

Private and Confidential

Mrs Jane E Nock
Four Oaks Medical Centre
1st Floor
Carlton House
Mere Green Road
Four Oaks
Sutton Coldfield
B75 5BS

Improving Practice Questionnaire Report

Four Oaks Medical Centre

January 2014



1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

Mrs Jane E Nock
Four Oaks Medical Centre
1st Floor
Carlton House
Mere Green Road
Four Oaks
Sutton Coldfield
B75 5BS

t 0845 5197493
f 01392 824767

e enquiries@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

22 January 2014

Dear Mrs Nock

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).

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=144130>

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	7	34	112	103	42	4
Q2 Telephone access	46	90	89	55	20	2
Q3 Appointment satisfaction	11	34	94	110	50	3
Q4 See practitioner within 48hrs	8	35	101	95	55	8
Q5 See practitioner of choice	40	64	95	59	35	9
Q6 Speak to practitioner on phone	12	45	94	59	31	61
Q7 Comfort of waiting room	4	40	132	89	31	6
Q8 Waiting time	18	79	116	62	23	4
Q9 Satisfaction with visit	2	9	57	112	120	2
Q10 Warmth of greeting	1	8	53	108	130	2
Q11 Ability to listen	1	9	53	98	139	2
Q12 Explanations	1	6	60	100	131	4
Q13 Reassurance	2	7	58	102	129	4
Q14 Confidence in ability	2	6	44	98	146	6
Q15 Express concerns/fears	2	8	69	93	123	7
Q16 Respect shown	1	1	48	94	155	3
Q17 Time for visit	2	18	64	99	114	5
Q18 Consideration	3	7	65	102	120	5
Q19 Concern for patient	1	12	58	103	123	5
Q20 Self care	2	12	67	103	107	11
Q21 Recommendation	3	7	57	101	132	2
Q22 Reception staff	6	25	75	115	76	5
Q23 Respect for privacy/confidentiality	5	26	75	117	68	11
Q24 Information of services	7	23	95	103	61	13
Q25 Complaints/compliments	3	36	99	85	38	41
Q26 Illness prevention	2	30	105	99	46	20
Q27 Reminder systems	12	36	100	84	46	24
Q28 Second opinion / comp medicine	4	28	83	69	32	86

