

**Private and Confidential**

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## **Improving Practice Questionnaire Report**

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January 2012



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30 January 2012

Dear Mrs Stern

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).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or [reports@cfep.co.uk](mailto:reports@cfep.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

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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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) 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	0	11	39	54	26	0
Q2 Telephone access	1	2	30	51	45	1
Q3 Appointment satisfaction	0	5	24	57	40	4
Q4 See practitioner within 48hrs	3	21	37	36	29	4
Q5 See practitioner of choice	3	19	41	47	14	6
Q6 Speak to practitioner on phone	0	10	42	40	23	15
Q7 Comfort of waiting room	3	10	38	45	30	4
Q8 Waiting time	1	15	53	37	18	6
Q9 Satisfaction with visit	0	2	17	43	65	3
Q10 Warmth of greeting	0	1	12	36	77	4
Q11 Ability to listen	0	1	16	37	72	4
Q12 Explanations	0	1	17	40	69	3
Q13 Reassurance	1	0	15	43	68	3
Q14 Confidence in ability	0	1	12	43	68	6
Q15 Express concerns/fears	1	1	12	49	63	4
Q16 Respect shown	0	0	11	34	79	6
Q17 Time for visit	0	2	17	42	65	4
Q18 Consideration	0	2	17	40	61	10
Q19 Concern for patient	0	2	14	39	68	7
Q20 Self care	1	0	16	50	57	6
Q21 Recommendation	0	1	13	37	68	11
Q22 Reception staff	0	1	15	43	69	2
Q23 Respect for privacy/confidentiality	2	0	19	48	59	2
Q24 Information of services	1	7	24	47	48	3
Q25 Complaints/compliments	1	5	43	46	23	12
Q26 Illness prevention	0	11	35	43	36	5
Q27 Reminder systems	1	9	37	43	36	4
Q28 Second opinion / comp medicine	1	7	31	31	32	28

Blank/spoilt responses are not included in the analysis (see score explanation)

## Your patient feedback

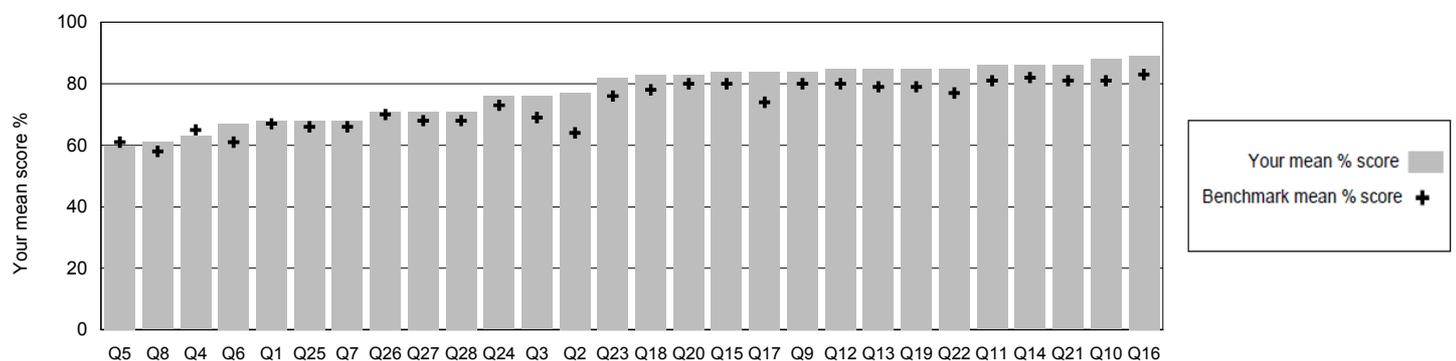
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	68	67	44	62	66	71	99
Q2 Telephone access	77	64	24	56	64	72	99
Q3 Appointment satisfaction	76	69	37	64	69	74	99
Q4 See practitioner within 48hrs	63	65	25	57	65	72	99
Q5 See practitioner of choice	60	61	24	53	60	69	99
Q6 Speak to practitioner on phone	67	61	31	54	61	67	99
Q7 Comfort of waiting room	68	66	31	61	66	72	100
Q8 Waiting time	61	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	49	76	80	84	99
Q10 Warmth of greeting	88	81	50	78	82	86	99
Q11 Ability to listen	86	81	50	78	82	86	100
Q12 Explanations	85	80	49	77	81	84	100
Q13 Reassurance	85	79	49	75	79	83	100
Q14 Confidence in ability	86	82	50	79	83	86	100
Q15 Express concerns/fears	84	80	50	76	80	84	100
Q16 Respect shown	89	83	50	80	84	88	100
Q17 Time for visit	84	74	46	70	74	79	100
Q18 Consideration	83	78	48	74	78	82	100
Q19 Concern for patient	85	79	48	75	79	83	100
Q20 Self care	83	80	51	78	81	85	99
Q21 Recommendation	86	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	85	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	82	76	45	72	76	80	100
Q24 Information of services	76	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	68	66	42	62	66	71	100
Q26 Illness prevention	71	70	46	66	69	73	100
Q27 Reminder systems	71	68	43	63	67	72	99
Q28 Second opinion / comp medicine	71	68	44	63	67	72	99
Overall score	78	73	46	69	73	77	100

