

**Private and Confidential**

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# Improving Practice Questionnaire Report

Meir Park Surgery

September 2013



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16 September 2013

Dear Mrs Davies

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=150217>

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

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

### Your patient feedback

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Explanation of quartiles
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Sample questionnaire

## Introduction

### About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	3	14	44	38	21	2
Q2 Telephone access	25	29	32	24	11	1
Q3 Appointment satisfaction	7	14	38	35	27	1
Q4 See practitioner within 48hrs	19	20	30	24	24	5
Q5 See practitioner of choice	6	23	32	28	23	10
Q6 Speak to practitioner on phone	6	21	33	19	23	20
Q7 Comfort of waiting room	1	11	51	23	35	1
Q8 Waiting time	11	26	41	21	19	4
Q9 Satisfaction with visit	1	2	22	35	60	2
Q10 Warmth of greeting	1	5	18	26	70	2
Q11 Ability to listen	2	2	17	30	69	2
Q12 Explanations	1	4	14	37	65	1
Q13 Reassurance	2	1	20	32	64	3
Q14 Confidence in ability	2	0	16	33	69	2
Q15 Express concerns/fears	1	2	21	35	58	5
Q16 Respect shown	2	1	12	32	73	2
Q17 Time for visit	2	3	15	33	66	3
Q18 Consideration	2	2	18	43	50	7
Q19 Concern for patient	1	3	16	38	56	8
Q20 Self care	1	3	17	35	59	7
Q21 Recommendation	1	3	15	33	66	4
Q22 Reception staff	2	3	24	51	37	5
Q23 Respect for privacy/confidentiality	1	3	24	45	43	6
Q24 Information of services	0	9	27	41	42	3
Q25 Complaints/compliments	5	9	32	38	24	14
Q26 Illness prevention	1	9	35	32	33	12
Q27 Reminder systems	6	6	36	33	32	9
Q28 Second opinion / comp medicine	6	6	30	26	28	26

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

Your patient feedback

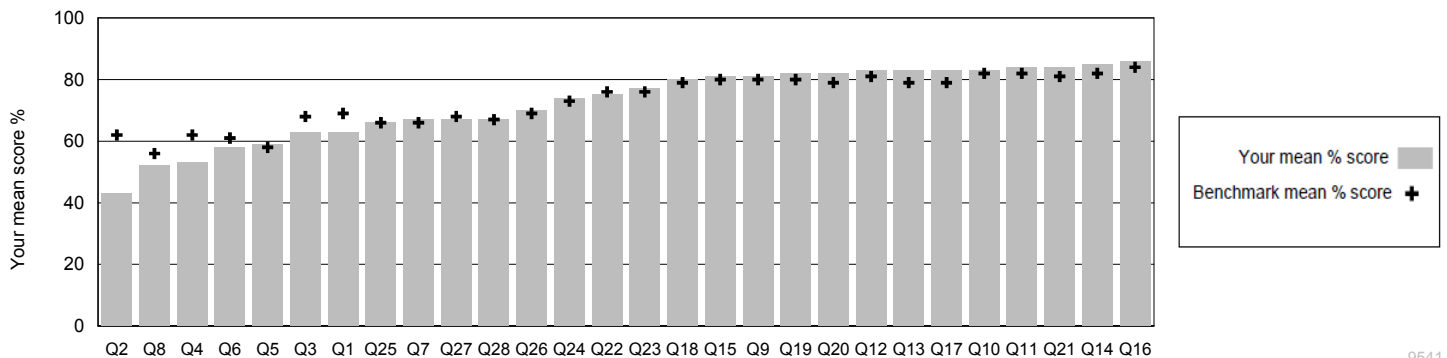
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	63	69	23	64	68	73	92
Q2 Telephone access	43	62	13	53	63	71	92
Q3 Appointment satisfaction	63	68	23	63	68	74	92
Q4 See practitioner within 48hrs	53	62	18	54	62	70	96
Q5 See practitioner of choice	59	58	22	48	57	65	95
Q6 Speak to practitioner on phone	58	61	25	54	61	67	92
Q7 Comfort of waiting room	67	66	27	60	66	71	90
Q8 Waiting time	52	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	81	80	41	76	81	85	97
Q10 Warmth of greeting	83	82	45	78	82	86	96
Q11 Ability to listen	84	82	46	78	83	87	97
Q12 Explanations	83	81	42	77	81	85	97
Q13 Reassurance	83	79	41	75	80	84	98
Q14 Confidence in ability	85	82	43	79	83	87	99
Q15 Express concerns/fears	81	80	45	76	81	85	96
Q16 Respect shown	86	84	49	80	85	88	98
Q17 Time for visit	83	79	38	75	80	84	96
Q18 Consideration	80	79	41	75	79	83	98
Q19 Concern for patient	82	80	43	76	80	84	97
Q20 Self care	82	79	38	75	79	83	97
Q21 Recommendation	84	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	75	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	77	76	43	72	76	80	96
Q24 Information of services	74	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	70	69	34	64	68	72	96
Q27 Reminder systems	67	68	27	63	68	72	96
Q28 Second opinion / comp medicine	67	67	30	62	67	71	96
Overall score	73	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