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

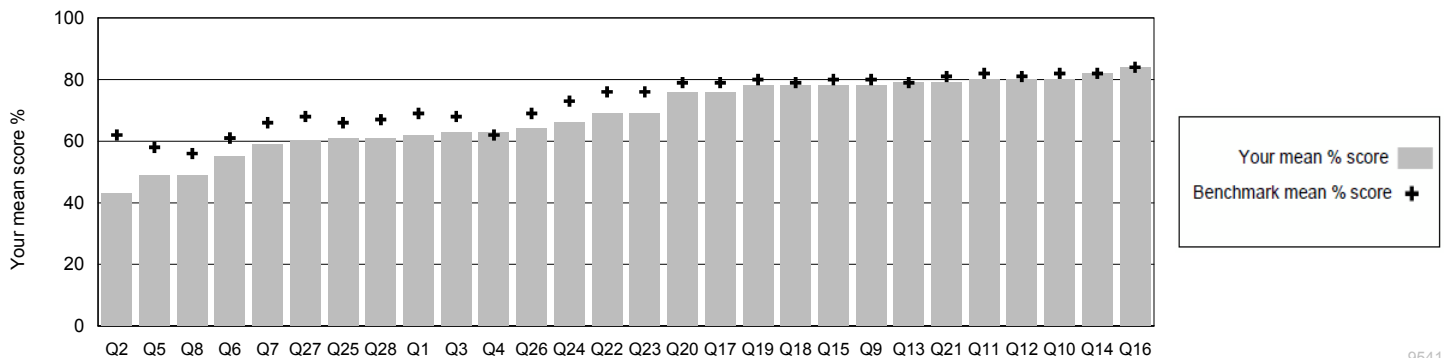
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	62	69	23	64	68	73	92
Q2 Telephone access	43	62	13	53	63	71	92
Q3 Appointment satisfaction	63	68	23	63	68	74	92
Q4 See practitioner within 48hrs	63	62	18	54	62	70	96
Q5 See practitioner of choice	49	58	22	48	57	65	95
Q6 Speak to practitioner on phone	55	61	25	54	61	67	92
Q7 Comfort of waiting room	59	66	27	60	66	71	90
Q8 Waiting time	49	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	78	80	41	76	81	85	97
Q10 Warmth of greeting	80	82	45	78	82	86	96
Q11 Ability to listen	80	82	46	78	83	87	97
Q12 Explanations	80	81	42	77	81	85	97
Q13 Reassurance	79	79	41	75	80	84	98
Q14 Confidence in ability	82	82	43	79	83	87	99
Q15 Express concerns/fears	78	80	45	76	81	85	96
Q16 Respect shown	84	84	49	80	85	88	98
Q17 Time for visit	76	79	38	75	80	84	96
Q18 Consideration	78	79	41	75	79	83	98
Q19 Concern for patient	78	80	43	76	80	84	97
Q20 Self care	76	79	38	75	79	83	97
Q21 Recommendation	79	81	41	78	82	86	99
About the staff							
Q22 Reception staff	69	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	69	76	43	72	76	80	96
Q24 Information of services	66	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	61	66	31	62	66	70	96
Q26 Illness prevention	64	69	34	64	68	72	96
Q27 Reminder systems	60	68	27	63	68	72	96
Q28 Second opinion / comp medicine	61	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	62	67	23	64	68	71	88
Q2 Telephone access	43	56	13	47	58	65	78
Q3 Appointment satisfaction	63	65	23	62	65	69	85
Q4 See practitioner within 48hrs	63	57	18	52	58	64	83
Q5 See practitioner of choice	49	49	22	44	48	55	84
Q6 Speak to practitioner on phone	55	57	25	52	57	63	85
Q7 Comfort of waiting room	59	64	27	60	65	69	86
Q8 Waiting time	49	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	78	80	41	76	81	84	91
Q10 Warmth of greeting	80	82	45	78	83	85	93
Q11 Ability to listen	80	82	46	79	83	87	94
Q12 Explanations	80	81	42	77	81	85	92
Q13 Reassurance	79	80	41	76	80	84	91
Q14 Confidence in ability	82	82	43	79	83	86	92
Q15 Express concerns/fears	78	80	45	77	81	84	91
Q16 Respect shown	84	84	56	81	85	88	93
Q17 Time for visit	76	79	38	75	80	83	91
Q18 Consideration	78	79	46	75	79	83	89
Q19 Concern for patient	78	80	46	76	80	84	90
Q20 Self care	76	78	38	75	79	83	89
Q21 Recommendation	79	81	41	78	82	86	91
About the staff							
Q22 Reception staff	69	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	69	73	43	70	73	76	90
Q24 Information of services	66	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	61	63	31	60	64	66	86
Q26 Illness prevention	64	66	34	63	66	69	86
Q27 Reminder systems	60	65	27	62	65	68	86
Q28 Second opinion / comp medicine	61	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

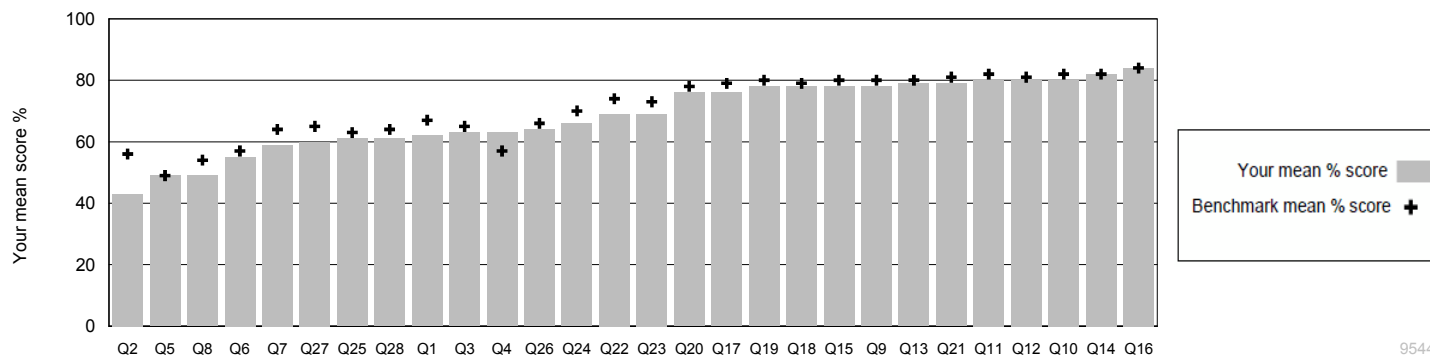
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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)



