

# What can we learn from the Improving Practice Questionnaire (IPQ)?

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# Aims of this presentation

- *Describe the IPQ and its validity and reliability.*
- *To explore the predictors of IPQ scores.*
- *To highlight areas of perceived excellence in British general practice from the patient's perspective.*
- *To highlight areas in need of improvement from the patient's perspective.*
- *To show how perceptions of these areas have changed over three years*

# The Improving Practice Questionnaire (IPQ)

- An instrument providing doctors, nurses and practices with clear feedback from *their own* patients.
- Feedback from the IPQ combines:
  - *general issues around primary care*
    - *(such as access, availability of information, preventive care and health promotion)*
  - *the patient's experience of the doctor's interpersonal skills in the medical consultation.*

# Origins of the IPQ

- *Based on the Practice Accreditation and Improvement Survey (PAIS)*
    - used as part of the formal accreditation of quality in Australian general practice since 1996\*
  - *User involvement*
    - Items on the questionnaire were derived from interviews with patients.
  - *Validated in Australia*
- \*Greco et al., 2001.

## IMPROVING PRACTICE QUESTIONNAIRE

DOCTOR'S NAME:

*YOU CAN HELP THIS GENERAL PRACTICE IMPROVE ITS SERVICE*

- . The practice and the doctors at this surgery would welcome your honest feedback.
- . Please do not write your name on this survey.
- . Please read and complete this survey after you have seen the doctor.

PLEASE RATE EACH OF THE FOLLOWING AREAS BY CIRCLING ONE NUMBER ON EACH LINE.

	Poor	Fair	Good	Very Good	Excellent
<b>ABOUT THE PRACTICE</b>					
1. Your level of satisfaction with the practice's opening hours	1	2	3	4	5
2. Ease of contacting the practice on the telephone	1	2	3	4	5
3. Satisfaction with the day and time arranged for your appointment	1	2	3	4	5
4. Chances of seeing a doctor within 48 hours	1	2	3	4	5
5. Opportunity of speaking to a doctor on the telephone when necessary	1	2	3	4	5
6. Comfort level of waiting room (eg. chairs, magazines)	1	2	3	4	5
7. Respect shown for your privacy and confidentiality	1	2	3	4	5
8. Length of time waiting in the practice to see the doctor	1	2	3	4	5
<b>ABOUT THE DOCTOR</b> <i>(whom you just saw)</i>					
9. My overall satisfaction with this visit to the doctor is ....	1	2	3	4	5
10. The warmth of the doctor's greeting to me was ....	1	2	3	4	5
11. On this visit I would rate the doctor's ability to really listen to me as ....	1	2	3	4	5
12. The doctor's explanations of things to me were ....	1	2	3	4	5
13. The extent to which I felt reassured by this doctor was ....	1	2	3	4	5
14. My confidence in this doctor's ability is ....	1	2	3	4	5
15. The opportunity the doctor gave me to express my concerns or fears was ....	1	2	3	4	5
16. The respect shown to me by this doctor was ....	1	2	3	4	5

PLEASE TURN OVER

*Items of IPQ  
(GP version).  
All are scored on a  
five point scale from  
'poor' to 'excellent'*

SAMPLE ONLY - NOT TO BE COPIED

ABOUT THE DOCTOR (Continued...)	Poor	Fair	Good	Very Good	Excellent
17. The amount of time given to me for this visit was ....	1	2	3	4	5
18. This doctor's consideration of my personal situation in deciding a treatment or advising me was ....	1	2	3	4	5
19. The doctor's concern for me as a person in this visit was ....	1	2	3	4	5
20. The recommendation I would give to my friends about this doctor would be ....	1	2	3	4	5
<b>ABOUT THE STAFF</b>					
21. The manner in which you are treated by the reception staff	1	2	3	4	5
22. Information provided by the practice about its services (eg. repeat prescriptions, test results, cost of private certificates)	1	2	3	4	5
23. The opportunity for making compliments or complaints to this practice about its service and quality of care	1	2	3	4	5
<b>FINALLY</b>					
24. The information provided by this practice about how to prevent illness and stay healthy (eg. alcohol use, health risk of smoking, diet habits, etc) was ....	1	2	3	4	5
25. The availability and administration of reminder systems for ongoing health checks is ....	1	2	3	4	5
26. The practice's respect of your right to seek a second opinion was..	1	2	3	4	5
27. My overall satisfaction with this general practice	1	2	3	4	5

SAMPLE ONLY - NOT TO BE COPIED

Any comments about how this practice could improve their service? \_\_\_\_\_

\_\_\_\_\_

Any comments about how the doctor could improve? \_\_\_\_\_

\_\_\_\_\_

The following questions provide us only with general information about the range of people who have responded to this survey. This information will not be used to identify you and will remain confidential.

How old are you, in years? \_\_\_\_\_ What is your postcode? \_\_\_\_\_

Are you  Female  
 Male

Was this visit with your usual GP?  Yes  
 No

How many years have you been attending this Practice?  Less than five years  
 Five to ten years  
 More than ten years

*THANK YOU FOR YOUR TIME AND ASSISTANCE*

# How the IPQ is administered

- The IPQ is routinely used in exit surveys of 25 per 1000 patients on the list of participating practices.
- Practices are provided with results by an independent company, CFEP (Client Focused Evaluations Program).
  - *their own IPQ results*
  - *benchmark data*
- GPs are provided with their own IPQ scores and patients' comments from 50 of their own patients, if requested.

# Q: Where did the QOF 'Patient experience section' come from?



Visiting Prof Arthur Brownlea, March 2000

# Validation and non-response error studies 1999 to 2001

Study 1: 318 nurses in 160 practices, 11,642 patients

Study 2: 1428 doctors in 361 practices, 55,687 patients

## Good construct validity

- Total item score correlated with 'overall satisfaction with this visit with this General practice",  $r = 0.78$

## Reliability: excellent internal consistency

- 2 major components: 'capacity' & 'capability'
- Cronbach's alpha 'capacity' = 0.95 and 'capability' 0.97

12.5% sample had excellent response rate = 90.3%

Greco & Powell (2003) *Primary Health Care* 12 (10), 38-41

Greco, M. Powell, R. & Sweeney, K (2003) *Education for Primary Care*. 14, 440-448.

