

Private and Confidential

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Improving Practice Questionnaire Report

Fairfield Surgery

September 2012



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13 September 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).

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=137313>

Please contact the office on 0845 5197493 or reports@cfep.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 (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	2	6	42	37	22	0
Q2 Telephone access	1	3	28	42	34	1
Q3 Appointment satisfaction	1	3	27	40	38	0
Q4 See practitioner within 48hrs	0	19	29	33	24	4
Q5 See practitioner of choice	7	12	30	36	24	0
Q6 Speak to practitioner on phone	1	13	30	34	21	10
Q7 Comfort of waiting room	3	5	36	44	20	1
Q8 Waiting time	1	17	38	33	15	5
Q9 Satisfaction with visit	0	0	11	27	70	1
Q10 Warmth of greeting	0	1	7	26	73	2
Q11 Ability to listen	0	0	8	29	71	1
Q12 Explanations	0	1	7	33	67	1
Q13 Reassurance	0	0	10	34	63	2
Q14 Confidence in ability	0	1	6	30	70	2
Q15 Express concerns/fears	0	1	8	35	62	3
Q16 Respect shown	0	1	7	25	75	1
Q17 Time for visit	0	1	14	36	57	1
Q18 Consideration	0	0	10	36	59	4
Q19 Concern for patient	0	0	9	33	61	6
Q20 Self care	0	0	9	36	57	7
Q21 Recommendation	0	0	9	25	71	4
Q22 Reception staff	0	1	11	45	52	0
Q23 Respect for privacy/confidentiality	0	3	17	41	46	2
Q24 Information of services	1	2	22	36	42	6
Q25 Complaints/compliments	2	6	26	32	25	18
Q26 Illness prevention	0	4	34	42	22	7
Q27 Reminder systems	2	8	27	37	24	11
Q28 Second opinion / comp medicine	1	0	18	35	23	32

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

Your patient feedback

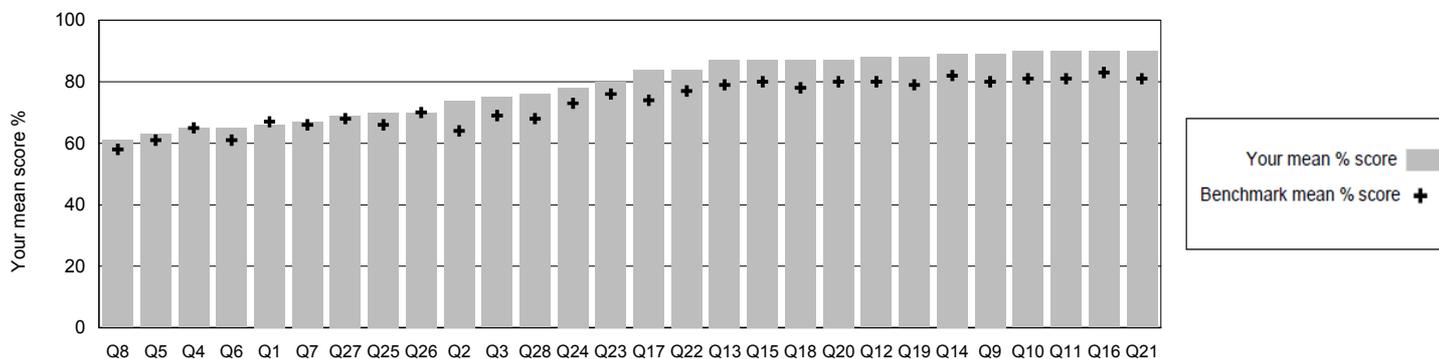
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	67	44	62	66	71	99
Q2 Telephone access	74	64	24	56	64	72	99
Q3 Appointment satisfaction	75	69	37	64	69	74	99
Q4 See practitioner within 48hrs	65	65	25	57	65	72	99
Q5 See practitioner of choice	63	61	24	53	60	69	99
Q6 Speak to practitioner on phone	65	61	31	54	61	67	99
Q7 Comfort of waiting room	67	66	31	61	66	72	100
Q8 Waiting time	61	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	89	80	49	76	80	84	99
Q10 Warmth of greeting	90	81	50	78	82	86	99
Q11 Ability to listen	90	81	50	78	82	86	100
Q12 Explanations	88	80	49	77	81	84	100
Q13 Reassurance	87	79	49	75	79	83	100
Q14 Confidence in ability	89	82	50	79	83	86	100
Q15 Express concerns/fears	87	80	50	76	80	84	100
Q16 Respect shown	90	83	50	80	84	88	100
Q17 Time for visit	84	74	46	70	74	79	100
Q18 Consideration	87	78	48	74	78	82	100
Q19 Concern for patient	88	79	48	75	79	83	100
Q20 Self care	87	80	51	78	81	85	99
Q21 Recommendation	90	81	46	77	81	85	100
About the staff							
Q22 Reception staff	84	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	80	76	45	72	76	80	100
Q24 Information of services	78	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	70	66	42	62	66	71	100
Q26 Illness prevention	70	70	46	66	69	73	100
Q27 Reminder systems	69	68	43	63	67	72	99
Q28 Second opinion / comp medicine	76	68	44	63	67	72	99
Overall score	79	70	46	66	69	73	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