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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 (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	16	67	70	42	66	70	75	91
25 - 59	119	65	70	35	67	70	74	87
60 +	163	72	73	24	70	73	76	87
Blank	4	-	-	-	-	-	-	-
Gender								
Female	181	68	71	32	67	71	74	87
Male	119	70	73	45	69	73	77	88
Blank	2	-	-	-	-	-	-	-
Visit usual practitioner								
Yes	181	72	74	35	71	74	77	89
No	98	63	68	35	64	68	72	84
Blank	23	66	70	53	65	70	73	83
Years attending								
< 5 years	47	65	72	28	68	72	76	88
5 - 10 years	52	67	71	40	67	71	75	91
> 10 years	202	70	72	48	69	72	75	86
Blank	1	-	-	-	-	-	-	-

*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	24/10/2011	02/01/2009	26/11/2007
Q1 Opening hours satisfaction	62	61	67	61
Q2 Telephone access	43	41	50	52
Q3 Appointment satisfaction	63	65	69	70
Q4 See practitioner within 48hrs	63	65	70	72
Q5 See practitioner of choice	49	56	63	62
Q6 Speak to practitioner on phone	55	56	60	58
Q7 Comfort of waiting room	59	58	67	68
Q8 Waiting time	49	54	62	61
Q9 Satisfaction with visit	78	81	85	87
Q10 Warmth of greeting	80	82	85	87
Q11 Ability to listen	80	84	87	88
Q12 Explanations	80	81	85	87
Q13 Reassurance	79	79	84	86
Q14 Confidence in ability	82	83	86	88
Q15 Express concerns/fears	78	80	85	86
Q16 Respect shown	84	85	89	89
Q17 Time for visit	76	81	77	76
Q18 Consideration	78	78	82	83
Q19 Concern for patient	78	79	83	84
Q20 Self care	76	78	--	--
Q21 Recommendation	79	81	87	87
Q22 Reception staff	69	67	70	71
Q23 Respect for privacy/confidentiality	69	68	71	73
Q24 Information of services	66	66	70	70
Q25 Complaints/compliments	61	58	62	66
Q26 Illness prevention	64	62	67	66
Q27 Reminder systems	60	61	67	64
Q28 Second opinion / comp medicine	61	62	66	66
Overall score	69	70	74	75

-- no data available, question introduced in October 2009.

*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?