\*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



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	63	69	50	65	69	73	88
Q2 Telephone access	43	65	29	58	66	73	86
Q3 Appointment satisfaction	63	69	45	64	70	75	89
Q4 See practitioner within 48hrs	53	63	31	55	63	71	89
Q5 See practitioner of choice	59	59	32	51	60	66	87
Q6 Speak to practitioner on phone	58	61	35	55	61	68	86
Q7 Comfort of waiting room	67	66	42	60	66	72	86
Q8 Waiting time	52	55	26	49	56	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	81	80	59	76	81	85	93
Q10 Warmth of greeting	83	82	62	78	83	87	94
Q11 Ability to listen	84	82	61	78	83	87	94
Q12 Explanations	83	81	61	77	81	86	92
Q13 Reassurance	83	79	59	75	80	84	92
Q14 Confidence in ability	85	82	62	78	83	87	93
Q15 Express concerns/fears	81	80	59	76	81	85	92
Q16 Respect shown	86	84	64	80	85	88	94
Q17 Time for visit	83	79	56	75	80	84	91
Q18 Consideration	80	79	58	75	80	84	91
Q19 Concern for patient	82	79	57	75	80	84	91
Q20 Self care	82	78	58	74	79	84	90
Q21 Recommendation	84	81	59	77	82	86	92
<b>About the staff</b>							
Q22 Reception staff	75	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	77	76	58	73	77	80	91
Q24 Information of services	74	73	55	69	74	77	90
<b>Finally</b>							
Q25 Complaints/compliments	66	66	43	62	68	71	85
Q26 Illness prevention	70	69	47	65	70	73	87
Q27 Reminder systems	67	68	44	64	69	73	86
Q28 Second opinion / comp medicine	67	67	45	63	68	72	86
Overall score	73	73	53	70	74	78	88

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

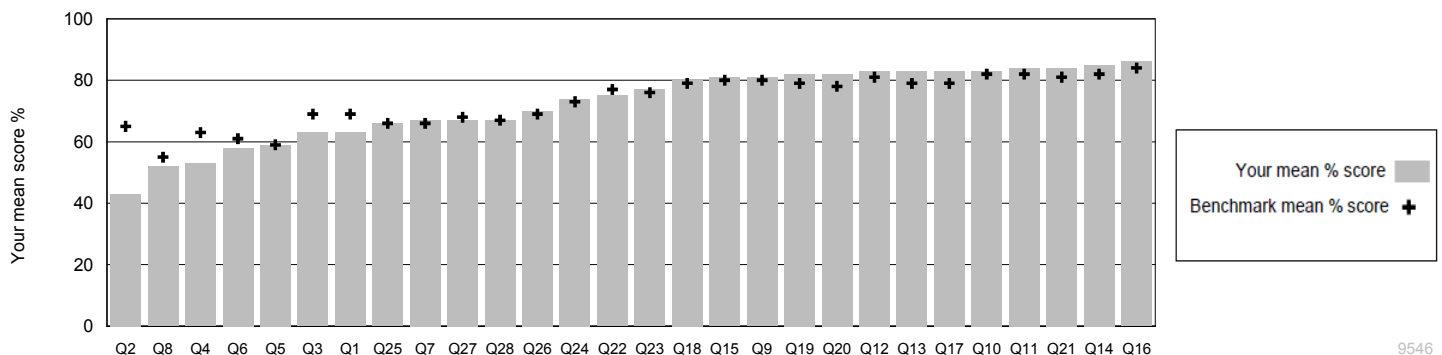
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\*Based on data from 184 practices carrying out 263 surveys between April 2010 and March 2013 with 25 or more responses.

