

Private and Confidential

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Improving Practice Questionnaire Report

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July 2013



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Dear Ms Spence

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=149358>

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	1	18	73	60	31	3
Q2 Telephone access	22	38	64	40	21	1
Q3 Appointment satisfaction	8	27	70	43	36	2
Q4 See practitioner within 48hrs	9	39	61	45	28	4
Q5 See practitioner of choice	16	42	64	38	19	7
Q6 Speak to practitioner on phone	24	48	46	20	13	35
Q7 Comfort of waiting room	6	32	90	33	22	3
Q8 Waiting time	38	63	54	20	8	3
Q9 Satisfaction with visit	0	13	50	61	57	5
Q10 Warmth of greeting	1	10	48	54	65	8
Q11 Ability to listen	0	16	42	53	70	5
Q12 Explanations	1	13	46	54	67	5
Q13 Reassurance	1	20	42	57	62	4
Q14 Confidence in ability	2	13	34	61	69	7
Q15 Express concerns/fears	1	18	45	49	67	6
Q16 Respect shown	0	11	43	52	74	6
Q17 Time for visit	3	23	44	57	54	5
Q18 Consideration	1	13	51	52	54	15
Q19 Concern for patient	1	12	46	58	54	15
Q20 Self care	0	19	46	52	47	22
Q21 Recommendation	2	16	39	52	60	17
Q22 Reception staff	2	17	51	65	48	3
Q23 Respect for privacy/confidentiality	2	26	50	55	47	6
Q24 Information of services	3	25	54	62	35	7
Q25 Complaints/compliments	5	29	67	40	19	26
Q26 Illness prevention	2	29	66	44	29	16
Q27 Reminder systems	11	33	59	39	29	15
Q28 Second opinion / comp medicine	5	32	54	32	27	36

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

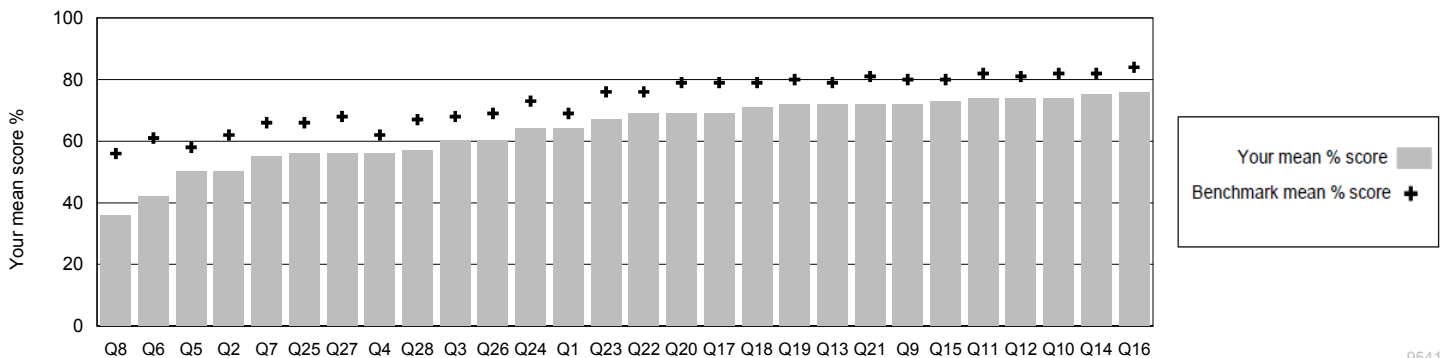
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	50	62	13	53	63	71	92
Q3 Appointment satisfaction	60	68	23	63	68	74	92
Q4 See practitioner within 48hrs	56	62	18	54	62	70	96
Q5 See practitioner of choice	50	58	22	48	57	65	95
Q6 Speak to practitioner on phone	42	61	25	54	61	67	92
Q7 Comfort of waiting room	55	66	27	60	66	71	90
Q8 Waiting time	36	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	72	80	41	76	81	85	97
Q10 Warmth of greeting	74	82	45	78	82	86	96
Q11 Ability to listen	74	82	46	78	83	87	97
Q12 Explanations	74	81	42	77	81	85	97
Q13 Reassurance	72	79	41	75	80	84	98
Q14 Confidence in ability	75	82	43	79	83	87	99
Q15 Express concerns/fears	73	80	45	76	81	85	96
Q16 Respect shown	76	84	49	80	85	88	98
Q17 Time for visit	69	79	38	75	80	84	96
Q18 Consideration	71	79	41	75	79	83	98
Q19 Concern for patient	72	80	43	76	80	84	97
Q20 Self care	69	79	38	75	79	83	97
Q21 Recommendation	72	81	41	78	82	86	99
About the staff							
Q22 Reception staff	69	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	67	76	43	72	76	80	96
Q24 Information of services	64	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	56	66	31	62	66	70	96
Q26 Illness prevention	60	69	34	64	68	72	96
Q27 Reminder systems	56	68	27	63	68	72	96
Q28 Second opinion / comp medicine	57	67	30	62	67	71	96
Overall score	64	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	64	67	48	64	67	71	86
Q2 Telephone access	50	60	28	54	61	67	85
Q3 Appointment satisfaction	60	67	46	62	67	72	87
Q4 See practitioner within 48hrs	56	60	30	53	60	67	86
Q5 See practitioner of choice	50	55	28	47	55	61	84
Q6 Speak to practitioner on phone	42	59	29	53	58	66	84
Q7 Comfort of waiting room	55	64	39	60	65	69	82
Q8 Waiting time	36	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	72	80	44	76	80	84	93
Q10 Warmth of greeting	74	82	46	78	82	85	94
Q11 Ability to listen	74	82	46	79	82	86	95
Q12 Explanations	74	81	45	77	81	85	94
Q13 Reassurance	72	79	44	76	80	84	94
Q14 Confidence in ability	75	82	47	79	82	87	95
Q15 Express concerns/fears	73	80	46	77	80	84	93
Q16 Respect shown	76	84	49	80	84	88	95
Q17 Time for visit	69	79	51	76	79	83	94
Q18 Consideration	71	78	41	74	79	83	91
Q19 Concern for patient	72	79	43	76	80	84	93
Q20 Self care	69	78	46	75	79	82	91
Q21 Recommendation	72	81	47	78	82	86	95
About the staff							
Q22 Reception staff	69	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	67	75	45	72	75	78	88
Q24 Information of services	64	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	56	65	50	62	66	69	85
Q26 Illness prevention	60	67	36	64	67	71	85
Q27 Reminder systems	56	66	29	63	66	70	85
Q28 Second opinion / comp medicine	57	66	53	62	66	69	86
Overall score	64	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