- Appointment seem to often be delayed which can be frustrating, although I appreciate that the GPs are very busy.
- It continues to be difficult to see one doctor of your choice unless you are booking 2 weeks in advance! The 'good' doctors continue to be busy - so when you require to see a doctor on the same day I do not want to see a doctor I have never met before, which is the case. Keep some appointments available for the 'more popular doctors' for the same day appointments.
- Appointments arrangements were changed but we were not notified of this.
- Don't really see how the practice could improve - can be difficult to get through to book an appointment, but what could be done about that? A fantastic practice with wonderful staff, doctors and nurses.
- Lack of continuity of treatment as it has been impossible to see the same doctor about the same medical condition (4 doctors seen about one medical problem, different approaches from each).
- Update a little with seating in lower waiting room. Service is very good and staff are very efficient and helpful to me.
- Work at early morning appointment system for ringing in - nightmare to get an appointment - lines constantly engaged - appointments all gone by the time working parents get through.
- Sorry to be so boring. Could not improve service particularly one doctor and member of reception. Happy with all - have had great help at all times.
- Telling patients where doctor's rooms are located especially on-screen when you arrive.
- Very good.
- I do not think the new appointment system for appointments for myself works very well, as I believe I should be able to see a doctor of my choice, within 2 days whereas at the moment I could have to wait for at least a week.
- Having to ring early in the morning or special time in the afternoon for same day appointment can be time consuming and not always successful.
- I didn't notice any information on opening times, special clinics, telephone numbers to phone for results etc. It may have been there or in the other waiting room.
- All people are very polite, friendly, warm, caring and provide top class service.
- Overall excellent surgery. Very satisfied.
- Without reservation this practice is all the superlatives.
- The difficulty of telephoning for an appointment is of concern to me, the lines are busy and when I finally get through, appointments are no longer available.
- Make appointments after 10am so I can use my bus pass.
- My personal experience after many years at the practice, has always been excellent.
- My only real criticism is the waiting time on the phone to get through to the person/department I need to speak to.
- The only criticism I have is the Wednesday closure. If you phone for an appointment and can't get one on Tuesday, Thursday or Friday seems a long wait.
- Opening on Wednesday afternoon.
- Contacting the practice on the telephone is hopeless.
- None, I get excellent service every time I phone or come into the surgery.
- Due to the volume of patients as this practice I realise the difficulties of improving the system. One point I would like to suggest is more telephone lines open first thing in the mornings to book appointments.
- Fortunately I haven't, to date, had to be a frequent attender so don't feel I can usefully comment on this.
- More telephone lines.

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?

- Have more book ahead appointments.
- Light background music.
- Opening hours extended!
- When making an appointment, it took me 30 minutes on the telephone could not make an appointment with my usual, who wished to see me again, for 2 weeks. Then offered me a 9:30 appointment.
- I haven't felt the need to change.
- The lack of appointments which can be booked ahead is extremely frustrating especially when you wish to see a specific doctor. It is nigh on impossible to get through to book a same day appointment and it seems that people who can come to the surgery before 8 can book available appointments leaving few for people who work.
- No reason to suggest any improvements.
- My only complaint is trying to ring to make an appointment with the doctor you want. Sometimes the reception staff are very helpful but some can be quite abrupt and can upset you.
- I would like to see the practice opened the full day on Wednesdays.
- I have had no problems at all. The practice has met all my needs so far.
- More extended evening appointments.
- A better telephone system or be able to book appointments online.
- Have late night surgery for workers more than once a week. Open some Wednesday afternoons. Offer holistic healthcare, support groups.
- Improve phone service, virtually impossible to get through - it must stress the poor receptionists as well as patients. Reception area's a bit tatty, torn patched seats, scuffed paintwork and signs everywhere! On bits of paper. Pinboards very untidy. Get rid of dusty twigs and ornaments/fake flowers.
- I have been registered here all my life and have always received excellent service. Congratulations to all doctors and staff.
- I like the TV screens in the waiting rooms, very informative.
- It can be embarrassing when a receptionist asks you what you have to see the doctor about when there is a queue of people behind you.
- Greater range of appointments. Online booking appointment facility. Longer appointment. Reception staff could be friendly and try smiling. Often abrupt.
- Magazine selection is poor. The staff are really friendly and I always feel that the medical staff really care. Unfortunately the patients in the waiting room aren't as respectful and I find it annoying that signs not to use mobile phones are blatantly ignored. I'm not sure what can be done about this though.
- The practice is excellent however there are two waiting rooms and sometimes find it confusing where to sit. On many occasions the doctor comes out to find me. But the practice is fantastic!
- The only time we have problems is phoning in the mornings to get appointments? More phone lines or ability to book appointments online.
- Easier telephone contact - it has frequently taken more than 60 calls (repeat) to get through to make an appointment in the morning. Have also had to wait up to 20 minutes on hold when the system clicks into place before the call is answered - this has occurred when phoning after the busy morning period.
- Not liking the current system of booking.
- Make sure it is always easy and fast to cancel appointments if you want to make sure people cancel. Last time I cancelled an appointment I was waiting on the phone for 15-20 minutes, which is unacceptable.
- Waiting time on telephone. Surgery cover weekends.