# Predictors of doctors' capability score

<i>Model</i>	<i>B</i>	<i>Standard error</i>	<i>Standardised beta</i>	<i>t</i>	<i>p</i>
<i>Constant</i>	<b>-0.182</b>	<b>0.0390</b>		<b>-4.730</b>	<b>&lt;0.001</b>
<i>Age</i>	<b>0.014</b>	<b>0.000</b>	<b>0.259</b>	<b>36.248</b>	<b>&lt;0.001</b>
<i>Type of doctor</i>	<b>-0.319</b>	<b>0.016</b>	<b>-0.138</b>	<b>-20.202</b>	<b>&lt;0.001</b>
<i>Docs in practice</i>	<b>-0.011</b>	<b>0.002</b>	<b>-0.042</b>	<b>-6.23</b>	<b>&lt;0.001</b>
<i>Length of registration</i>	<b>-0.044</b>	<b>0.009</b>	<b>-0.035</b>	<b>-5.064</b>	<b>&lt;0.001</b>
<i>Sex of patient</i>	<b>0.056</b>	<b>0.014</b>	<b>0.027</b>	<b>3.957</b>	<b>&lt;0.001</b>

# Predictors of practice capacity score

<i>Model</i>	<i>B</i>	<i>Standard error</i>	<i>Standardised beta</i>	<i>t</i>	<i>p</i>
<i>Constant</i>	<b>-0.267</b>	<b>0.040</b>		<b>-6.625</b>	<b>&lt;0.001</b>
<i>Age</i>	<b>0.005</b>	<b>0.000</b>	<b>0.105</b>	<b>14.076</b>	<b>&lt;0.001</b>
<i>Docs in practice</i>	<b>-0.021</b>	<b>0.002</b>	<b>-0.079</b>	<b>-11.267</b>	<b>&lt;0.001</b>
<i>Length of registration</i>	<b>-0.092</b>	<b>0.009</b>	<b>-0.073</b>	<b>-10.199</b>	<b>&lt;0.001</b>
<i>Sex of patient</i>	<b>0.146</b>	<b>0.015</b>	<b>0.070</b>	<b>9.855</b>	<b>&lt;0.001</b>
<i>Type of doctor</i>	<b>0.105</b>	<b>0.017</b>	<b>0.045</b>	<b>6.359</b>	<b>&lt;0.001</b>

**What items do patients  
score the highest?**

# Top 5 items in the validation study (1999-2001)

Item	n	Mean (%)*
Q16 The respect shown to me by this doctor	53,566	88.40
Q14 My confidence in the doctor's ability	53,431	87.59
Q11 Doctor's ability to really listen to me	53,332	86.85
Q20 Recommendation of this doctor to my friends	52,176	86.65
Q10 The warmth of the doctor's greeting to me	53,621	86.45

# Top 5 items in the 1<sup>st</sup> QOF cycle (2004-2006). n = 409,486

	2004-05
q16 'The respect shown to me by this doctor/nurse'.	4.37
q14 'My confidence in this doctor/nurse's ability'.	4.31
q11 'Doctor/nurse's ability to really listen to me on this visit'.	4.28
q10 'Warmth of the doctor/nurse's greeting to me'.	4.26
q20 'The recommendation I would give to my friends about this doctor'.	4.25

Areas most in need of  
improvement?

# Lowest 6 items in the validation study 1999-2001

Item	n	Mean (%)*
Q1 Making an appointment	53,625	73.77
Q5 Seeing doctor of choice	49,946	70.98
Q2 Speaking to a doctor on the telephone	43,322	67.98
Q3 Obtaining home or other visit	38,876	67.55
Q4 After-hours service	38,811	67.36
Q8 Time waiting at surgery	52,557	63.37

