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Improving Practice Questionnaire Report

Heathville Medical Practice

February 2014



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11 February 2014

Dear Mrs Bassett

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=164093>

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	2	31	100	103	66	3
Q2 Telephone access	3	39	96	89	71	7
Q3 Appointment satisfaction	3	23	90	101	81	7
Q4 See practitioner within 48hrs	14	50	74	78	82	7
Q5 See practitioner of choice	21	73	88	63	49	11
Q6 Speak to practitioner on phone	6	37	100	77	59	26
Q7 Comfort of waiting room	10	43	110	80	54	8
Q8 Waiting time	11	69	102	61	43	19
Q9 Satisfaction with visit	0	9	55	100	133	8
Q10 Warmth of greeting	0	8	52	98	139	8
Q11 Ability to listen	0	7	47	86	158	7
Q12 Explanations	0	9	53	89	145	9
Q13 Reassurance	0	7	56	105	127	10
Q14 Confidence in ability	0	6	44	97	148	10
Q15 Express concerns/fears	0	11	54	87	143	10
Q16 Respect shown	0	6	45	80	163	11
Q17 Time for visit	1	7	54	90	143	10
Q18 Consideration	0	8	56	100	125	16
Q19 Concern for patient	0	11	50	93	138	13
Q20 Self care	0	9	55	97	126	18
Q21 Recommendation	0	8	46	83	150	18
Q22 Reception staff	2	17	66	97	120	3
Q23 Respect for privacy/confidentiality	1	11	80	92	112	9
Q24 Information of services	3	17	83	97	86	19
Q25 Complaints/compliments	1	30	92	79	59	44
Q26 Illness prevention	1	22	106	90	58	28
Q27 Reminder systems	4	26	101	82	58	34
Q28 Second opinion / comp medicine	1	25	92	66	49	72

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

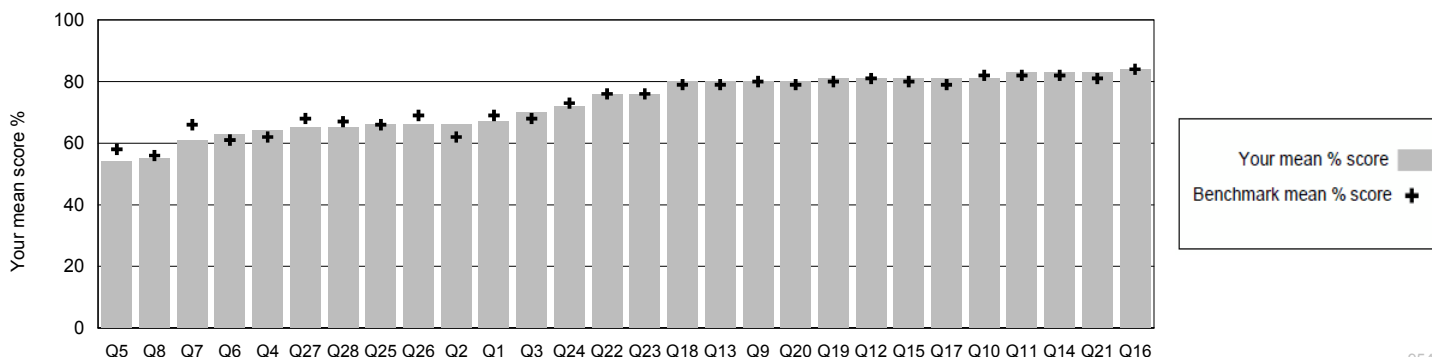
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	69	23	64	68	73	92
Q2 Telephone access	66	62	13	53	63	71	92
Q3 Appointment satisfaction	70	68	23	63	68	74	92
Q4 See practitioner within 48hrs	64	62	18	54	62	70	96
Q5 See practitioner of choice	54	58	22	48	57	65	95
Q6 Speak to practitioner on phone	63	61	25	54	61	67	92
Q7 Comfort of waiting room	61	66	27	60	66	71	90
Q8 Waiting time	55	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	80	80	41	76	81	85	97
Q10 Warmth of greeting	81	82	45	78	82	86	96
Q11 Ability to listen	83	82	46	78	83	87	97
Q12 Explanations	81	81	42	77	81	85	97
Q13 Reassurance	80	79	41	75	80	84	98
Q14 Confidence in ability	83	82	43	79	83	87	99
Q15 Express concerns/fears	81	80	45	76	81	85	96
Q16 Respect shown	84	84	49	80	85	88	98
Q17 Time for visit	81	79	38	75	80	84	96
Q18 Consideration	80	79	41	75	79	83	98
Q19 Concern for patient	81	80	43	76	80	84	97
Q20 Self care	80	79	38	75	79	83	97
Q21 Recommendation	83	81	41	78	82	86	99
About the staff							
Q22 Reception staff	76	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	76	76	43	72	76	80	96
Q24 Information of services	72	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	66	69	34	64	68	72	96
Q27 Reminder systems	65	68	27	63	68	72	96
Q28 Second opinion / comp medicine	65	67	30	62	67	71	96
Overall score	73	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