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

\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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



## Your patient feedback

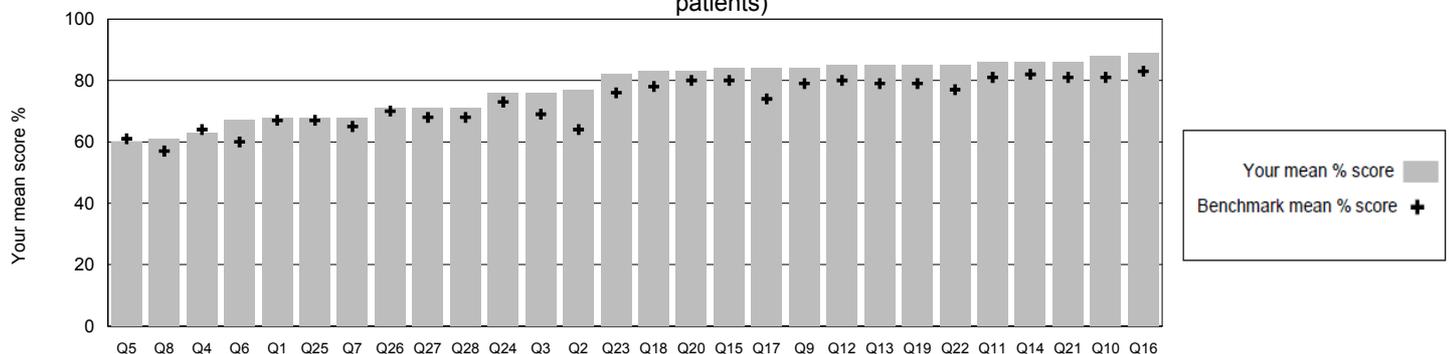
Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	68	67	46	62	66	71	94
Q2 Telephone access	77	64	30	57	66	72	91
Q3 Appointment satisfaction	76	69	44	64	69	74	94
Q4 See practitioner within 48hrs	63	64	28	57	64	72	95
Q5 See practitioner of choice	60	61	34	54	61	67	89
Q6 Speak to practitioner on phone	67	60	34	55	61	66	86
Q7 Comfort of waiting room	68	65	38	60	67	71	96
Q8 Waiting time	61	57	31	51	57	63	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	79	53	76	80	84	96
Q10 Warmth of greeting	88	81	52	78	82	85	96
Q11 Ability to listen	86	81	51	78	82	86	95
Q12 Explanations	85	80	51	77	81	84	94
Q13 Reassurance	85	79	52	75	79	83	95
Q14 Confidence in ability	86	82	53	79	83	86	95
Q15 Express concerns/fears	84	80	52	76	80	84	95
Q16 Respect shown	89	83	54	80	84	87	96
Q17 Time for visit	84	74	50	69	74	78	93
Q18 Consideration	83	78	50	74	78	82	94
Q19 Concern for patient	85	79	51	75	79	83	95
Q20 Self care	83	80	63	78	80	85	92
Q21 Recommendation	86	81	51	77	82	85	96
<b>About the staff</b>							
Q22 Reception staff	85	77	53	73	77	81	95
Q23 Respect for privacy/confidentiality	82	76	56	72	76	80	96
Q24 Information of services	76	73	54	70	73	77	95
<b>Finally</b>							
Q25 Complaints/compliments	68	67	47	63	67	70	93
Q26 Illness prevention	71	70	50	67	70	73	94
Q27 Reminder systems	71	68	50	64	68	72	95
Q28 Second opinion / comp medicine	71	68	50	64	68	71	93
Overall score	78	73	51	69	73	77	94