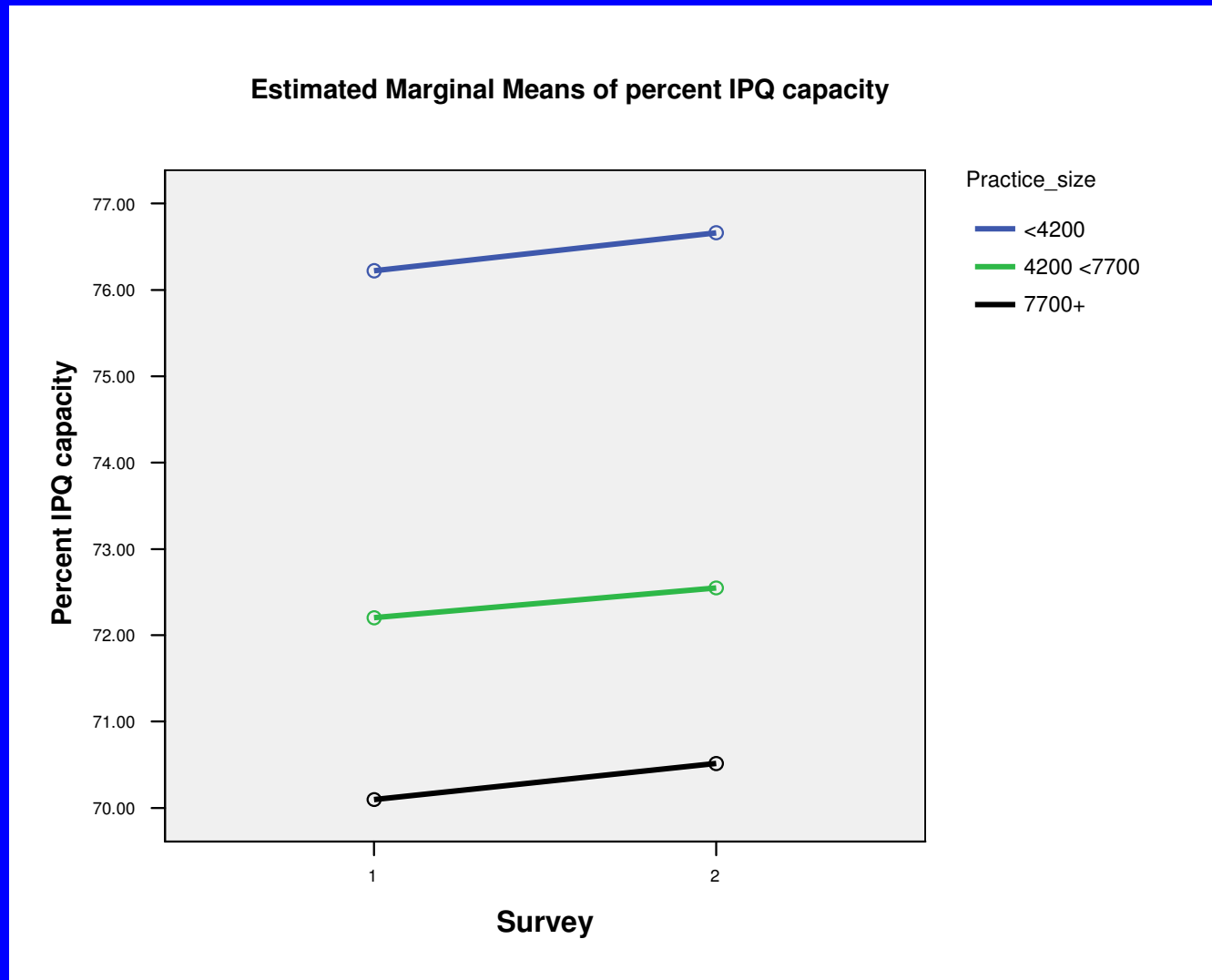
# Lowest scoring items in the 1<sup>st</sup> QOF cycle. n = 409,486 patients

	2004-05
q24 'The opportunity of making compliments or complaints to this practice'.	3.56
q4 'Chances of seeing a doctor/nurse within 48/24 hours'.	3.46
q2 'Ease of contacting the practice on the telephone'.	3.42
q5 'Chances of seeing a doctor/nurse of your choice'.	3.27
q6 'Opportunity of speaking to a doctor/nurse on the phone'.	3.24
q8 'Length of time waiting in the practice'.	3.20

# What next?

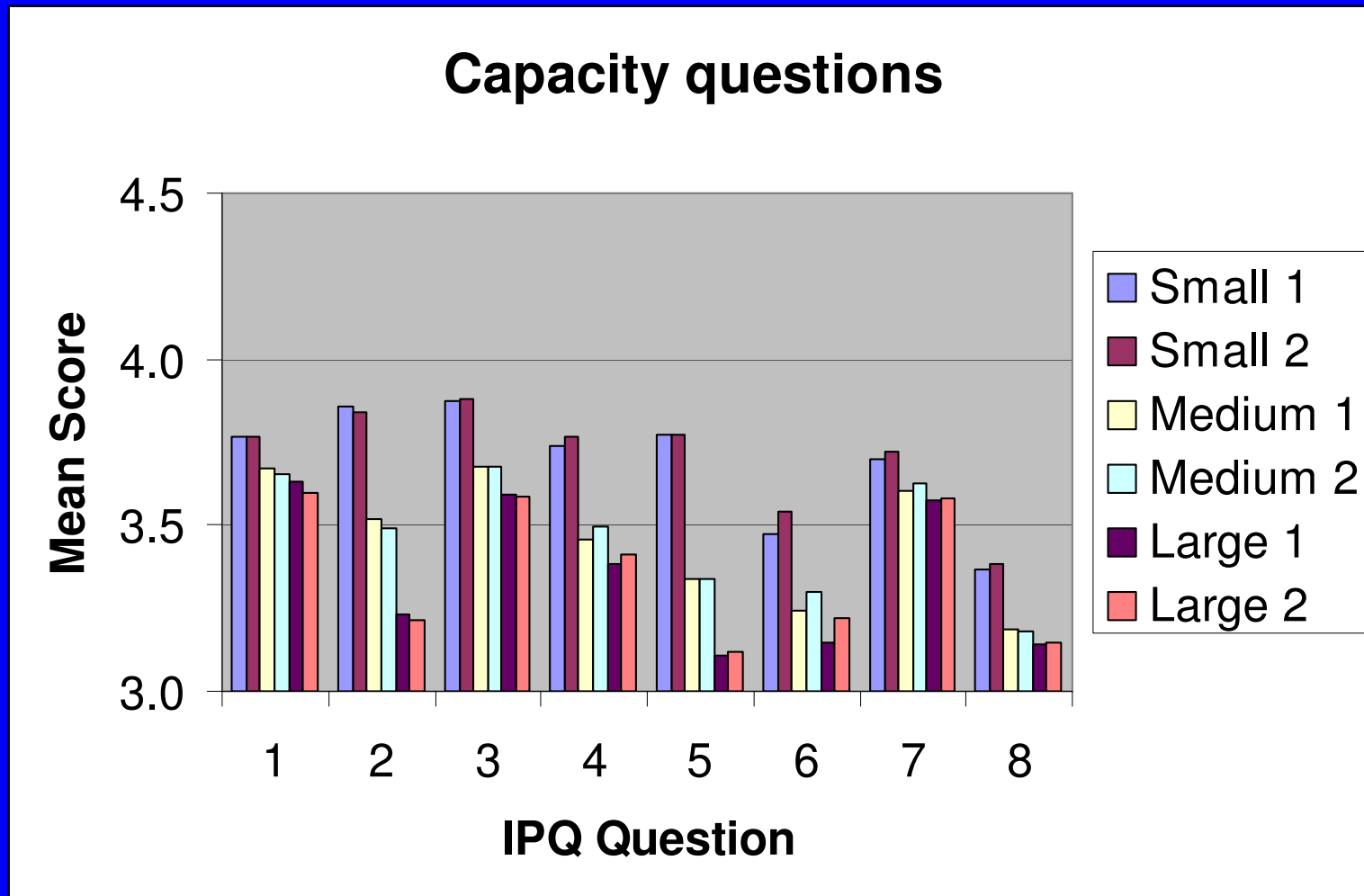
- *Does practice size make a difference?*
- *Are there regional differences in quality?*
- *What practical solutions do practices make?*
- *Scores of ethnic groups*
  - IPQ translated into 12 languages.
- *IPQ scores in other professions*
- *Do RCGP members get better scores than non-members?*
- *Textual analysis of comments*
- *Modelling of scores*

