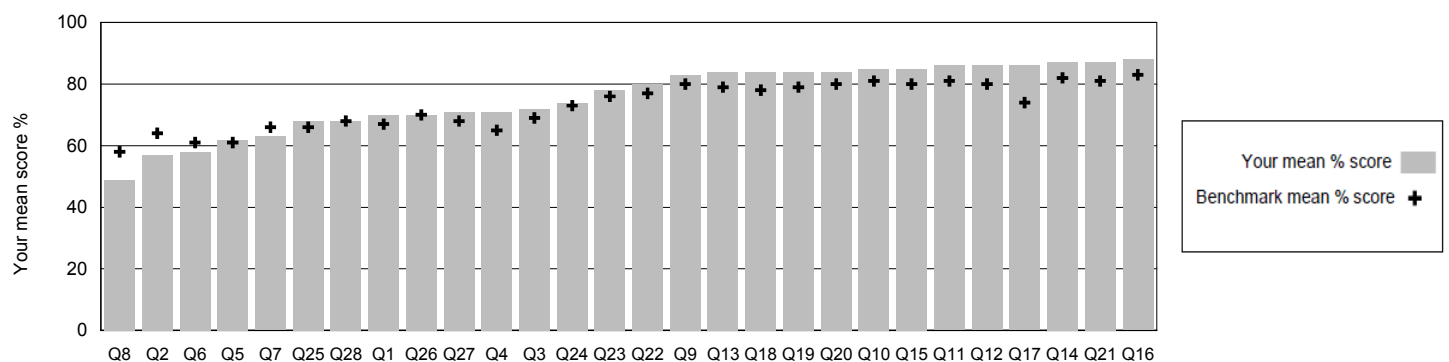
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	70	67	44	62	66	71	99
Q2 Telephone access	57	64	24	56	64	72	99
Q3 Appointment satisfaction	72	69	37	64	69	74	99
Q4 See practitioner within 48hrs	71	65	25	57	65	72	99
Q5 See practitioner of choice	62	61	24	53	60	69	99
Q6 Speak to practitioner on phone	58	61	31	54	61	67	99
Q7 Comfort of waiting room	63	66	31	61	66	72	100
Q8 Waiting time	49	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	83	80	49	76	80	84	99
Q10 Warmth of greeting	85	81	50	78	82	86	99
Q11 Ability to listen	86	81	50	78	82	86	100
Q12 Explanations	86	80	49	77	81	84	100
Q13 Reassurance	84	79	49	75	79	83	100
Q14 Confidence in ability	87	82	50	79	83	86	100
Q15 Express concerns/fears	85	80	50	76	80	84	100
Q16 Respect shown	88	83	50	80	84	88	100
Q17 Time for visit	86	74	46	70	74	79	100
Q18 Consideration	84	78	48	74	78	82	100
Q19 Concern for patient	84	79	48	75	79	83	100
Q20 Self care	84	80	51	78	81	85	99
Q21 Recommendation	87	81	46	77	81	85	100
About the staff							
Q22 Reception staff	80	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	78	76	45	72	76	80	100
Q24 Information of services	74	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	68	66	42	62	66	71	100
Q26 Illness prevention	70	70	46	66	69	73	100
Q27 Reminder systems	71	68	43	63	67	72	99
Q28 Second opinion / comp medicine	68	68	44	63	67	72	99
Overall score	76	73	46	69	73	77	100

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

* Based on data from 3,027 practices 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 with benchmark mean scores from all participating practices



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	70	65	46	62	66	69	84
Q2 Telephone access	57	61	25	54	62	68	85
Q3 Appointment satisfaction	72	67	41	63	68	72	87
Q4 See practitioner within 48hrs	71	62	33	56	63	69	90
Q5 See practitioner of choice	62	57	32	51	58	63	85
Q6 Speak to practitioner on phone	58	59	36	54	59	64	80
Q7 Comfort of waiting room	63	65	39	60	66	71	90
Q8 Waiting time	49	55	32	51	55	60	79
About the practitioner							
Q9 Satisfaction with visit	83	79	49	76	80	84	93
Q10 Warmth of greeting	85	81	54	78	81	85	94
Q11 Ability to listen	86	81	56	78	82	86	95
Q12 Explanations	86	80	55	77	81	84	94
Q13 Reassurance	84	79	51	76	79	83	92
Q14 Confidence in ability	87	82	55	79	82	86	95
Q15 Express concerns/fears	85	80	51	77	80	83	92
Q16 Respect shown	88	83	61	81	84	87	95
Q17 Time for visit	86	73	47	70	74	78	94
Q18 Consideration	84	78	49	74	78	82	91
Q19 Concern for patient	84	79	50	75	79	83	93
Q20 Self care	84	80	62	77	80	84	91
Q21 Recommendation	87	81	46	78	81	85	95
About the staff							
Q22 Reception staff	80	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	78	74	47	71	75	78	90
Q24 Information of services	74	71	44	68	72	75	88
Finally							
Q25 Complaints/compliments	68	65	43	62	65	68	83
Q26 Illness prevention	70	68	46	66	69	71	84
Q27 Reminder systems	71	66	46	63	67	70	84
Q28 Second opinion / comp medicine	68	66	48	63	67	70	85
Overall score	76	72	46	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

* Based on data from 517 practices surveyed between April 2008 and February 2011 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 (6001-8000 patients)

