

**Private and Confidential**

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# Improving Practice Questionnaire Report

Moreton Cross Group Practice

March 2015



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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	3	10	66	122	76	4
Q2 Telephone access	30	63	83	59	45	1
Q3 Appointment satisfaction	4	24	84	93	73	3
Q4 See practitioner within 48hrs	6	37	71	87	73	7
Q5 See practitioner of choice	10	44	81	80	55	11
Q6 Speak to practitioner on phone	5	31	84	74	66	21
Q7 Comfort of waiting room	3	28	97	83	64	6
Q8 Waiting time	15	60	99	50	45	12
Q9 Satisfaction with visit	1	3	33	82	158	4
Q10 Warmth of greeting	1	8	25	80	162	5
Q11 Ability to listen	1	7	23	81	165	4
Q12 Explanations	0	5	27	74	171	4
Q13 Reassurance	1	5	30	79	161	5
Q14 Confidence in ability	2	4	22	73	176	4
Q15 Express concerns/fears	3	2	27	91	155	3
Q16 Respect shown	0	5	19	78	175	4
Q17 Time for visit	1	4	30	83	159	4
Q18 Consideration	1	9	30	82	140	19
Q19 Concern for patient	2	7	35	74	145	18
Q20 Self care	1	7	32	78	141	22
Q21 Recommendation	2	7	21	72	154	25
Q22 Reception staff	0	14	52	96	110	9
Q23 Respect for privacy/confidentiality	1	16	57	97	96	14
Q24 Information of services	3	22	61	88	89	18
Q25 Complaints/compliments	1	33	73	88	53	33
Q26 Illness prevention	3	15	74	98	68	23
Q27 Reminder systems	5	18	63	101	69	25
Q28 Second opinion / comp medicine	4	15	67	76	59	60

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

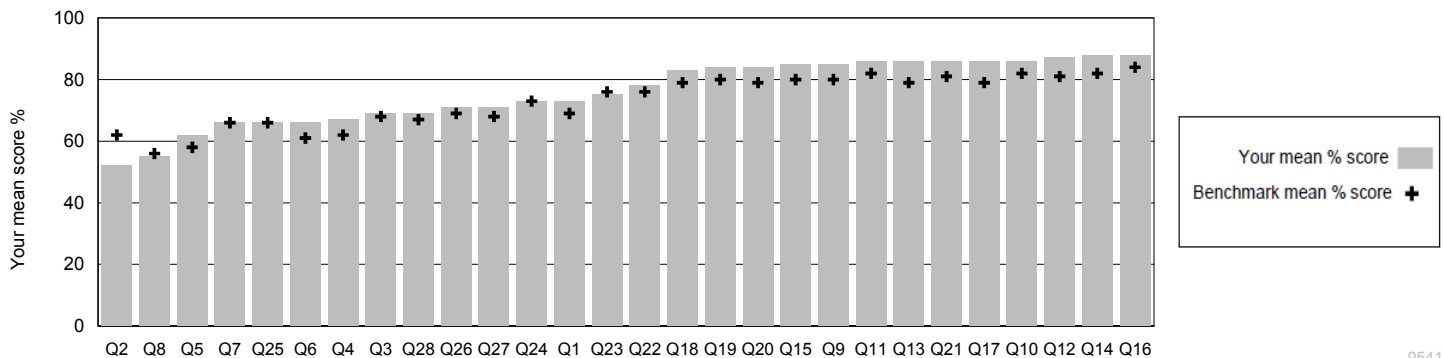
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	73	69	23	64	68	73	92
Q2 Telephone access	52	62	13	53	63	71	92
Q3 Appointment satisfaction	69	68	23	63	68	74	92
Q4 See practitioner within 48hrs	67	62	18	54	62	70	96
Q5 See practitioner of choice	62	58	22	48	57	65	95
Q6 Speak to practitioner on phone	66	61	25	54	61	67	92
Q7 Comfort of waiting room	66	66	27	60	66	71	90
Q8 Waiting time	55	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	85	80	41	76	81	85	97
Q10 Warmth of greeting	86	82	45	78	82	86	96
Q11 Ability to listen	86	82	46	78	83	87	97
Q12 Explanations	87	81	42	77	81	85	97
Q13 Reassurance	86	79	41	75	80	84	98
Q14 Confidence in ability	88	82	43	79	83	87	99
Q15 Express concerns/fears	85	80	45	76	81	85	96
Q16 Respect shown	88	84	49	80	85	88	98
Q17 Time for visit	86	79	38	75	80	84	96
Q18 Consideration	83	79	41	75	79	83	98
Q19 Concern for patient	84	80	43	76	80	84	97
Q20 Self care	84	79	38	75	79	83	97
Q21 Recommendation	86	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	78	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	75	76	43	72	76	80	96
Q24 Information of services	73	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	71	69	34	64	68	72	96
Q27 Reminder systems	71	68	27	63	68	72	96
Q28 Second opinion / comp medicine	69	67	30	62	67	71	96
Overall score	76	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 (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	73	67	48	64	67	71	86
Q2 Telephone access	52	60	28	54	61	67	85
Q3 Appointment satisfaction	69	67	46	62	67	72	87
Q4 See practitioner within 48hrs	67	60	30	53	60	67	86
Q5 See practitioner of choice	62	55	28	47	55	61	84
Q6 Speak to practitioner on phone	66	59	29	53	58	66	84
Q7 Comfort of waiting room	66	64	39	60	65	69	82
Q8 Waiting time	55	54	25	49	55	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	85	80	44	76	80	84	93
Q10 Warmth of greeting	86	82	46	78	82	85	94
Q11 Ability to listen	86	82	46	79	82	86	95
Q12 Explanations	87	81	45	77	81	85	94
Q13 Reassurance	86	79	44	76	80	84	94
Q14 Confidence in ability	88	82	47	79	82	87	95
Q15 Express concerns/fears	85	80	46	77	80	84	93
Q16 Respect shown	88	84	49	80	84	88	95
Q17 Time for visit	86	79	51	76	79	83	94
Q18 Consideration	83	78	41	74	79	83	91
Q19 Concern for patient	84	79	43	76	80	84	93
Q20 Self care	84	78	46	75	79	82	91
Q21 Recommendation	86	81	47	78	82	86	95
<b>About the staff</b>							
Q22 Reception staff	78	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	75	75	45	72	75	78	88
Q24 Information of services	73	71	29	68	72	75	87
<b>Finally</b>							
Q25 Complaints/compliments	66	65	50	62	66	69	85
Q26 Illness prevention	71	67	36	64	67	71	85
Q27 Reminder systems	71	66	29	63	66	70	85
Q28 Second opinion / comp medicine	69	66	53	62	66	69	86
Overall score	76	72	45	69	72	76	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