# Capacity score by practice size



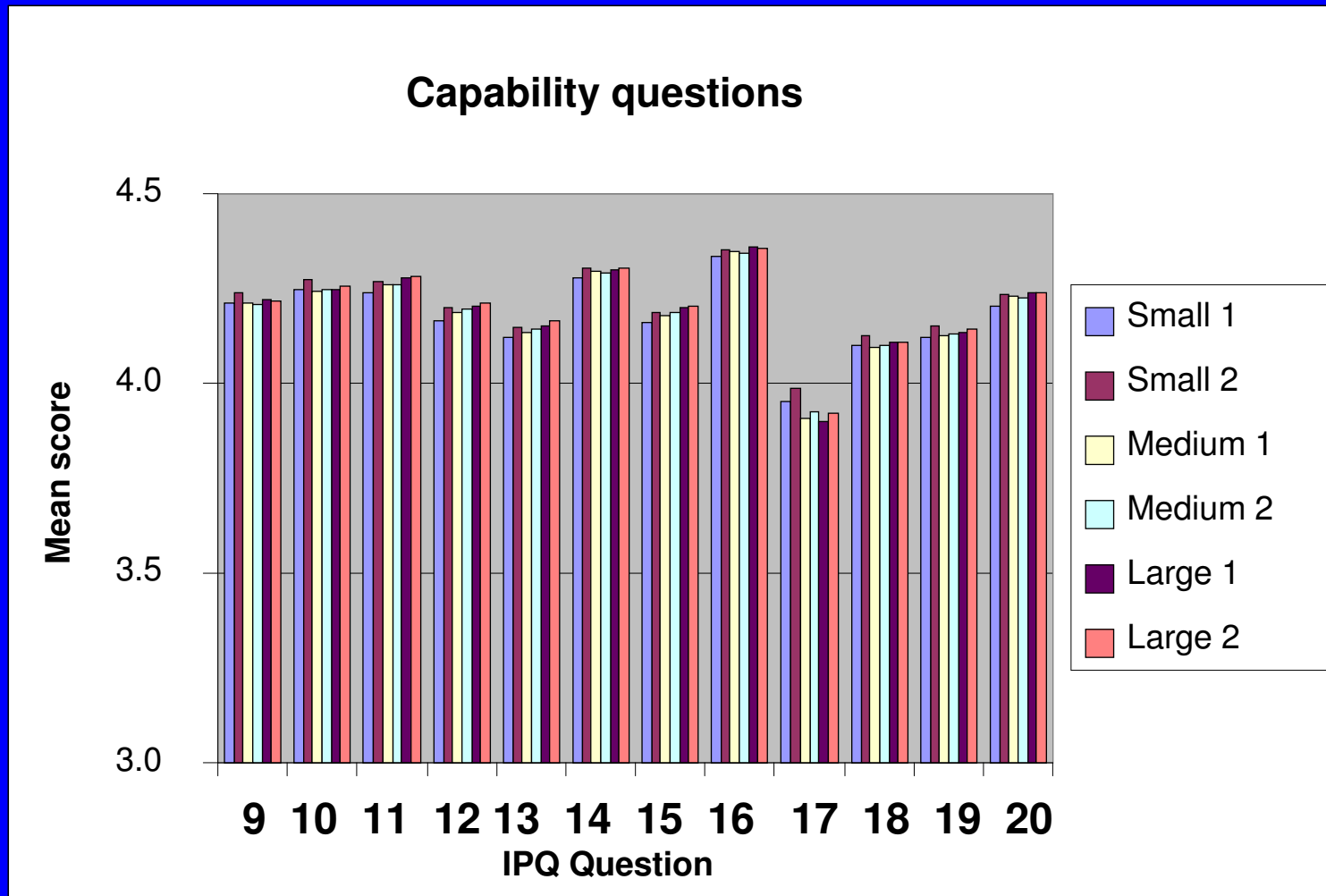
Powell, Powell & Greco, 2007 *in press*

# Capacity score by practice size



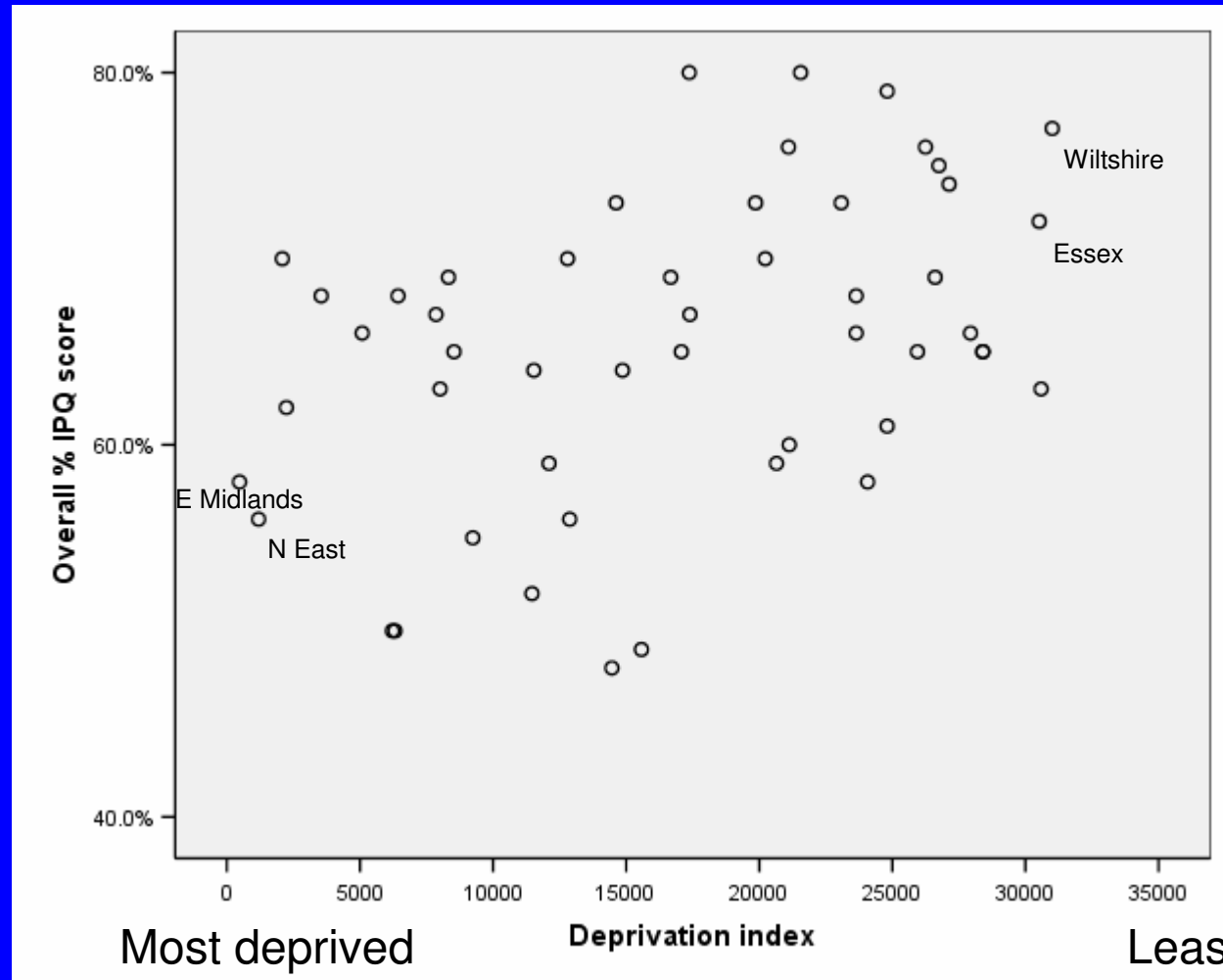
Powell, Powell & Greco, 2007 *in press*

# Capability score by practice size



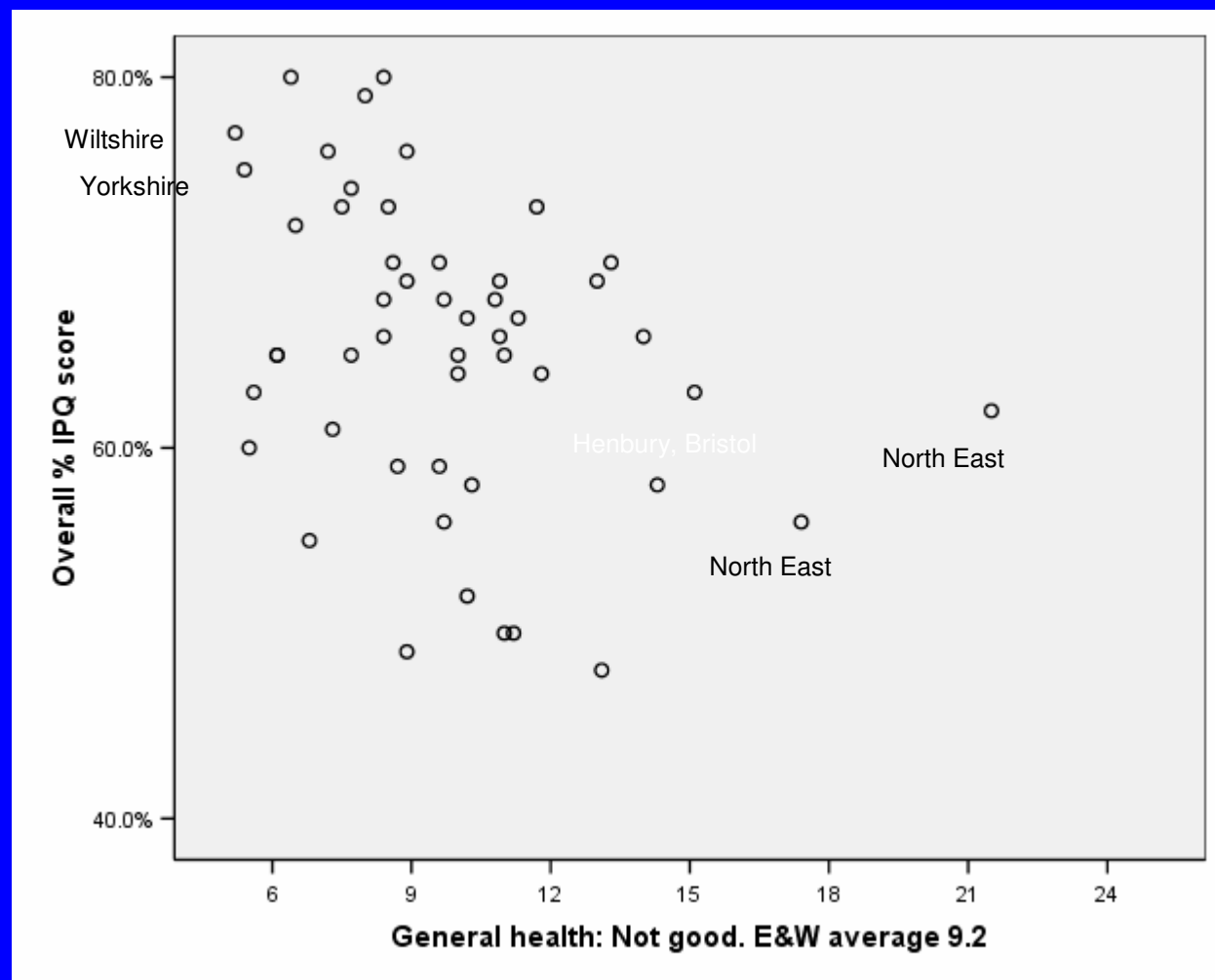
Powell, Powell & Greco, 2007 *in press*

# ONS deprivation score and overall IPQ score



rho = 0.395  
p = 0.005  
n = 50