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*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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	49	64	68	71	76
Q2 Telephone access	66	57	22	51	59	64	78
Q3 Appointment satisfaction	70	66	39	62	67	71	79
Q4 See practitioner within 48hrs	64	59	29	53	59	67	80
Q5 See practitioner of choice	54	53	26	47	54	59	78
Q6 Speak to practitioner on phone	63	59	36	54	60	65	78
Q7 Comfort of waiting room	61	64	42	59	64	68	82
Q8 Waiting time	55	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	80	80	51	76	81	84	92
Q10 Warmth of greeting	81	81	52	78	82	86	95
Q11 Ability to listen	83	82	52	79	83	87	95
Q12 Explanations	81	81	52	77	81	85	94
Q13 Reassurance	80	79	52	76	80	84	94
Q14 Confidence in ability	83	82	53	79	83	86	95
Q15 Express concerns/fears	81	80	52	76	81	85	95
Q16 Respect shown	84	84	53	80	85	88	95
Q17 Time for visit	81	79	48	75	80	83	91
Q18 Consideration	80	78	51	75	79	83	96
Q19 Concern for patient	81	79	51	76	80	84	95
Q20 Self care	80	78	52	75	79	83	94
Q21 Recommendation	83	81	51	78	82	86	95
About the staff							
Q22 Reception staff	76	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	76	74	50	71	74	77	85
Q24 Information of services	72	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	66	64	43	61	64	68	75
Q26 Illness prevention	66	67	47	65	67	71	79
Q27 Reminder systems	65	66	47	63	66	70	77
Q28 Second opinion / comp medicine	65	65	44	63	65	68	81
Overall score	73	72	49	69	73	76	83

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

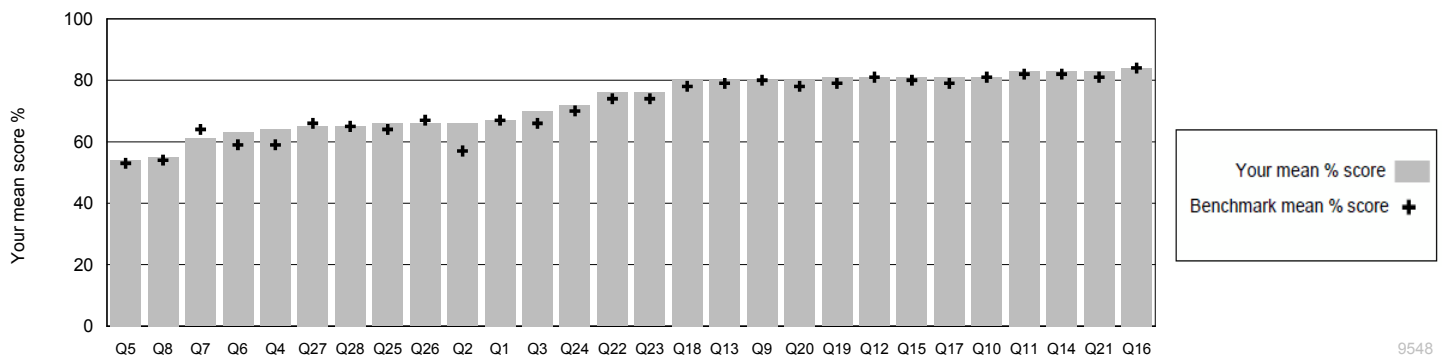
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*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	37	71	70	41	66	71	75	90
25 - 59	145	73	71	50	68	72	75	81
60 +	98	73	73	49	70	74	77	88
Blank	25	76	70	48	66	71	75	92
Gender								
Female	205	73	71	49	68	72	75	83
Male	72	72	73	48	70	74	76	83
Blank	28	77	70	50	65	71	75	92
Visit usual practitioner								
Yes	148	73	74	51	71	75	77	85
No	114	71	69	43	65	69	73	80
Blank	43	77	71	49	67	71	75	86
Years attending								
< 5 years	37	72	72	45	68	73	76	82
5 - 10 years	51	72	71	48	67	71	75	83
> 10 years	186	73	72	51	69	73	76	85
Blank	31	76	70	51	65	71	74	89