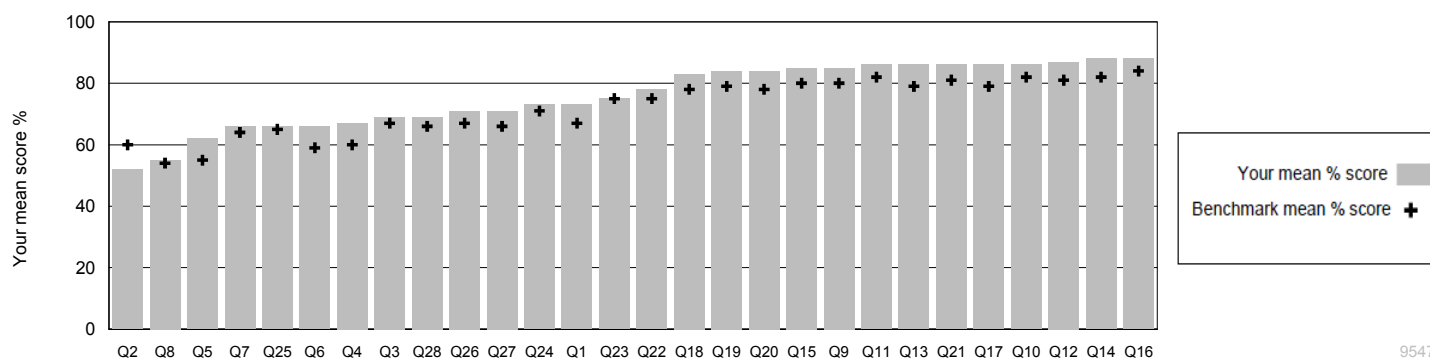
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\*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

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 (6001-8000 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 (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	20	77	70	44	65	70	75	92
25 - 59	120	74	71	44	68	72	75	93
60 +	124	78	74	43	71	75	78	87
Blank	17	79	70	46	64	70	77	91
<b>Gender</b>								
Female	171	76	72	42	68	72	76	86
Male	89	76	73	46	69	74	77	91
Blank	21	79	71	45	65	71	75	93
<b>Visit usual practitioner</b>								
Yes	170	77	74	46	71	75	78	90
No	76	73	69	38	65	69	73	92
Blank	35	78	71	46	66	71	75	87
<b>Years attending</b>								
< 5 years	41	82	72	53	68	72	76	92
5 - 10 years	62	78	71	38	67	72	76	91
> 10 years	155	74	73	45	69	73	77	85
Blank	23	77	71	45	66	70	77	92

