

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: 253

has completed the

Improving Practice Questionnaire

Completed on 10 March 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.

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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	1	10	67	106	66	3
Q2 Telephone access	28	53	70	65	34	3
Q3 Appointment satisfaction	2	16	76	90	64	5
Q4 See practitioner within 48hrs	8	29	61	79	67	9
Q5 See practitioner of choice	10	35	57	82	54	15
Q6 Speak to practitioner on phone	7	22	61	67	47	49
Q7 Comfort of waiting room	0	18	88	81	63	3
Q8 Waiting time	23	56	77	60	24	13
Q9 Satisfaction with visit	0	5	32	68	144	4
Q10 Warmth of greeting	0	5	30	75	139	4
Q11 Ability to listen	0	2	29	66	154	2
Q12 Explanations	1	4	29	67	148	4
Q13 Reassurance	0	5	33	66	146	3
Q14 Confidence in ability	0	5	28	62	155	3
Q15 Express concerns/fears	0	7	32	68	142	4
Q16 Respect shown	0	3	27	63	158	2
Q17 Time for visit	2	3	33	68	139	8
Q18 Consideration	0	3	34	64	132	20
Q19 Concern for patient	0	3	33	70	134	13
Q20 Self care	0	3	37	72	125	16
Q21 Recommendation	1	3	30	56	147	16
Q22 Reception staff	3	1	38	93	103	15
Q23 Respect for privacy/confidentiality	2	3	50	81	103	14
Q24 Information of services	2	8	50	90	89	14
Q25 Complaints/compliments	1	16	71	86	44	35
Q26 Illness prevention	2	10	61	94	72	14
Q27 Reminder systems	3	20	62	80	71	17
Q28 Second opinion / comp medicine	5	13	56	70	48	61

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

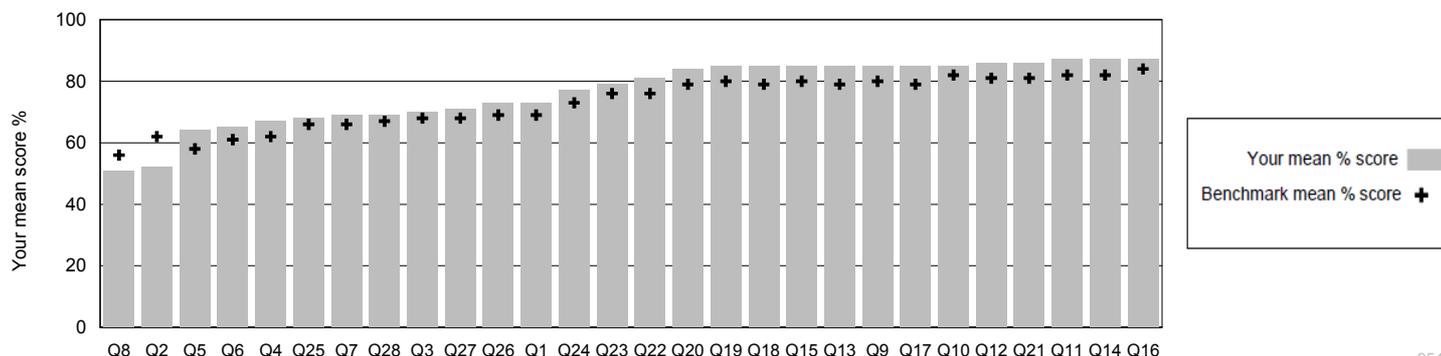
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	73	69	23	64	68	73	92
Q2 Telephone access	52	62	13	53	63	71	92
Q3 Appointment satisfaction	70	68	23	63	68	74	92
Q4 See practitioner within 48hrs	67	62	18	54	62	70	96
Q5 See practitioner of choice	64	58	22	48	57	65	95
Q6 Speak to practitioner on phone	65	61	25	54	61	67	92
Q7 Comfort of waiting room	69	66	27	60	66	71	90
Q8 Waiting time	51	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	85	80	41	76	81	85	97
Q10 Warmth of greeting	85	82	45	78	82	86	96
Q11 Ability to listen	87	82	46	78	83	87	97
Q12 Explanations	86	81	42	77	81	85	97
Q13 Reassurance	85	79	41	75	80	84	98
Q14 Confidence in ability	87	82	43	79	83	87	99
Q15 Express concerns/fears	85	80	45	76	81	85	96
Q16 Respect shown	87	84	49	80	85	88	98
Q17 Time for visit	85	79	38	75	80	84	96
Q18 Consideration	85	79	41	75	79	83	98
Q19 Concern for patient	85	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
About the staff							
Q22 Reception staff	81	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	79	76	43	72	76	80	96
Q24 Information of services	77	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	68	66	31	62	66	70	96
Q26 Illness prevention	73	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	77	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
About the practice							
Q1 Opening hours satisfaction	73	67	48	64	67	71	86
Q2 Telephone access	52	60	28	54	61	67	85
Q3 Appointment satisfaction	70	67	46	62	67	72	87
Q4 See practitioner within 48hrs	67	60	30	53	60	67	86
Q5 See practitioner of choice	64	55	28	47	55	61	84
Q6 Speak to practitioner on phone	65	59	29	53	58	66	84
Q7 Comfort of waiting room	69	64	39	60	65	69	82
Q8 Waiting time	51	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	85	80	44	76	80	84	93
Q10 Warmth of greeting	85	82	46	78	82	85	94
Q11 Ability to listen	87	82	46	79	82	86	95
Q12 Explanations	86	81	45	77	81	85	94
Q13 Reassurance	85	79	44	76	80	84	94
Q14 Confidence in ability	87	82	47	79	82	87	95
Q15 Express concerns/fears	85	80	46	77	80	84	93
Q16 Respect shown	87	84	49	80	84	88	95
Q17 Time for visit	85	79	51	76	79	83	94
Q18 Consideration	85	78	41	74	79	83	91
Q19 Concern for patient	85	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
About the staff							
Q22 Reception staff	81	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	79	75	45	72	75	78	88
Q24 Information of services	77	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	68	65	50	62	66	69	85
Q26 Illness prevention	73	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	77	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