*Based on data from 135 practices carrying out 202 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	20/12/2012	30/08/2011	05/01/2009
Q1 Opening hours satisfaction	67	70	68	61
Q2 Telephone access	66	64	64	58
Q3 Appointment satisfaction	70	73	72	65
Q4 See practitioner within 48hrs	64	70	72	65
Q5 See practitioner of choice	54	55	58	50
Q6 Speak to practitioner on phone	63	66	67	59
Q7 Comfort of waiting room	61	63	61	55
Q8 Waiting time	55	59	62	53
Q9 Satisfaction with visit	80	82	86	79
Q10 Warmth of greeting	81	82	87	80
Q11 Ability to listen	83	82	88	81
Q12 Explanations	81	82	86	79
Q13 Reassurance	80	81	86	78
Q14 Confidence in ability	83	83	89	82
Q15 Express concerns/fears	81	80	87	80
Q16 Respect shown	84	84	89	83
Q17 Time for visit	81	80	85	73
Q18 Consideration	80	80	84	77
Q19 Concern for patient	81	81	84	78
Q20 Self care	80	79	83	--
Q21 Recommendation	83	84	87	81
Q22 Reception staff	76	78	75	73
Q23 Respect for privacy/confidentiality	76	76	76	73
Q24 Information of services	72	74	72	69
Q25 Complaints/compliments	66	66	67	59
Q26 Illness prevention	66	69	68	63
Q27 Reminder systems	65	68	67	62
Q28 Second opinion / comp medicine	65	66	67	62
Overall score	73	74	76	70

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

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?

- Able to make same day appointments on phone.
- Use telephone more to talk to clients rather than take up too much time with appointments. Make prescriptions more speciality available.
- I am happy with the service provided by this practice.
- Only complaint would be seeing doctor of choice.
- When trying to make an emergency appointment by phone, receptionist needs to focus on what they can offer me, not what they can't - which I found very unhelpful. The stress level of the receptionist (both on phone and in person) was noticeably high which was not very reassuring to say the least.
- I think everything is fine and does not need to change.
- Excellent happy reception staff every time! No improvements required!
- Make sure the doctors call you back with phone appointments. Twice they didn't.
- Not to assume that an appointment is not urgent unless the full circumstances are known when a patient phone to book an appointment (reception/answering service).
- How can you improve on perfection.
- Nothing within its control could sensibly be improved.
- Maybe privacy when talking to reception, especially about personal things. Generally staff are usually polite and always smiling when I visit.
- I feel some of the reception staff are quite abrupt especially one.
- Improve tannoy communication (distorted sound).
- Not at the moment, the new computer didn't recognise me, but got that sorted. Electronic prescriptions should be interesting. Renewing prescriptions online is very good.
- Although it's difficult in this practice with space but reception could be a little more personal when speaking to the ladies, but other than that everything fine.
- Make new practice more accessible for puchchairs.
- Open more hours and Saturday morning surgery - give one member of staff a rise - they are a gem!
- Just maybe NHS could give our doctors an extra 5 minutes on time to let their patients finish everything they need to say without writing prescriptions too quickly.
- I'm not keen on the booking in advance system I prefer the 'ring on the day' method.
- Ability to book repeat appointments online would be helpful.
- Appointments made (sometimes it's difficult if you ring on the day to get to see my doctor or any doctor).
- Just keep on doing what you are already doing.
- The above says it all.
- You can be waiting a bit over your appointment time I would be nice if you could keep you up to date on how long you got to wait.
- None whatever.
- Go back to being able to getting appointment on same day.
- None - stay as it is.