\*Based on data from 171 practices carrying out 247 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	05/03/2014	04/03/2013	24/02/2012
Q1 Opening hours satisfaction	73	73	71	70
Q2 Telephone access	52	52	48	57
Q3 Appointment satisfaction	69	70	67	72
Q4 See practitioner within 48hrs	67	67	63	71
Q5 See practitioner of choice	62	64	58	62
Q6 Speak to practitioner on phone	66	65	58	58
Q7 Comfort of waiting room	66	69	64	63
Q8 Waiting time	55	51	48	49
Q9 Satisfaction with visit	85	85	84	83
Q10 Warmth of greeting	86	85	84	85
Q11 Ability to listen	86	87	86	86
Q12 Explanations	87	86	85	86
Q13 Reassurance	86	85	85	84
Q14 Confidence in ability	88	87	87	87
Q15 Express concerns/fears	85	85	85	85
Q16 Respect shown	88	87	88	88
Q17 Time for visit	86	85	85	86
Q18 Consideration	83	85	85	84
Q19 Concern for patient	84	85	85	84
Q20 Self care	84	84	85	84
Q21 Recommendation	86	86	86	87
Q22 Reception staff	78	81	77	80
Q23 Respect for privacy/confidentiality	75	79	77	78
Q24 Information of services	73	77	75	74
Q25 Complaints/compliments	66	68	66	68
Q26 Illness prevention	71	73	70	70
Q27 Reminder systems	71	71	71	71
Q28 Second opinion / comp medicine	69	69	69	68
Overall score	76	77	75	76

\*Dates in the table relate to the date on which your completed questionnaires were returned to the CFEP office.

## 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?

- Go back to the appointment system where you could ring up. New system no good if you are working, very inconvenient!
- Make it easier for people who work to get an appointment (not telephone appointment).
- Don't like appointment system. The GP had to phone me in work in order to get an appointment. I didn't appreciate discussing my health with a GP on the phone surrounded by my colleagues.
- I have concerns about the ring back service as my friend and her child ended up in hospital as doctor would not see them. She was extremely poorly and had rang a number of times.
- I feel that people 70 or over should be seen by a doctor if they are unwell.
- Can't think of anything that would improve this practice because I am very satisfied with everything here. Compared with other practices we hear about, ours is really good.
- Phoning is sometimes a long process.
- Review appointment booking procedure.
- Great service.
- Do not particularly like new triage call system, preferred old system where you could call up early morning or after 11:00am for afternoon appointment. You may be okay in the morning and then feel unwell in the afternoon and consequently are unable to see doctor until next day!
- Give time when doctor is running late.
- The practice is fine as it is.
- Never had complaints regarding this practice.
- The service provided is excellent and I do not think it could be improved.
- Could improve phone service by giving caller an indication how long they might have to wait before their call is answered.
- I find the new system of phoning to speak to a GP and then getting appointment on the same day a very good service.
- Hopefully the new system will greatly improve your chance of seeing a doctor of your choice when you really need to be seen. So far, from my experience, I have found it to work extremely well. I found it much easier to phone the surgery as before one had to sit on the redial button for ages.
- The telephoning system for making an appointment is a nightmare.
- Have a better telephone system to reduce waiting times on the phone.
- Excellent.
- By not having to wait for a GP to call you back for an appointment, go back to the old way, phone up and make an appointment.
- Get more staff on reception to allow phones to be answered in good time. Now appointments are done by consultation 10 minutes sometimes waiting.
- Information about changes to booking systems could be explained better - information by post/email to keep patients up to date.
- New triage system is too long winded! Prefer old system of ringing in morning and afternoon!
- Not at all happy that can't speak to reception to amend an appointment or make one - poor system to be on hold for 15 minutes plus without anyone picking up.
- Sometimes telephone service doesn't work. If I want to speak to receptionist to book an appointment, can't get through i.e. for nurse appointment. If you work and need a blood test, it can be difficult to fit around work hours.