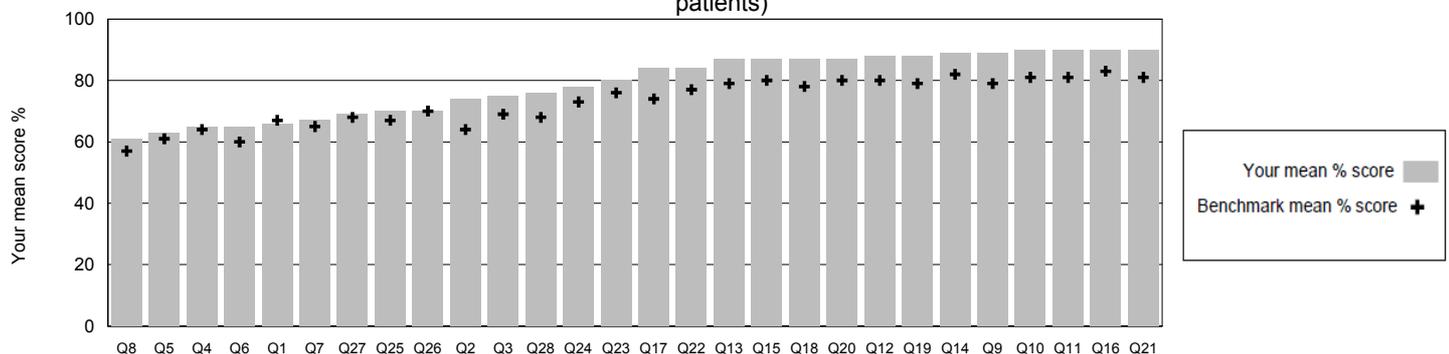
Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	67	46	62	66	71	94
Q2 Telephone access	74	64	30	57	66	72	91
Q3 Appointment satisfaction	75	69	44	64	69	74	94
Q4 See practitioner within 48hrs	65	64	28	57	64	72	95
Q5 See practitioner of choice	63	61	34	54	61	67	89
Q6 Speak to practitioner on phone	65	60	34	55	61	66	86
Q7 Comfort of waiting room	67	65	38	60	67	71	96
Q8 Waiting time	61	57	31	51	57	63	91
About the practitioner							
Q9 Satisfaction with visit	89	79	53	76	80	84	96
Q10 Warmth of greeting	90	81	52	78	82	85	96
Q11 Ability to listen	90	81	51	78	82	86	95
Q12 Explanations	88	80	51	77	81	84	94
Q13 Reassurance	87	79	52	75	79	83	95
Q14 Confidence in ability	89	82	53	79	83	86	95
Q15 Express concerns/fears	87	80	52	76	80	84	95
Q16 Respect shown	90	83	54	80	84	87	96
Q17 Time for visit	84	74	50	69	74	78	93
Q18 Consideration	87	78	50	74	78	82	94
Q19 Concern for patient	88	79	51	75	79	83	95
Q20 Self care	87	80	63	78	80	85	92
Q21 Recommendation	90	81	51	77	82	85	96
About the staff							
Q22 Reception staff	84	77	53	73	77	81	95
Q23 Respect for privacy/confidentiality	80	76	56	72	76	80	96
Q24 Information of services	78	73	54	70	73	77	95
Finally							
Q25 Complaints/compliments	70	67	47	63	67	70	93
Q26 Illness prevention	70	70	50	67	70	73	94
Q27 Reminder systems	69	68	50	64	68	72	95
Q28 Second opinion / comp medicine	76	68	50	64	68	71	93
Overall score	79	70	50	67	70	73	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
Age								
Under 25	7	87	70	46	65	71	75	98
25 - 59	45	79	72	51	68	72	76	94
60 +	51	79	76	53	72	76	80	92
Blank	6	71	71	42	65	72	78	100
Gender								
Female	61	80	72	52	69	73	77	95
Male	43	79	74	48	70	74	78	93
Blank	5	66	71	47	65	72	77	96
Visit usual practitioner								
Yes	77	80	74	53	71	75	78	93
No	20	75	68	37	64	69	73	96
Blank	12	79	71	45	66	71	76	95
Years attending								
< 5 years	27	79	72	46	68	73	77	97
5 - 10 years	14	75	72	37	68	73	77	91
> 10 years	60	80	74	52	70	74	78	93
Blank	8	79	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*