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 really struggle getting through on the phone for appointments, maybe an online booking system may ease phone lines.
- The reception staff's professional and unaccommodating manner is horrendous. They are constantly rude and unhelpful. Whilst belittling and shouting personal details. Let the whole surgery down on their unprofessional ways.
- Q1 - Illness doesn't always occur in practice hours. Q3 - Retired so time/appointment during day is always easily attended. Q4 - Depends on how ill I feel or problem experienced - have always tried to assess/tell receptionist. No problem within 48 hours if necessary. Q24 - Would refer to website otherwise don't know (would ask). Q25 - Have not written a complaint. Personally expressed thanks to doctor or nurses for care and anything else concerned with.
- Perhaps publish some information on the specialities of the different doctors/nurses, for example for a child one would ask for one doctor in particular - but perhaps one of the other doctors (e.g. the newer ones) may also specialise in child health?
- More 'expectations management' when wait times were long. Had I known there would be a 50 minute wait (there were still several people before me when I arrived on time) I would have taken my toddler for a walk rather than her get grumpy in a waiting room.
- Overall I am happy with this practice. Getting through on the phone needs improving, you have to wait a good 15-20 minutes to get through.
- The reception staff need to be less abrupt. Move telephone lines as getting through to the reception is very difficult. If phones were manned during lunch times this would help. It is very difficult to see the doctor of choice.
- Needs to improve on waiting times when at the surgery. Very difficult to get an appointment with doctor of choice and very hard to get through to reception staff via phone.
- Better customer service from receptionists.
- More holistics needed, also information about organic food diet and less prescribed medicines.
- It would be very helpful if the practice could hold an emergency clinic on a Saturday. I have found it difficult as a working parent to make repeated visits during the week.
- Feel that staff at reception could be more friendly on phone and in person. Often feel like I am bothering them (seem awfully) busy.
- The requirement to ring after 1:30pm for an evening appointment is difficult when I'm at work, it was easier when you could book at 8am.
- The practice phone service needs to be improved and answered quicker. The times to ring for a same day appointment are not always convenient. Informing you on arrival if a doctor/nurse is running late and by how long.
- Another late night surgery would be good.
- I have no complaints with the practice. I am just disappointed in the attitude of certain doctors.
- Book appointments online. Book appointments in advance. Book immunisations and/or nurse appointments online. No Wednesday afternoon closing.
- Quicker telephone answering times and ability to book advance appointments made easier.
- Improvements to appointments system being answered. It has taken up to 25 minutes of repeated phone calls to get through, 15-20 minutes is normal.
- Being able to see doctor of your choice. Being able to get through on phone at 8am (constantly trying!).
- I am very happy with the practice apart from the location of the reception staff. Often there is a queue to see a member of staff which blocks the only entrance to the waiting area. If there should be a fire evacuation could be difficult and dangerous. There is also no confidentiality at this point as everyone in the queue can hear the conversation between the patient and receptionist.
- Easier access, maybe online appointment booking. I made 26 telephone calls before I got through to reception.

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?