# Proportion of 'General health: Not Good' and overall IPQ score



R = -0.358  
p = 0.011  
n = 50

# Conclusions

- Valid, reliable with high response rate
- 2 components: capacity & capability
- Sensitive to change (*see OOH & home visits*)
- *Various factors influence IPQ scores*
- *Tomato sauce analogy*

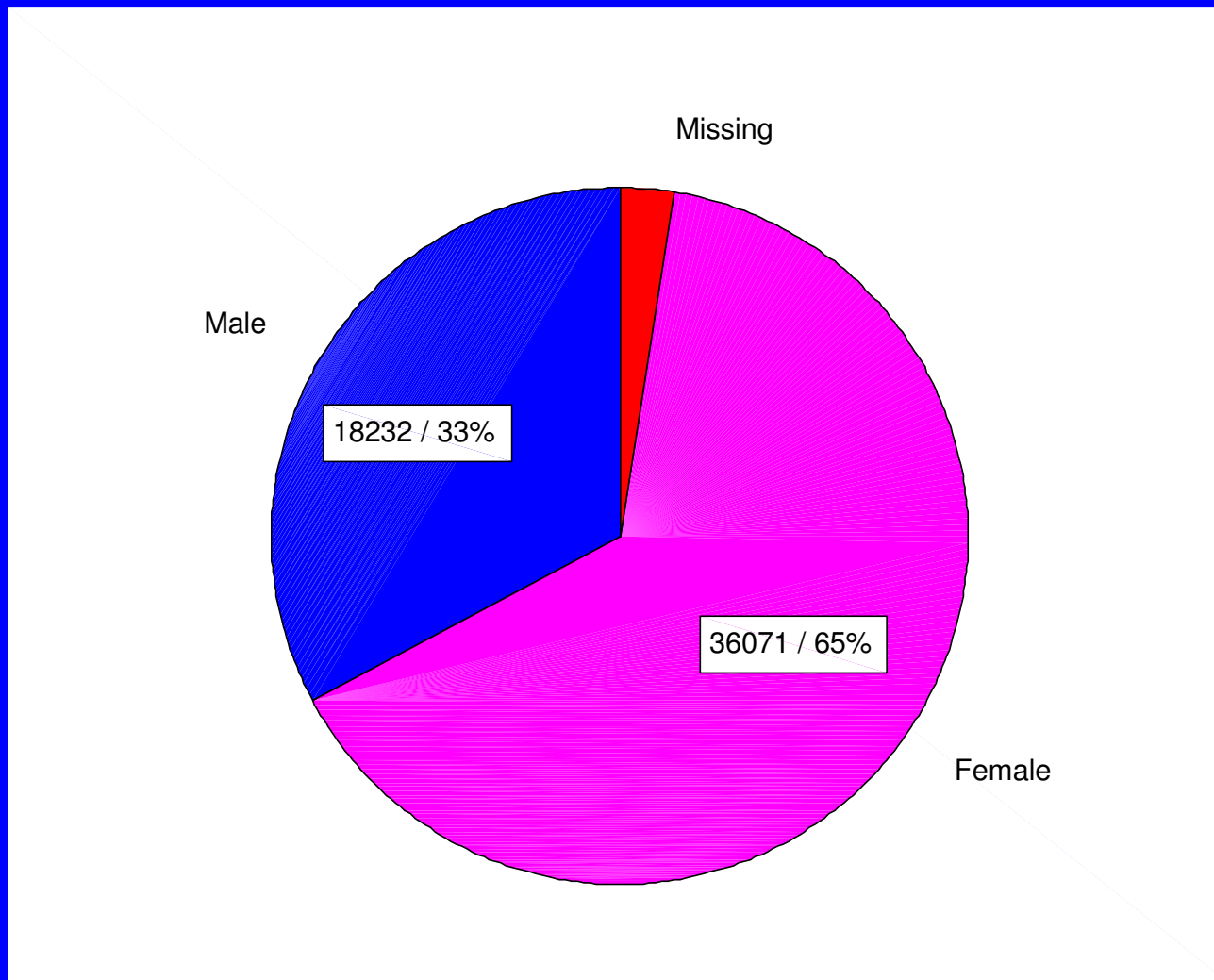
# Conclusions

- Agrees with other studies: that the doctor's interpersonal skills are the most significant and consistent determinant in patient satisfaction\*
- The variation in interpersonal skill scores for individual doctors, suggests there should be on-going training available in the communication skills of doctors.
- Efforts to improve the quality of British general practice should focus more on:
  - Reducing waiting times to see the doctor,
  - Being able to speak to a doctor on the telephone when necessary.
  - Seeing the doctor of their choice
  - Ease of contacting the surgery
  - Seeing a doctor within 48h; nurse within 24h