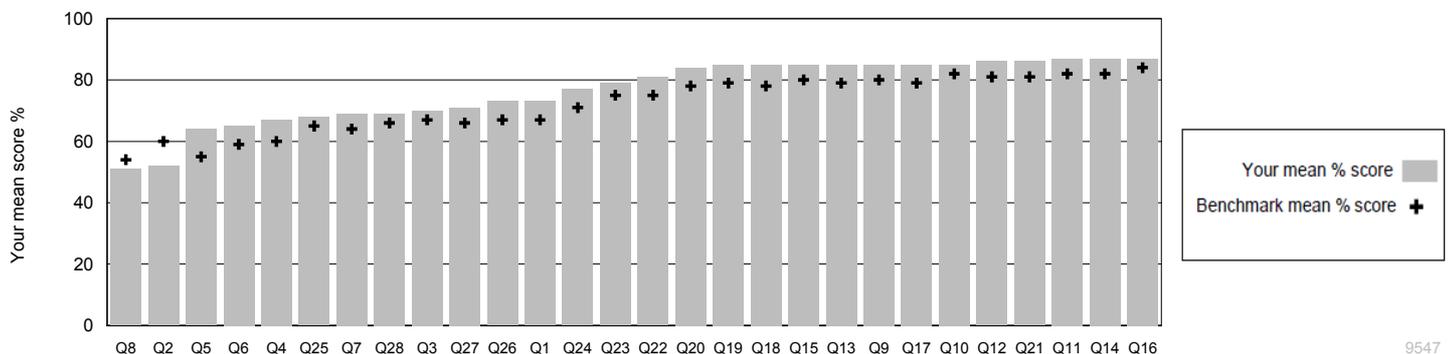
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*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