- It can be extremely difficult to ring twice in one day when trying to make an appointment with a specific doctor, especially when you work, not everyone has the freedom to use a telephone at work during the day. I think you should revert back to calling anytime for that day only.
- Thanks, very happy with staff at practice, never had any problems.
- It is difficult to get through by telephone sometimes.
- My appointment was 9:50. The waiting room was so crowded that a man had to stand to allow a mum and toddler to sit. While I understand that a lot of doctors and nurses work at this practice - the waiting room was totally inadequate and my feeling was that if you 'didn't have it when you arrived' there was a good chance that you would have it when you left!
- Increase phone lines/staff between 8-9.30 to enable patients to book appointments, as this single issue lets down an otherwise very good practice. This is the most annoying issue as trying to get through to book appointment is critical. The other solution would be to enable patients to book online!
- Not sure that having your full name come up on a screen for all to see provides confidentiality, although people probably ignore it.
- Should open Wednesday p.m. especially as they are not open Saturdays. Designated staff for reception and for not doing anything else, i.e. phone.
- I have been with this practice since it opened I do not plan to move to any other!
- The practice could open on Saturdays for few hours in the mornings!
- Unless you need an emergency appointment it can be 3 days before you get an appointment to see any doctor. The practice should be open on Saturday morning and all day Wednesday.
- It is very difficult to make appointments over the telephone even when trying to ring after 8am but if asked to ring after 1pm all the appointments are very often gone by the time you manage to get through to reception. It has been very rare during this year that I have managed to see the doctor of my choice.
- More appointment times, practice should stay open longer hours to accommodate everyone who needs to see the doctor they prefer.
- To have a translator available as I don't speak English very well.
- Telephone and online booking form for appointments would help if they worked more effectively.
- Appointment booking is very poor. Having to telephone again if appointment not available is terrible service. Why I cannot get an appointment in one telephone call I cannot understand. Your system might make work for someone but is not the way to give good customer service. I am also surprised that longer opening hours cannot be possible if there are adequate doctors/nurses. I have to remember not to be ill on Wednesday afternoon?
- Try to keep waiting room at a comfortable temperature with accurate temp air conditioning.
- There must be a lot of germs on those magazines. Bad for health.
- I am completely satisfied with the practice.
- Would prefer to be able to phone in the morning for an afternoon appointment.
- I can only say at my rare visits to the doctor/nurse my visits have been very good.
- Improvement of telephone contact when urgent appointment is required.
- The telephone system needs a better queuing system. Repeatedly get the engaged signal. When you do get through clicking noises that make you think you have lost the line before you finally get through.
- There was a mix up with my last appointment but the receptionist was very good in sorting it out.
- Online appointment booking.

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?

- Quicker phone response at 8:15am.
- Please please introduce email bookings for doctor appointments ASAP.
- Improve getting an appointment first thing in the morning by telephone.
- Could telephone calls have a queuing system?
- Keep it up.
- Ability to get an appointment on same day, or book ahead for next day/2 days.
- The appointment system in my opinion is poor and needs reviewing.
- Repeat prescriptions: most people who exceptionally ask for a repeat prescription early will have a valid reason, i.e. holiday/vacation. Your records ought to show the minority who consistently ask early and they should be dealt with/referred on an individual basis. Do not treat everyone the same! You need to build up a track record of patient's requests and act accordingly.
- I do not personally have any criticism of the practice, the staff or doctors and nurses that I engage with on a regular basis. I therefore do not believe I would be able to improve what is already more than satisfactory.
- Waiting to get through on telephone. Advance appointments.
- Telephoning at 8am for an appointment is frustrating to say the least. Being normally unable to advance book visits easily is also annoying especially if your usual doctor or practice nurse is requested for follow up reasons. Previous attempts to improve the booking system have, if anything, worsened the situation so that complications now occur more often. When calling 308-2080 much of the recorded message is 'old hat' and keeps the patient waiting unnecessarily, adding to costs as well. It is suggested that waiting up to 15 minutes, beyond 8am to speak to a receptionist indicates an overhaul of the current booking system is overdue. Additionally when getting through to reception no appointments with the doctor you want to see are available. In the short term more telephone lines need to be added and 8am patient visits to the surgery should not be allowed, the doors being locked until 8.15am - 8.30am.
- It takes too long to get through on the phone.
- No, it is the best.
- Open on Saturday morning.
- The time taken each morning in trying to make an appointment.
- I came in the other day for a blood test, and thought that I could get my flu jab at the same time. The nurse could not give me the flu jab as they were not qualified to give flu jabs. However when I went back to reception to book the jab, they got it done immediately with another nurse. Excellent service (no extra visit).
- No - everything works fine thanks.
- Offer service during 24 hours.
- Opening on a Saturday morning would help relieve the strain on services and give people with non-urgent medical conditions, who are working, time to see a doctor, as it seems to be frowned upon to leave work to go to the doctors.
- Closed Wednesday afternoons - unbelievable! For someone who works full time trying to get a same or next day appointment is impossible. Phone lines are always engaged. Had to rebook an appointment sent by letter before suitable dates could be found.
- Spoken as well as visual announcements to go through to doctor. I found, unless I stared at the screen, I missed some of these. If one had been for me I would not have known.
- Some patients may find an SMS text reminder service useful if not already in place.
- Better telephone service.

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?