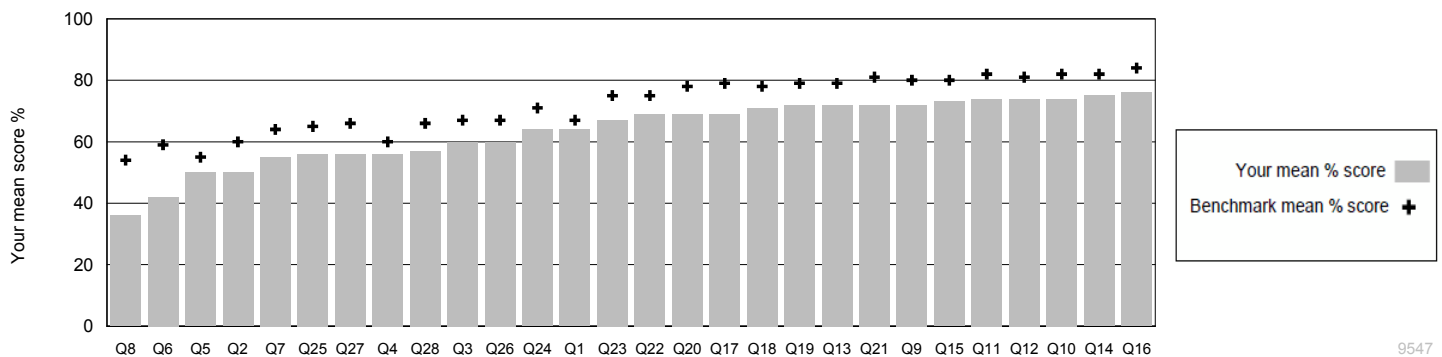
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*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

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	13	70	70	44	65	70	75	92
25 - 59	89	61	71	44	68	72	75	93
60 +	70	67	74	43	71	75	78	87
Blank	14	58	70	46	64	70	77	91
Gender								
Female	114	64	72	42	68	72	76	86
Male	55	66	73	46	69	74	77	91
Blank	17	60	71	45	65	71	75	93
Visit usual practitioner								
Yes	114	66	74	46	71	75	78	90
No	49	59	69	38	65	69	73	92
Blank	23	63	71	46	66	71	75	87
Years attending								
< 5 years	32	66	72	53	68	72	76	92
5 - 10 years	44	59	71	38	67	72	76	91
> 10 years	92	66	73	45	69	73	77	85
Blank	18	61	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	15/08/2011
Q1 Opening hours satisfaction	64	65
Q2 Telephone access	50	51
Q3 Appointment satisfaction	60	64
Q4 See practitioner within 48hrs	56	60
Q5 See practitioner of choice	50	52
Q6 Speak to practitioner on phone	42	45
Q7 Comfort of waiting room	55	55
Q8 Waiting time	36	42
Q9 Satisfaction with visit	72	77
Q10 Warmth of greeting	74	77
Q11 Ability to listen	74	77
Q12 Explanations	74	77
Q13 Reassurance	72	76
Q14 Confidence in ability	75	78
Q15 Express concerns/fears	73	75
Q16 Respect shown	76	80
Q17 Time for visit	69	76
Q18 Consideration	71	72
Q19 Concern for patient	72	74
Q20 Self care	69	73
Q21 Recommendation	72	76
Q22 Reception staff	69	70
Q23 Respect for privacy/confidentiality	67	69
Q24 Information of services	64	65
Q25 Complaints/compliments	56	56
Q26 Illness prevention	60	61
Q27 Reminder systems	56	57
Q28 Second opinion / comp medicine	57	57
Overall score	64	67

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?