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 (4001-6000 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 (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	10	74	71	46	65	71	76	90
25 - 59	53	75	73	52	68	74	78	87
60 +	52	71	75	51	72	76	79	89
Blank	7	64	71	39	66	72	76	100
<b>Gender</b>								
Female	80	72	73	53	70	74	78	89
Male	35	74	74	52	70	75	79	87
Blank	7	68	72	44	66	72	78	98
<b>Visit usual practitioner</b>								
Yes	77	74	75	57	72	76	80	90
No	34	69	70	48	65	70	75	88
Blank	11	75	72	48	67	72	77	93
<b>Years attending</b>								
< 5 years	18	84	73	52	68	73	78	94
5 - 10 years	14	68	72	52	68	74	78	87
> 10 years	82	71	74	53	71	75	78	91
Blank	8	74	71	43	66	71	78	92

\*Based on data from 184 practices carrying out 263 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.

## 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?

- It is not every one that can get down early and wait for the gate to open because they cannot get through on the phone.
- Only on appointments.
- Try harder to see patients on time, not half hour late. We have jobs too you know.
- Being of time for appointments.
- Very happy with service, love this doctors.
- This doctor is a great doctor.
- It would be great if when you do finally get in touch on the phone (which I would start ringing 8:30 prompt), I would get an appointment anytime that I wanted and not in 2-3 weeks time. It would be great to be able to get a late appointment or even a Saturday morning - because in my case I work 40 hours a week and I am grateful to have a job - so I dare not ask for time off to see the doctor.
- Another health care worker. We need two of one practitioner.
- Better phone system.
- More magazines in waiting area.
- Change the 8:30 appointment booking time.
- Phone answering could be better organised. Sometimes over half an hour is spent constantly redialling. Suggest extra number for more urgent needs.
- Easier to make appointment instead of having to wait a week or a fortnight. More organisation with appointments.
- Test results and progress reports made available.
- The practice at Meir Park is poorly laid out. There are no high chairs with arm rests for patients with difficulties getting to their feet. The waiting room needs updating.
- Sometimes I am kept waiting at reception as there appears to be no reception available at times.
- Don't like one doctor.
- Very hard at times to get an appointment over the phone.
- Getting through on the telephone, to book appointments.
- Easier to make appointment instead of having to wait a week or a fortnight. More organisation with appointments.
- If they could get times right about how long waiting to see a doctor, we had to wait 1 hour and 10 mins to see a doctor.
- Opening times put on out of hours voicemail.
- Would be great to get the doctor to do a home visit when necessary.
- Very recently during a sickness epidemic I was 'surprised' to find that all appointments were booked on that day by 9:45am, and the following day I was advised to queue up at 8:30am. As I could not travel to the Meir branch and I was not well enough to go on a bus, I had to wait for my sickness to go naturally with time.
- Due to the difficulty in arranging an appointment by phone by early morning - it makes it impossible to get an appointment unless you wait in a queue at the door from 08:15; which can be impossible if you are ill and live alone, and disabled.
- Other than the early morning queue we can only get appointment in 2-3 weeks.