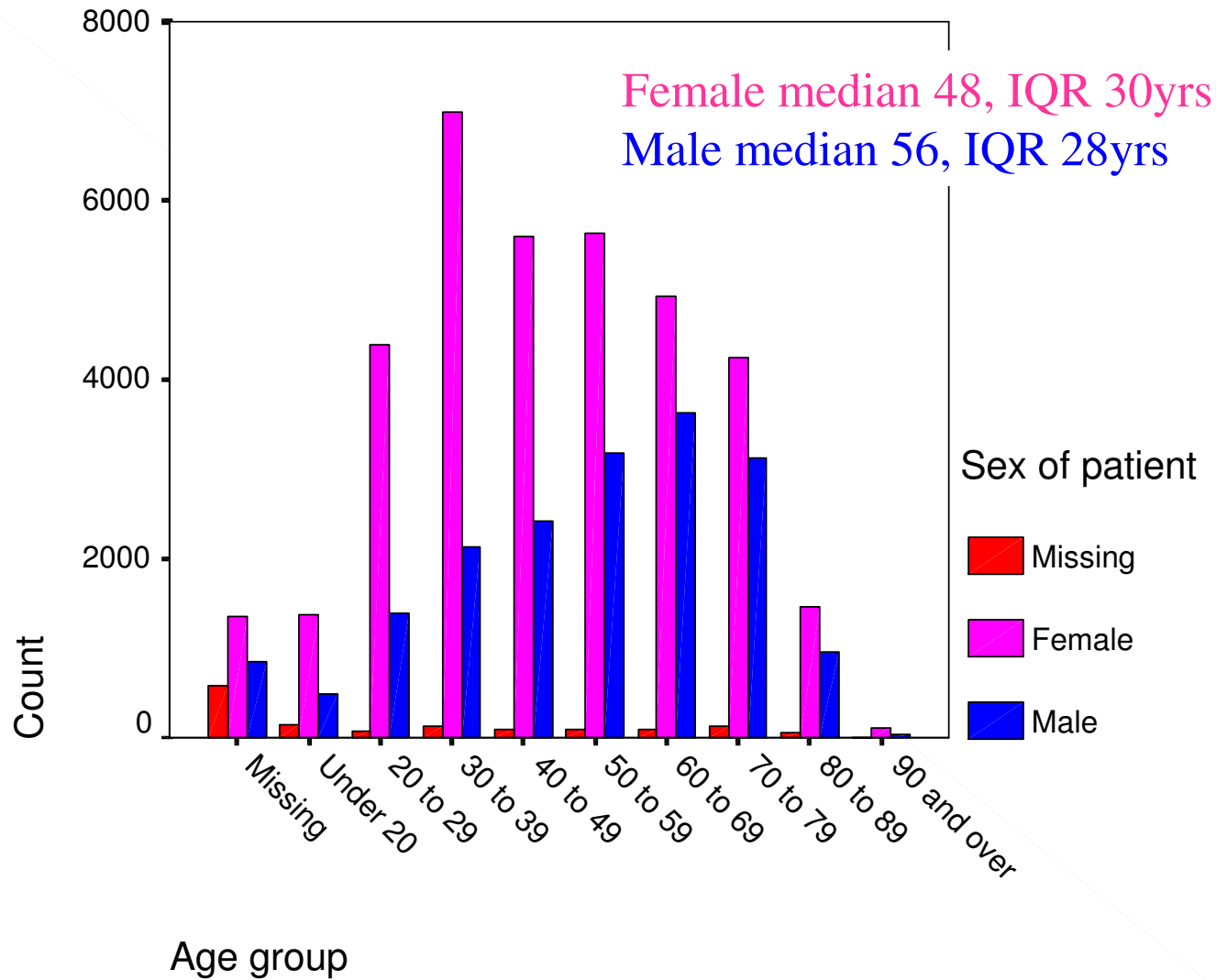
# Acknowledgements

- *We would like to thank the GP practices and their staff who have undertaken the IPQ and commenced the process of utilising patient feedback to enhance their quality of care.*