## 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 tried to order a script for my daughter and was told I was to place a repeat script four days before her last tablet - 48 hours to process script and two days to collect. This is not sufficient time for me to collect. I need to be able to order before four days. Receptionist very abrupt. Not willing to help.
- Call backs can be at inconvenient times when in work.
- It is not the easiest practice to get hold of via telephone.
- I have always found my doctor fantastic. Also the girls at reception are very helpful.
- Music in waiting area. More people answering phones.
- Waiting time - previous appointments I have waited between 1-1.5 hours (evening appointments). Sometimes difficult to make appointment when at work with call back system. Water provided would be nice with long waiting time.
- The waiting time needs massive improvement.
- Scrap telephone triage system.
- No triage!
- To see doctor at time of appointment, not 30 minutes later!
- Being able to book appointments by phone or online. Waiting time I have had is between 40-75 minutes on recent appointments is much too long, might as well have an open access surgery. Waiting room leaking. Floor wet. Whilst waiting somebody fell on wet floor.
- Waiting time very long, never had appointment on time as I can remember correctly but understand that some patients need extra time with the doctor.
- Open slightly later for people who work long hours.
- Being able to make an appointment without a doctor/nurse having to phone first.
- Couldn't be happier with the care we receive. Two other doctors excellent also.
- The practice is always improving. Very pleased with the service here!
- The current telephone triage system should be scrapped. Apparently it is for practice/doctor benefit and to cut costs rather than to the patient's benefit. Is the current system another stepping stone on the path to privatisation.
- The practice has recently changed to a triage system. I have concerns that any doctor however senior, can assess a patient by what they say over the phone. Absolutely no personal assessment of demeanour can be made and assessed, any underlying problem that may need discussion in person can be seen by body language. The practice has given no information to its patients and information is not provided until it needs accessing. The triage system only over the phone has not taken into account the ageing population and works only for the convenience of the doctors, who couldn't be better, but are accessible only if they wish to see you. Nurses are unaffected. Other than this it was a perfect practice.
- Always found everyone helpful.
- I find all services first class. People skills first class. Forward looking practice 10/10.
- Phone lines are very busy at times.
- If I have an appointment for, let's say 9:00am, I want to be in by 9:05am at the latest, I've sat, on average, for about one hour or more!
- Appointment system needs revising.
- None, the service provided is first class.
- Car park always full.

## 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?

- None at all, I have always been happy with it.
- Reception staff are difficult to get hold of.
- Could set printouts by email or links to save paper.
- The service is very good and the staff are very accommodating.
- None, best practice ever used.
- Regarding Q28. Never needed.
- Waiting too long to speak to reception on telephone.
- The old system was better, ring up to make an appointment to see the doctor you want.
- Ease of seeing a doctor could be improved.
- Overhaul of phone system.
- Long waiting times, especially with young children.
- Very good.
- Not sure about the new system.

## 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 needed here. This nurse has been so lovely and helpful to me and makes me feel welcome. She goes the extra mile to sort things out, and to make you feel at ease.
- This was an appointment with nurse.
- Nurses have been very good with me when coming to the surgery.
- No improvement needed, she is excellent.
- I have found over the years that I have been with the practice (many years) that the standard of care received that my husband and I have been excellent.
- No - this doctor has always been excellent with me.
- This doctor is a very excellent doctor.
- She is excellent and superb at her job.
- Excellent.
- No comments, excellent care.
- No, amazing service and help.
- He is an excellent doctor! Following in another doctor's footsteps.
- I think the practice needs 2 x HCA for the Warfarin Clinic to keep waiting times to a minimum and so the nurses have enough time for each patient.
- No!
- And my nurses are fantastic.
- All doctors very good. Very helpful with my health. Thank you for doctors.
- This doctor is excellent, very good listener.
- Just that this doctor continues to be the caring doctor he is at present.
- This only stands for a couple. Their communication could be better. The meeting and greeting needs.
- Bit more friendliness and a smile would be great but gets the job done!
- No, this doctor is such a good doctor. Very understanding and a good listener.
- Always attentive and very helpful.
- Not required.
- Very good.
- None at all. Keep it up.
- Try to engage more with the patient and not act so aloof!
- The information was first class, I have complete trust in this doctor.
- Listening and understanding its patients' issues instead of referring to tablets to solve all problems!
- No improvement needed.
- She was excellent.
- I normally see another doctor who is excellent in their manner and the way they treat me, the problem is getting an appointment.

## 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?

- The nurse is very helpful, friendly, caring, understanding and has no need to improve in my mind good job well done, Thank you.
- Very good.

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 = 281

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	10	66	122	76	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (10 \times 25) + (66 \times 50) + (122 \times 75) + (76 \times 100)}{(281 - 4)} = 20,300/277$$

Your mean percentage score for Q1 = 73%

### 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	73

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

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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.



## 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

**Moreton Cross Group Practice**

Pasture Road Health Centre  
Pasture Road  
Moreton  
Wirral  
CH46 8SA

**Practice List Size: 7149**

**Surveys Completed: 281**

has completed the

## Improving Practice Questionnaire

Completed on 13 March 2015



**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.