## 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?

- More availability of appointments out of business hours. Ring on the day is okay, as long as you don't work. Flu clinics and nurse appointments in particular are impossible to attend, working full time. Reminders for blood tests, needed annually (cholesterol, thyroid) would be appreciated.
- Always had excellent service at this doctor's surgery.
- To see a doctor when required not a week later.
- To have a more polite member of staff at reception and on phone. Numerous times of phoning in I have been treated unfairly and not helped at all. They need more availability of appointments when needed. The service from the doctors themselves is good. Just the service of the receptionists is the main criticism.
- Better appointment service - often have to wait weeks to get appointment. Reception suggest they guarantee appointment if go to surgery at 8:30, not practical as work full time. Reception sometimes abrupt when ring.
- Meir Health Centre operate with efficiency and is an example of our NHS at its best. Thank you.
- Often find it difficult to see a doctor at short notice, which can be very stressful when you become unwell and work full time with small children.
- Improving waiting times, always have to wait at least 50 mins to see the doctor. Normally have to wait at least a week to get appointment.
- Booking appointments to see the doctor is difficult. Telephone waiting time is very long.
- Very friendly and welcoming.
- No happy with all my visits.
- Very good service.
- Needs more on the day available appointments as difficult to call at 8:30am.
- Move the touch screen. Health and safety.
- For appointments to be available for booking at least 3 weeks in advance not only a couple of days - very inconvenient for people who work and can't keep ringing or calling in.
- Hard to get appointments, and to get through on the lines.
- I have on many occasions found it difficult to call the surgery and make an appointment for the same day because the line is always engaged from 8:30am and then all appointments gone when you get through. More telephone lines needed.
- This practice is excellent, reception staff , nurses and doctors all very, very good, go out of their way to help you. Brilliant service.
- Very good.
- To change appointment arrangements improve phone use.
- Usually struggle to ring in the morning to make an appointment to see doctor. When I have rung for an appointment with the nurse, there has been an occasion where reception would not make an appointment if I didn't tell her what it was for, usually I cannot say because I work in a busy environment.

## 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?

- Possibly do the odd weekend or evening nurse surgery.
- None really, just carry on being the nice doctor that he is.
- They are both good, seen another doctor for two appointments. This doctor is excellent as always, been here for many years, won't move from practice.
- Not really, great doctor.
- Get more rest!
- We have just seen this doctor and I don't think that he could improve on his professionalism and general manners. A pleasure to see.
- The doctor I have seen today is excellent but I can't say the same for the other doctors, not all are so interested in my health.
- The doctor has a very satisfactory patient manner.
- Keep up the good work.
- This doctor is an excellent doctor, I have confidence in him. As for another doctor I have no confidence in him now, he used to be a good doctor, I now feel he doesn't listen to what you have to say.
- The doctor I have seen today is excellent.
- Doctor/doctors/nurses are all excellent.
- Possibly the facility to discuss more than one medical problem, but I do realise that time is precious, and the doctor has a lot of patients to see. Sometimes it is hard to make time juggling work/home to make routine appointments.
- Always had excellent care from nurses.
- Be a bit more welcoming and a bit more informative.
- Excellent service from nurse!!
- Having worked and lived in many other countries I feel our primary care services should be revered throughout the world.
- None, was fine.
- Get to know your patient.
- For a nurse, who can give all types of injections, to be available each evening surgery to help workers.
- None, always felt nurses have treated me well and with respect and always give good advice.

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 = 122

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	14	44	38	21	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (14 \times 25) + (44 \times 50) + (38 \times 75) + (21 \times 100)}{(122 - 2)} = 7,500/120$$

Your mean percentage score for Q1 = 63%

### 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	63

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

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

**Meir Park Surgery**

Lysander Road  
Meir  
Stoke-on-Trent  
ST3 7TW

**Practice List Size: 4864**

**Surveys Completed: 122**

has completed the

## Improving Practice Questionnaire

Completed on 16 September 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.