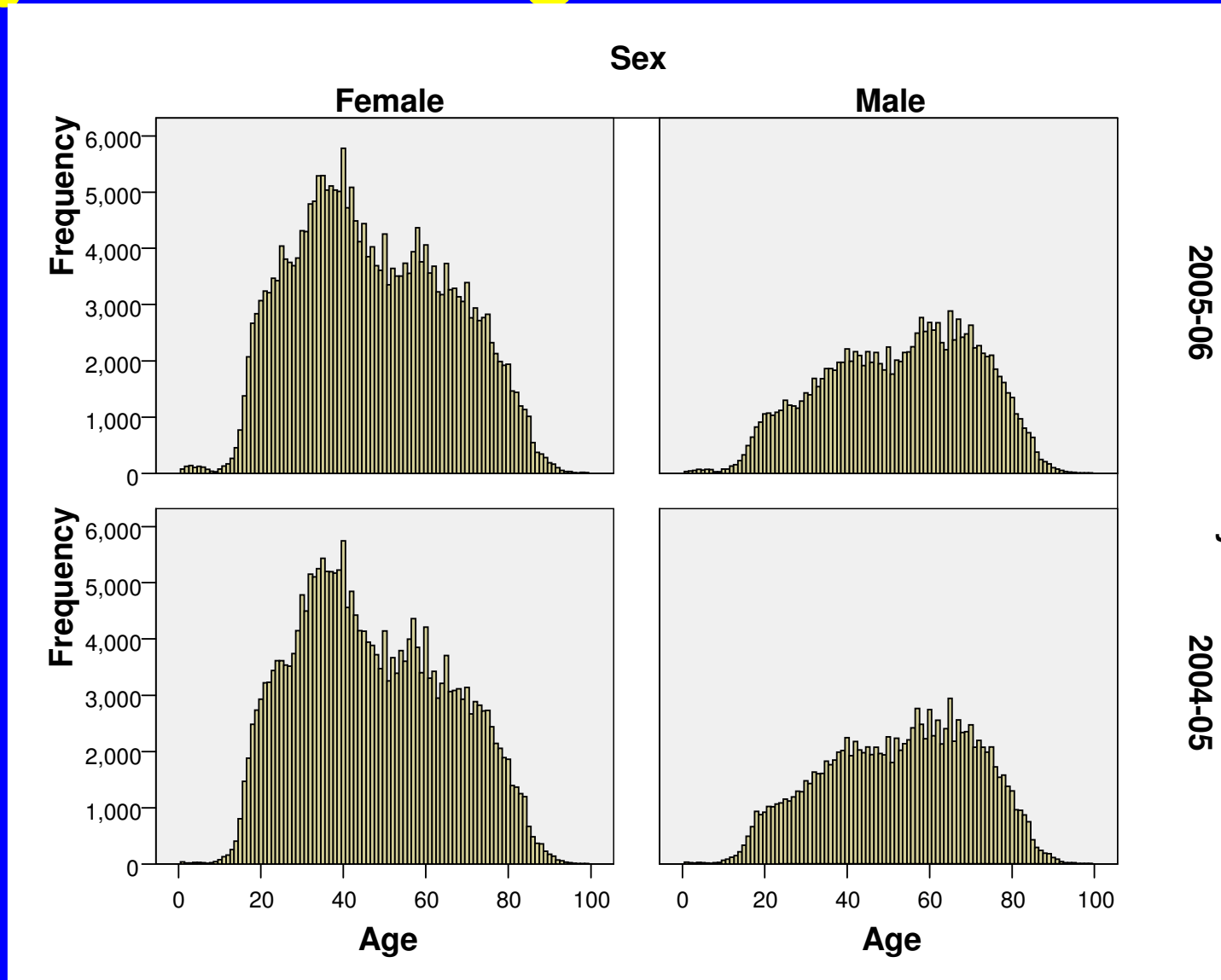
# Sex of patients



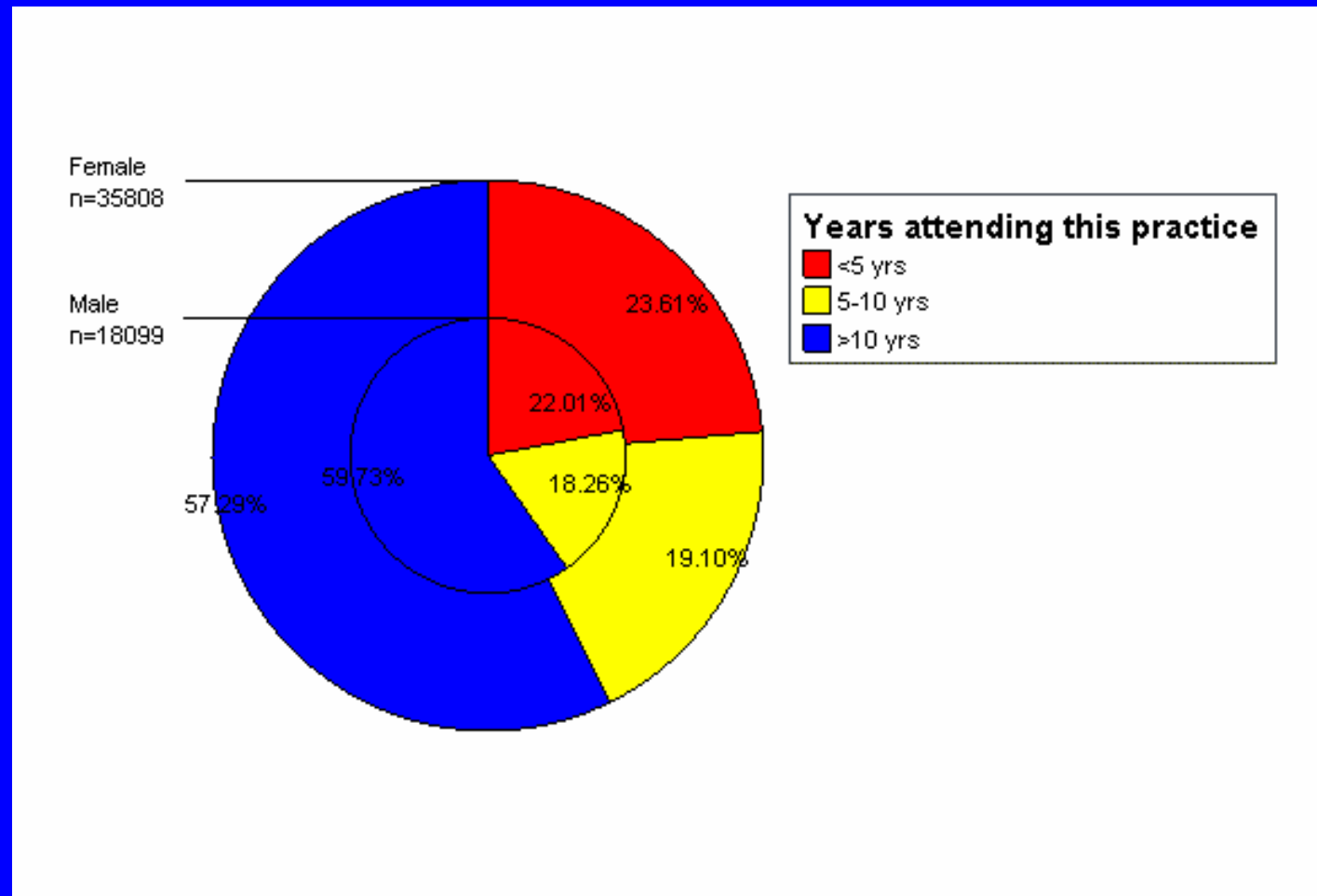
# Patients by age and sex



# Age & sex distributions, QOF cycles starting in 2004 & 2005



# Years attending the practice



# Usual GP?