- More opportunity to obtain non emergency appointments with GP of your choice - it currently feels impossible - maybe provide evening or weekend appointments for those patients who work.
- Improve the telephone service as this really lets the practice down.
- Same old horse - email appointments - please.
- Whenever I wish to make an appointment to see a doctor, I always ring at 8am in the morning as requested by yourselves. On regular occasions I have to ring 30 plus times (20 minutes) before I get an answer. I find this system is very unacceptable and needs to be amended in the very near future.
- I only have limited experience of the practice as my visits average less than once per year.
- The website and newsletter give all necessary information, but perhaps non-internet using patients might be able to opt for occasional postal updates.
- Telephone system for appointments.
- Waiting room too hot at times and windows not open. Magazines some very old - looked at magazine dated 2010.
- Only on one occasion have I witnessed lack of respect to a patient by a member of the reception staff which was done verbally in the waiting room earlier. Even if the receptionist had been right the lack of respect shown was unfortunate.
- It is difficult to make an appointment to see a specific GP which is important in an ongoing treatment. I find the reception staff difficult to relate to. My requests are very secondary to their way of working/instructions and I feel that my needs are irrelevant.
- I think that you should advise patients as to the results of blood tests not leave it that 'no news is good news'.
- It must be very difficult for you. Major concern regarding urgent request to see doctor of choice - a personal visit is required at 7.50am or 13.20pm to see a doctor of choice that day (admitted personal doctor is not always available) you will appreciate this patient is 95% satisfied!
- Cannot think of anything at this stage. Information sent to me by text regarding appointments is an excellent improvement, as is the screen patient calling system.
- The reception area can become rather congested at times perhaps consider relocation to ground floor? Better use could be made of the elevated waiting room (currently only used by one doctor's patients) to relieve space in main waiting room.
- Same day appointment system is too inflexible.

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?

- Recent doctor was very good. I have previously seen another who was excellent - very friendly and warm and a great level of service. A previous appointment with a third doctor was less than satisfactory - complete lack of interpersonal skills which were necessary due to the delicacy of the situation. Bedside manner needs to be improved to gain patients' trust.
- Seen the phlebotomist recently - could do with being a bit cheerful and friendly to put you at ease.
- Always been treated with respect/privacy by all doctors/nurse each time I need to visit.
- Excellent.
- I have used this practice for many many years and never had cause to complain. I hope to continue with you for many more years.
- I really find my doctor very helpful and kind and have no complaints at all except sometimes it is difficult to actually get an appointment when you need one. The nurses are also helpful.
- Waiting time is sometimes a problem especially for working people.
- It would be very hard to improve on this level of caring from everyone concerned.
- No. Very good nurse excellent.
- Very happy with my relationship with my doctor since they came to the practice.
- Could apologise where patients have been waiting. Some doctors have been down right rude to me at times, but these may have been locums. I rarely visit the practice as don't believe doctors treat me as an individual. I would like to be supported in (alternative?) options to medical interventions.
- Personally I can only say that I can guess at what pressures and situations doctor faces daily but that isn't a good enough foundation to make comments towards improvement.
- I cannot fault the GPs or nurses I have required the assistance of. Please keep up the standard. This surgery has always achieved to my knowledge.
- I have always received excellent attention.
- We are very lucky to have such a good medical practice.
- Again the service I receive from both doctors and practice nurses is excellent.
- Better displays promoting healthy lifestyles instead of messy pinboards. Let's have a fish tank and vending machines! Watching fish whilst waiting will improve BP results!
- More time with patients.
- We tend to see the same doctor as we are very happy with them, their medical knowledge and patient service are excellent, cannot comment on other staff.
- No improvement needed, doctors and nurses have been extremely helpful and receptionist/administration staff are wonderful!
- None. Everyone (all staff) been helpful, sympathetic even under pressure. Reassured personal concerns.
- They could focus more on me and what I am saying and less on the computer. Computerised records are a mixed blessing. In a short consultation much time is spent reading the screen and entering current data.
- I haven't ever been anywhere else in years to see the super folk who work at this practice.
- Lovely and understanding.
- The doctor is excellent - really caring and lovely - very calm and reassuring - so kind.
- An overweight nurse should not be advising patients that they are overweight.
- Eye contact would be nice, treated as a person not a job would be nice too.