- Make clear the policies about which appointment can be booked in advance and which ones are only bookable on the day.
- The service is excellent.
- Perhaps have one more late night surgery per week to make it easier for people who work in London, to get appointments.
- More evening/opening hours to suit workers some weekend. To contact patient when appointment needed following tests/when jabs due. To take prescription requests by phone or email to suit workers etc.
- Try to see children quickly, today 2 children in waiting room 1/2 hour I know of.
- The waiting times are very long sometimes.
- I find that all doctors, reception staff, nurses give an excellent service.
- Waiting times very long - especially if you've got young children with you. Not much to entertain young children.
- Waiting times are far too long.
- The reception area, doesn't really cater for the hard of hearing, when there's lots of people, you can't always hear when your name is being called.
- Reception staff could be more pleasant.
- GPs that don't leave confidential patient information on home answering machines would be lovely.
- When you ask to see doctor and to get tablets I have to wait 1 week.
- It is extremely busy all the time, the main doctors are very professional and good doctors who care. Some of the locums do not have the same attitude. The practice is still open to new patients but I feel they have more than enough due to the waiting time of anything from 10 minutes to 1 hour.
- Very good, excellent.
- Give doctors more time per patient so late morning appointments mean long waiting times.
- I have always found the surgery helpful.
- Only complaint have had to have some referrals to hospital, which seem to have taken longer than I expected to be sent.
- Appointment times overrun by at least 30 minutes.
- Receptionists very moody/abrupt. Better system for calling patients - when noisy can barely hear if babies crying, radio on etc. Often looks scruffy in reception. Keep tidy/decor sorted. Appointments with specific doctors are hard to get. Allow booking in advance where possible - not always easy to phone on the day. Let us know if clinic is late so we know how long to wait.
- As I am satisfied I do not see any need for improvement.
- Waiting times?
- Letting us know how long we have to wait. I often have to go over my appointment time by 20 or 30 minutes waiting. Maybe a ticket and visual aid as it is frustrating especially when you have ill children or bored children.
- Should inform patients if there are delays.
- Answer telephone when it rings and not be kept waiting 20 - 25 minutes.
- Would like to be seen nearer the appointment time.

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?

- When I joined practice I was stopped by previous office staff member of seeing nurse of my choice because of accusations by previous practice (unsubstantiated) and in 3 years I've been afraid to ask to see the nurse in question even though I have never offended her or her me. My privacy from one surgery to next was not maintained.
- There is no privacy when talking to reception staff. Which can be a problem if you need to talk about personal matters as there is always someone queuing/standing alongside of you (very difficult problem to solve).
- Waiting time could be better, have sat here for an hour before. Generally half hour wait. Wait today, not bad - 20 minutes.
- Easier access to practice manager if required.
- My family always have good service for GPs and reception.
- More considerate reception staff. The system of making appointments is very poor - either no appointments left or phone back at 1pm to be told the same - every time.
- Open later practice for people who work, late or later.
- Stop taking on new patients you have too many now.
- Reception could be more helpful/educated.
- Open Saturday morning.
- More response from staff. Getting through on phone takes too long - on hold too long. Then you need to push to get appointment. Or you are asked to call back after 1pm and when you do all appointments are gone.
- Difficulties in connecting to surgery at times and appointment availability.
- Blood tests in the practice. Eye tests in the practice. Electronic information display indicating where one is in the queue for each doctor and how long to wait before seeing him or her.
- For the receptionists not to ask what you need to see the nurse for more confidentiality.
- Being told if your doctor is running late!

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?

- Needs to show more of an interest in their patients.
- I feel one doctor's attitude is poor, they seem very keen to get their patients out of office ASAP. Not prepared to listen.
- My doctor always gives all their patients the time they need. They are the best.
- I always ask for the same doctor as they are the most caring doctor, treats me as a person not a number, fabulous customer service.
- When talking to me, stop looking at the screen, I am in the room.
- One doctor is very good.
- They do their best with so many patients to see, and I do like to see the main doctors there, as I feel they know me personally.
- Do not see the need for improvement.
- The reception staff can be abrupt at times but I feel like they are trying to improve.
- Excellent care by my doctors. One doctor in particular.
- One doctor is great.
- As I only now see one doctor and am very happy with being under them, I find they are an excellent doctor. Thank you.
- PA system could be put on. Heating on in winter months.
- Try to see patients on time.
- This doctor is excellent.
- It's good anyway.
- Another female, Gyno, is very long to see the lady 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 = 186

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	18	73	60	31	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (18 \times 25) + (73 \times 50) + (60 \times 75) + (31 \times 100)}{(186 - 3)} = 11,700/183$$

Your mean percentage score for Q1 = 64%

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	64

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

Dr N Kumar and Dr A Sinha

Shoebury Health Centre
Campfield Road
Shoeburyness
Essex
SS3 9BX

Practice List Size: 7100

Surveys Completed: 186

has completed the

Improving Practice Questionnaire

Completed on 15 July 2013



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.