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?

- Weekend service.
- Maybe some softly played music in waiting rooms.
- More car parking space.
- We are new patients to this surgery and so are unable to answer many of the questions as of yet.
- No concerns. You always see my daughter quickly - thank you.
- This doctor was very friendly and easy to talk to would like her to be my doctor on every visit.
- Music from intercom in upstairs waiting room, to quiet able to hear conversation room 6. Bigger notice board or less notices!
- People with disabilities struggle with stairs with upstairs doctors.
- I have had experience of unfriendly and unsympathetic service from receptionists in the past, but not at this visit (especially over telephone) I would also like the opportunity to see my actual GP but am never offered an appointment with him.
- No - best doctors practice I have attended always able to get an appointment.
- If your systems are down when I ring at 8.30 take my name and number and call me back when you've booked me in. Don't make me keep ringing and end up with an appointment at 11am - it should be first come first served regardless of whether your computers are working.
- Waiting room drab and uncomfortable. Reception staff smile occasionally and treat everyone equally, not just regular visitors. Consultations can be heard from room 6, when in the waiting room.
- The surgery, doctors and staff friendly.
- Car parking very poor. Had to take time off work to make appointment.
- Had to wait over a month for my daughter to have her jabs so this need improving.
- Comfortable chairs in upstairs waiting room.
- Train one person in empathy.
- Appointments to run on time.
- This practice is first class.
- When there's elderly folk finding it hard to use the stairs it would be a good idea to do something about it like having a chair lift as some cannot climb stairs so be easier if they could be seen downstairs.
- No real problems throughout my time at this practice.
- None reception staff are excellent.
- Would like more appointments to be available. I rang around 8.40 and hardly any appointments available.
- More things for me to play with.
- More things for kids to play with.
- Some appointments available at weekends. Not every weekend but 2 in a month.

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 - always been happy with whichever doctor I've seen - thank you.
- Very satisfied with service and advice offered.
- This doctor is always kind, courteous and extremely helpful.
- When I entered the room I immediately noticed and commented on a strong smell of sweat. His reaction was to seem slightly disapproving which was not helpful.
- None, all are excellent.
- Only one in the waiting room for over 20 minutes yet called to appointment 10 minutes late.
- More hours she only works two days a week but that might be her choice. She always remembers me which is lovely.
- This practice saved my life and for that I am extremely grateful the follow up has also been brilliant I really can't thank all the GPs enough.
- None whatever.
- N/A as I have always been very happy with my doctor, very supportive.
- No - excellent service with my heart problem.
- My doctor is terrific she's caring thoughtful and understanding. Thank you.
- Referring to a specialist without delay when a patient has found something unusual.
- This doctor is very helpful and knowledgeable.
- Lovely doctor none needed.
- This doctor is excellent, listens and cares about my situation.
- No complaints.
- The GP I have been seeing is fantastic.
- First class.
- None. Enjoy coming to practice.
- Stop charging silly prices for letters.
- Some of the doctors could be more personable at times but on the whole most are ok some are lovely.
- As I'm English I don't tick excellent but really that is appropriate.
- No. Doctor was very nice, friendly, spoke to my son who is 11 years, as an adult very impressed.

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 = 305

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	31	100	103	66	3

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

$$\frac{\begin{aligned} &(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) \\ &+ (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100) \end{aligned}}{\begin{aligned} &(\text{Total number of patient responses} - \text{number of blank/spoilt}) \end{aligned}} = \frac{(2 \times 0) + (31 \times 25) + (100 \times 50) + (103 \times 75) + (66 \times 100)}{(305 - 3)} = 20,100/302$$

Your mean percentage score for Q1 = 67%

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	67

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

Heathville Medical Practice

5 Heathville Road
Gloucester
GL1 3DP

Practice List Size: 9616

Surveys Completed: 305

has completed the

Improving Practice Questionnaire

Completed on 11 February 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.