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
Age								
Under 25	11	79	70	44	65	70	75	92
25 - 59	100	74	71	44	68	72	75	93
60 +	118	80	74	43	71	75	78	87
Blank	24	72	70	46	64	70	77	91
Gender								
Female	153	75	72	42	68	72	76	86
Male	83	79	73	46	69	74	77	91
Blank	17	73	71	45	65	71	75	93
Visit usual practitioner								
Yes	149	79	74	46	71	75	78	90
No	65	72	69	38	65	69	73	92
Blank	39	73	71	46	66	71	75	87
Years attending								
< 5 years	40	77	72	53	68	72	76	92
5 - 10 years	44	77	71	38	67	72	76	91
> 10 years	149	77	73	45	69	73	77	85
Blank	20	70	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	04/03/2013	24/02/2012	24/02/2010
Q1 Opening hours satisfaction	73	71	70	67
Q2 Telephone access	52	48	57	48
Q3 Appointment satisfaction	70	67	72	67
Q4 See practitioner within 48hrs	67	63	71	66
Q5 See practitioner of choice	64	58	62	58
Q6 Speak to practitioner on phone	65	58	58	49
Q7 Comfort of waiting room	69	64	63	60
Q8 Waiting time	51	48	49	43
Q9 Satisfaction with visit	85	84	83	76
Q10 Warmth of greeting	85	84	85	79
Q11 Ability to listen	87	86	86	81
Q12 Explanations	86	85	86	80
Q13 Reassurance	85	85	84	78
Q14 Confidence in ability	87	87	87	81
Q15 Express concerns/fears	85	85	85	79
Q16 Respect shown	87	88	88	83
Q17 Time for visit	85	85	86	78
Q18 Consideration	85	85	84	78
Q19 Concern for patient	85	85	84	80
Q20 Self care	84	85	84	80
Q21 Recommendation	86	86	87	80
Q22 Reception staff	81	77	80	78
Q23 Respect for privacy/confidentiality	79	77	78	73
Q24 Information of services	77	75	74	73
Q25 Complaints/compliments	68	66	68	65
Q26 Illness prevention	73	70	70	70
Q27 Reminder systems	71	71	71	66
Q28 Second opinion / comp medicine	69	69	68	66
Overall score	77	75	76	71

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?

- One of the team is excellent, most of the team are, however this one in particular always seems to just know what to do. Other colleagues could do with shadowing her.
- The telephone appointments system could be vastly improved. We, as a family, cannot get through to book an appointment. We give details, i.e. date of birth etc, and are told our details cannot be verified. We are only able to make appointment if we visit the practice and it is difficult when Mum works from 9am.
- Less waiting time. Nicer waiting area.
- Get more phone lines and waiting times need to be looked into.
- When making an appointment using telephone booking it can be frustrating to be offered an appointment only to be told it's taken by the time you're given the option of taking it.
- Tea/coffee machine.
- Better administration and allocation of 'mutually' convenient appointments for people who work full time and are not a drain on your resources. One member of staff needs to book people in correctly and learn how to respect and speak to people in an acceptable manner. Waited 4 hours for a call and she failed to book me in! How does she know if urgent. Not qualified to make those decisions. Who's to say I could have been dead in that time!
- Time on the phone to make appointment and when you get an answer all the appointments are taken.
- Possibly provide a hot drinks/cold drinks vending machine, at reasonable cost.
- Length of the waiting is variable due to a variety of factors but whatever the length of time I don't mind because it could be me.
- Take too long to answer phone after messages. Can be ringing up to 10 minutes. Could be life or death situation.
- The waiting times are appalling. Over the last 6 months I have had to see GP many times and average waiting time is at least 40 minutes. Reception staff are rude and not very helpful with relation to scripts and results for son who is over 18 but has given authority for me to receive his results.
- Less waiting time to see doctors.
- Not have to wait so long to be called in to see the doctor. I have waited up to an hour on more than one occasion.
- Just the telephone lines are always busy and put on hold for up to 10 minutes.
- I have made a complaint by email in the past. I received no correspondence about this - this aspect could be improved.
- Extended hours for those who work. To be able to ring for an appointment at any time of the day rather than set times in the morning.
- By the phones being answered promptly and certain receptionist being polite to patients. If a patient had an urgent situation they certainly couldn't get through on the phone line.
- Takes ages for the phone to be answered.
- Appointments always running behind. Children's books/toys would be nice.
- Make sure the answer phone in the morning is working correctly all the time. One of the receptionists is very helpful and friendly, maybe other staff need to be like her.
- Phoning to get an appointment on the day is difficult at times especially on a Monday.
- Excellent professional service.
- Getting to speak to receptionist on phone can take a while or few attempts.
- Waiting time to see doctors is poor, no apology for delay.
- Great 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?