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

\* Based on data from 603 practices surveyed between April 2008 and March 2011 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 (4001-6000 patients)



## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (4001-6000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	6	82	70	46	65	71	75	98
25 - 59	56	76	72	51	68	72	76	94
60 +	66	78	76	53	72	76	80	92
Blank	2	-	-	-	-	-	-	-
<b>Gender</b>								
Female	68	77	72	52	69	73	77	95
Male	55	78	74	48	70	74	78	93
Blank	7	81	71	47	65	72	77	96
<b>Visit usual practitioner</b>								
Yes	72	78	74	53	71	75	78	93
No	40	77	68	37	64	69	73	96
Blank	18	78	71	45	66	71	76	95
<b>Years attending</b>								
< 5 years	23	78	72	46	68	73	77	97
5 - 10 years	22	76	72	37	68	73	77	91
> 10 years	76	78	74	52	70	74	78	93
Blank	9	77	71	45	65	72	77	96

\* Based on data from 603 practices surveyed between April 2008 and March 2011 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.

## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	19/07/2011	12/06/2007	14/06/2006	08/06/2005
Q1 Opening hours satisfaction	68	61	64	65
Q2 Telephone access	77	70	71	75
Q3 Appointment satisfaction	76	69	73	68
Q4 See practitioner within 48hrs	63	63	69	70
Q5 See practitioner of choice	60	57	62	56
Q6 Speak to practitioner on phone	67	59	56	58
Q7 Comfort of waiting room	68	66	69	70
Q8 Waiting time	61	57	64	58
Q9 Satisfaction with visit	84	81	84	82
Q10 Warmth of greeting	88	83	84	85
Q11 Ability to listen	86	84	84	84
Q12 Explanations	85	83	83	81
Q13 Reassurance	85	81	81	80
Q14 Confidence in ability	86	84	86	84
Q15 Express concerns/fears	84	82	82	84
Q16 Respect shown	89	85	87	86
Q17 Time for visit	84	73	75	74
Q18 Consideration	83	79	79	80
Q19 Concern for patient	85	80	82	82
Q20 Self care	83	--	--	--
Q21 Recommendation	86	84	84	84
Q22 Reception staff	85	72	73	74
Q23 Respect for privacy/confidentiality	82	69	76	73
Q24 Information of services	76	68	72	72
Q25 Complaints/compliments	68	65	66	72
Q26 Illness prevention	71	67	72	71
Q27 Reminder systems	71	67	69	70
Q28 Second opinion / comp medicine	71	68	68	71
Overall score	78	73	75	74

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

\*Dates in the table relate to date of application to carry out the survey.

## 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.

## Comments about how the practice could improve

- At least one night a week with very early or very late appointments. An ability to accept card payments.
- My only complaint against this practice was never fully explained and was about blood tests for my late mother. When I brought my mother in she had to wait about 40 minutes. She died before the results returned. This is the only occasion that the practice has failed us. Apart from the above, I consider this practice good, friendly, efficiently run with good follow up and most important of all good doctors and nurses.
- Difficulty for working patients to visit/collect prescriptions etc. during their lunch hour as you are closed at that time.
- I find this practice makes you welcome.
- It would be nice to be open for an hour or two on a Saturday morning.
- There don't seem to be regular check ups for older patients - perhaps something to consider? Very glad that Radio 2 has gone!
- Saturday mornings?
- More appointments out of working hours would be helpful.
- I've heard complaints about prescriptions but have no cause to complain myself.
- Out dated - needs modernising - more space.
- Shabby waiting room.
- Understand many would appreciate a Saturday morning opening.
- The pharmacy could be better i.e. some medications have ran out.
- The nurse is always so kind and gentle and remembers me and my medical history.
- Saturday morning opening would be helpful.
- Better system for repeat prescriptions - can sometimes be a backlog for Friday collections.
- Let us know about running late.
- Changes to prescription instructions are not always updated on the computer, for instance when a prescription should have been posted to the pharmacy in Heathfield to be put in blister packs, they were either sent to the wrong pharmacy, not sent at all or not sent for several days. When we cancelled this service and asked to collect medication at this surgery, the prescription was sent to Heathfield twice which resulted in the patient being without their medication for a week.
- The waiting room needs to be spruced up and with more provision for children.
- More privacy in reception. Telephones located away from reception area. Separate area for prescriptions to be handed out, as a bottle neck is created at the reception desk. Too much noise and congestion in reception area.
- Very happy with the practice.
- Keep up the good work.
- Opening on Saturdays.
- Could be more pro-active e.g. blood pressure testing, routine urine and blood analysis. In essence health screening on a routine basis not post symptomatic.
- No, because we are very lucky to have such good service. Thank you.
- Saturday appointments. Saturday pharmacy for collection of repeat prescriptions.
- The practice is good and has an excellent reputation. It is a huge asset to the village - please keep going!