	12/07/2012	19/07/2011	12/06/2007	14/06/2006
Q1 Opening hours satisfaction	66	68	61	64
Q2 Telephone access	74	77	70	71
Q3 Appointment satisfaction	75	76	69	73
Q4 See practitioner within 48hrs	65	63	63	69
Q5 See practitioner of choice	63	60	57	62
Q6 Speak to practitioner on phone	65	67	59	56
Q7 Comfort of waiting room	67	68	66	69
Q8 Waiting time	61	61	57	64
Q9 Satisfaction with visit	89	84	81	84
Q10 Warmth of greeting	90	88	83	84
Q11 Ability to listen	90	86	84	84
Q12 Explanations	88	85	83	83
Q13 Reassurance	87	85	81	81
Q14 Confidence in ability	89	86	84	86
Q15 Express concerns/fears	87	84	82	82
Q16 Respect shown	90	89	85	87
Q17 Time for visit	84	84	73	75
Q18 Consideration	87	83	79	79
Q19 Concern for patient	88	85	80	82
Q20 Self care	87	83	--	--
Q21 Recommendation	90	86	84	84
Q22 Reception staff	84	85	72	73
Q23 Respect for privacy/confidentiality	80	82	69	76
Q24 Information of services	78	76	68	72
Q25 Complaints/compliments	70	68	65	66
Q26 Illness prevention	70	71	67	72
Q27 Reminder systems	69	71	67	69
Q28 Second opinion / comp medicine	76	71	68	68
Overall score	79	78	73	75

-- 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

- Drink machine in foyer or waiting room. Text services or online appointments?
- Possibly have a Saturday service for 3 hours.
- Could be open lunchtime for collection of prescriptions.
- Very happy with the practice.
- It would be helpful if the practice could extend its opening hours for those in full time employment, particularly those who commute to London. I would suggest Saturday morning and an evening e.g. 19:00 - 21:00.
- Practice opening hours could be extended, e.g. the weekends on a rota basis.
- Excellent service.
- More than satisfied by the current situation.
- I find all the services at this surgery very good - bordering on excellence. It is clean, well-run and I wish all surgeries could have such a happy and congenial atmosphere.
- Reception to be staffed at lunch time.
- Lunchtime closing is unhelpful. Not enough routine information about health centres, systems and processes. Very difficult to get an appointment with my doctor even at a time to suit my commitments when booked in advance.
- Open Saturday mornings again.
- Very good.
- More evenings.
- Having been with this practice for many years I have never had cause for complaint and have been treated by the doctor and staff with concern and respect.
- No need for improvement. Never need to complain over many years.
- The information boards need to be kept tidy and more up to date and perhaps more colourful to make it stand out. Alternative therapies to be made more aware of so that all patients have a choice for their well being.
- Maybe Saturday morning walk in service.
- Had a couple of dealings with one member of staff, did not feel they helped solve the problem.
- I understand the problems but Saturday am opening would be reassuring. A weekend is a long time to worry.
- Perfect.
- I have been treated with courtesy and respect at all times. Thank you.
- Greater flexibility in (pm) availability for 'urgent' consultations and weekend opening (say am) for the dispensary.
- Should not close at lunchtime. Collection of prescriptions at reception should be far better, far too much time wasted.
- Replace mic/speaker system between reception and waiting - and train operators!
- As I work in London it's difficult to pick up prescriptions as surgery closes at 7pm.
- Some hours of opening at weekends would be good, as one normally gets something wrong on Friday or Saturday.
- In the nearly 5 years, we have been living in Burwash, we have found the whole practice, caring, friendly and very professional so I think it would be difficult to improve.
- Not always female doctors available.
- Saturday collection of prescriptions would be very helpful.

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

- In my opinion it doesn't need improving.

Comments about how the doctor/nurse could improve

- Very happy with the doctor.
- Excellent doctors.
- The reason for living in Burwash is mainly because of such a good medical practice.
- My GP is first rate - because they are good they take longer than allocated time to deal with their patients and always run late. Perhaps they should be allocated more time per patient.
- No need for improvement.
- Time keeping as I am often kept waiting for over 40 minutes each time I come.
- So reassuring. Thank you.
- Perfect.
- Doctor is excellent, best I've ever had, anywhere. Dispensary is what needs sorting out here, far far too many mistakes.
- Chances of seeing the doctor of your choice needs improving in our view.
- He couldn't - he's excellent!

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 = 109

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	6	42	37	22	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (6 \times 25) + (42 \times 50) + (37 \times 75) + (22 \times 100)}{(109 - 0)} = 7,225/109$$

Your mean percentage score for Q1 = 66%

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	66	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"/>				

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



Certificate of Completion

This is to certify that

Fairfield Surgery

High Street
Burwash
Etchingam
East Sussex
TN19 7EU

Practice List Size: 4200

Surveys Completed: 109

has completed the

Improving Practice Questionnaire

Completed on 13 September 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.