- Telephone system is complicated.
- We feel this practice is fantastic.
- More late appointments or Saturday appointments for working patients.
- Telephone booking service after 9am, if nothing available you immediately go to a week ahead rather than the next day. Long delay in being able to speak to someone on reception.
- This is a very good practice. I can usually either get an appointment or speak to a doctor on the day I ring which is what I need. Well done to all staff!
- Very good visit. Nurse very attentive.
- Keeping appointments available for people (patients) who call on the day of sickness.
- Been waiting for my referral for ages, still haven't seen anyone and this is ongoing for months, feel let down big time.
- Overall satisfaction is very good, no complaints and very confident in my GP.
- We only joined this practice in January 2013 but have found it to be excellent in the care and treatment we have received. The receptionists are very helpful.
- Cold in waiting room.
- Make appointment times in morning and late afternoon for people who work.
- All very good.
- I am extremely happy with the care received.
- I have always been treated efficiently and courteously here.
- Can't think of anything - being of good/reasonable I've never had to give this much thought.
- First class.
- Not really, the practice has always been accommodating to my requests for early or late appointments given that I work away.
- I have found on the whole I always receive excellent service.
- I would like to see a better way of telephoning the doctor as I have problem making appointments by phone and you have to sometimes wait up to 15-20 minutes to get through or you have to keep telephoning reception.
- The phone appointment system is shambolic.
- Telephone system is too complicated.
- A very good service is provided. Maintaining this service would be excellent.
- The service given by this practice makes me realise how valuable the NHS is to us.
- Don't mind waiting, shows the doctor isn't just fobbing people off!
- Not required.
- Okay.
- I miss the Saturday surgery.
- The service of the practice is very commendable and satisfactory.
- You always get a smile when you go to the front desk.

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?

- Always seemed to be rushed during a consultation.
- Repeat prescriptions could be made by phone. You have only a small number of pre-bookable appointments.
- No improvement, really good service from reception to nurses, doctors etc.

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?

- This doctor is not offended when I tell her what I have worked out about my condition - in fact she welcomes my input. One of the other doctors is dismissive to my input as though I am challenging their professional expertise - which I am not. I know they are knowledgeable and the expert, I just want to give him the best information to base diagnosis on.
- The nurse practitioner we saw today was excellent and there is no need for any improvement.
- No, she was excellent.
- Be allowed more time.
- This doctor is an excellent doctor and I honestly could not say that he could improve in any way.
- Very satisfied.
- Excellent service.
- To try to ensure not so long waiting to see the doctor (always 30 minutes running late). I always see this doctor for myself and my children as I prefer to see same doctor.
- Doctors are fine - once you have waited over 40 minutes to see them.
- Very satisfied. Thank you.
- This doctor is the best doctor I have ever had. She is caring, thorough and very understanding.
- Just have more appointment time as it's hard to fit in treatment at that time.
- None, fantastic service, always helpful nothing is a problem. Very good with children.
- By allowing patients to discuss more than one problem and improving the telephone answering system.
- Nurse was excellent.
- None, very approachable and non judgemental.
- Excellent service.
- Have always found her excellent.
- None, they're good.
- Always found it good.
- No, we are happy with it all.
- We need more time with the doctor, just don't get enough time and this is really wrong and sad.
- No, she is excellent in all aspects of the role.
- None, she was really good, understanding and very practical with her information and advice.
- Don't keep people waiting so long after their assigned appointment time.
- Very nice person.
- Great experience.
- None.
- No, first class.
- No, this doctor is excellent and has her 'finger on the pulse' to coin a phrase!

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?

- Nothing required. Everything is very good as it is.
- No, I do not believe so.
- The care, understanding and ability to listen continues to be of a very high standard.
- Okay.
- Not required.
- No improvements needed! Thank you.
- Excellent, polite, courteous, knows her job.
- She is always looking after your health, can't improve, great doctor.

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 = 253

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	10	67	106	66	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (10 \times 25) + (67 \times 50) + (106 \times 75) + (66 \times 100)}{(253 - 3)} = 18,150/250$$

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"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<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