## 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.

### Comments about how the practice could improve

- Availability of doctors and nurses at short notice. Extended opening hours.
- Scruffy waiting area. Old magazines. Lovely staff, very helpful.
- Facility to handle email traffic as a means of communication would help patients, provided they don't abuse it and would help staff to do their job too. Telephone outgoing message is a little stiff and unfriendly but essentially that does not matter, given that one gets through to speak to someone, cosmetic perhaps.
- Saturday availability would be better.
- The practice service is very good and all the staff.
- Could replace Saturday morning surgery.
- Several occasions where certain medication is 'out of stock', only discovered when opening package at home! Filing system for prescriptions is always haphazard and frustrating for both patients and reception staff.
- Is it not possible to have a skeleton staff during the lunch hour period? E.g. for medicine requests at endpoint. Call-back service is good. No formal contact for cyclical check-ups when on on-going medication.
- None, just fine.
- Within the current contract, it's only improvement possible would be slightly later opening hours. However I no longer commute so this matters little to me. The out of hours service is variable and the website is being improved. Self testing might be looked at.
- Improve the public announcement system announcing prescriptions are ready for people in the waiting room. Some kind of system for informing people with a hearing impairment that they are requested at reception.
- Better chances for people who work to see a doctor instead of losing time from work (money). So longer opening times and maybe weekend opening (Saturday) as I think the surgery closes too early.
- The practice is excellent in all respects.
- Half hour late for blood test.
- I have no problem regarding improvements as I think the practice to be absolutely superb. During our relevant moves from area to area this practice has been the best so far. The care and help is very very good.
- It's fine.

## 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.

### Comments about how the doctor/nurse could improve

- Their service has been very good for me and my family. Any medical practice is good if the staff keep up with the new knowledge that is available. I found the knowledge and ability of the staff satisfactory.
- Maybe longer to listen by the doctor.
- Very friendly, puts you at your ease.
- All personnel working here are friendly, helpful and considerate. Lovely people, especially friendly and helpful reception staff.
- The only reason the doctor was not rated excellent was because it was the first time we had visited them, so they didn't know us. If we had seen out usual clinician everything would have been 'excellent'.
- None - excellent doctor.
- We are very lucky to have this surgery.
- None as I trust my doctor totally and they have helped me manage to bring my child up as a single parent coping with all lifes dramas along the way.
- I am always very impressed with the doctors and nurses at this surgery. I have never felt rushed during a consultation and have always managed to get a same day appointment in an emergency. One doctor in particular is a pleasure to consult. All staff are really good with children.
- I have seen different doctors all in this surgery and each doctor is fantastic.
- I am very happy with all the doctors and the nurses.
- Just fine.
- None, I find the practice in general excellent.
- My doctor is a fantastic doctor and so are all the doctors at this surgery.
- All doctors, staff and nurses have always done their very best for us. Thank you.

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 = 130

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	11	39	54	26	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (11 \times 25) + (39 \times 50) + (54 \times 75) + (26 \times 100)}{(130 - 0)} = 8,875/130$$

Your mean percentage score for Q1 = 68%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### 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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	68	44	62	66	71	99

\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a 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"/>				

SAMPLE ONLY  
PLEASE DO NOT COPY

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"/>				

**SAMPLE ONLY  
PLEASE DO NOT COPY**

**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**



# Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).  
Please retain this form for future reference and to present to your PCT if required.

## **PART 1: 2011/2012**

### **A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

## B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

**PART 2: 2012/2013**

(To be completed after completion of second survey)

**A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

## B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

# Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>				

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-  
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

# *Certificate of Completion*

This is to certify that

**Dr B Packham Dr J Woodgate and Dr M Thomas**

Fairfield Surgery  
High Street  
Burwash  
Etchingam  
EAST SUSSEX  
TN19 7EU

**Practice List Size: 4200**

**Surveys Completed: 130**

has completed the

**Improving Practice Questionnaire**

Completed on 30 January 2012



**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.