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?

- Most recently I have had to visit repeatedly for my daughter. Her condition has not yet cleared up and I have found it difficult to see the same doctor each time. I feel this has probably made diagnosis/treatment take longer.
- Was dealt with very curtly by a doctor when I arrived late for an appointment. I had called to say I was running late. Had two children and one was really grumpy. In end child was not examined as they were upset and treatment given based on what I said.
- No, excellent service from the nurse.
- I would not want to see one doctor again. My visit with was uncomfortable and I found them to be rude. All the other doctors including the locums are great!
- I'd never met this doctor before and whilst they were very professional I felt they lacked compassion. It was almost as if they didn't believe me, I don't attend the GP unless absolutely necessary and felt they were dismissive towards me.
- Availability with own doctor for appointments, more availability to see doctors with speciality, e.g. children/babies.
- When I attended the practice I was attended to by a doctor after a car accident. I was lied to and told that I couldn't be examined due to it being against the law. I was later informed this was not true and on my second visit another doctor also confirmed this was untrue. Patients should not be lied to!
- Doctor who treated my son was very nice and professional.
- None, the doctor was exactly what you want in a GP. Another doctor can be very abrupt and brusque, they could listen more rather than talking over you.
- Would like to be asked how I would prefer to be addressed, after all we do address doctors as doctor, not by their first name.
- I have had a problem on a couple of occasions with younger member of staff rushing through my appointment, one even got up and opened the door.
- The doctors and nurses are excellent.
- The doctors and nurses I engage with on a regular basis are all excellent in all aspects with regards to my welfare and it would be difficult to be better.
- I believe the doctors, nurses and receptionists do a difficult job brilliantly, bearing in mind the popularity of the practice and the lack of understanding of many patients, unfortunately this questionnaire refers to a specific visit, hence the answers indicated refer only to that occasion. I have high regards for my doctor and a fantastic relationship. However on that morning I waited for nearly half an hour while they were with the previous patient. I felt the doctor was affected by what had happened just before seeing me. They were clearly confused and not at their reassuring best. I finished up with prescriptions not requested from my usual list, these I will retain until time when the items are needed. My comments made her reflect why my questionnaire responses do not reflect my views on the doctor's outstanding ability just match all that should be said for 9-21 inclusive.
- I am delighted with overall services I receive from the practice. Doctors, nurses and admin staff.
- No, all excellent.
- Nurse appointments always on time. My particular choice of GP often means a wait, but the wait is worthwhile because I get what I need from my GP - see satisfaction answers 9-21 inclusive.
- A little more time for the appointments would be helpful.
- Better explanation of what all numbers mean from blood test results.
- Spend more time at work.
- Fully satisfied.
- Doctors and nurses are all excellent. When you eventually get to see one! Reception staff are a little frosty, as if they are doing you a favour, yes it's busy - we all are. Perhaps open on a Wednesday p.m. to offload.
- More availability to see doctor of choice.

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?

- No improvement required.
- I think the doctors/nurses are very acceptable.
- No - I am very happy with the care and support I receive. Thank you all.
- No - my wife and I have always been happy with all aspects of the practice.
- My visit was to the nurse on my last visit they were friendly and pragmatic. I find the doctor exceptional when I can get an appointment with them. Remember it is a healthcare service as well as a sickness service.
- Perhaps, a little less pressure of quantity of patients can bring about a qualitative change in health care.
- I think that the doctor is excellent.
- I think all the staff/doctors are excellent, they listen and are helpful. I could not ask for more.
- As if?

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 = 302

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	7	34	112	103	42	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(7 \times 0) + (34 \times 25) + (112 \times 50) + (103 \times 75) + (42 \times 100)}{(302 - 4)} = 18,375/298$$

Your mean percentage score for Q1 = 62%

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	62

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"/>	<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"/>

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"/>

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

Certificate of Completion

This is to certify that

Four Oaks Medical Centre

1st Floor
Carlton House
Mere Green Road
Sutton Coldfield
B75 5BS

Practice List Size: 12000

Surveys Completed: 302

has completed the

Improving Practice Questionnaire

Completed on 22 January 2014



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.