

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	41	91	77	26	4
Q2 Telephone access	69	67	60	24	17	4
Q3 Appointment satisfaction	32	43	91	37	34	4
Q4 See practitioner within 48hrs	77	76	36	22	22	8
Q5 See practitioner of choice	89	60	49	26	11	6
Q6 Speak to practitioner on phone	28	64	67	40	12	30
Q7 Comfort of waiting room	10	32	93	66	35	5
Q8 Waiting time	18	72	81	42	18	10
Q9 Satisfaction with visit	0	11	72	84	72	2
Q10 Warmth of greeting	0	8	55	88	87	3
Q11 Ability to listen	0	12	52	83	89	5
Q12 Explanations	1	11	53	88	83	5
Q13 Reassurance	0	14	58	82	77	10
Q14 Confidence in ability	0	11	50	88	86	6
Q15 Express concerns/fears	0	12	61	81	80	7
Q16 Respect shown	0	7	48	77	100	9
Q17 Time for visit	4	14	58	81	75	9
Q18 Consideration	0	14	62	77	76	12
Q19 Concern for patient	1	14	57	77	82	10
Q20 Self care	1	13	60	74	76	17
Q21 Recommendation	2	16	54	68	87	14
Q22 Reception staff	1	24	75	78	56	7
Q23 Respect for privacy/confidentiality	5	21	77	74	52	12
Q24 Information of services	18	22	75	63	45	18
Q25 Complaints/compliments	16	31	92	51	22	29
Q26 Illness prevention	4	29	94	61	37	16
Q27 Reminder systems	12	28	90	55	36	20
Q28 Second opinion / comp medicine	6	26	76	40	30	63

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

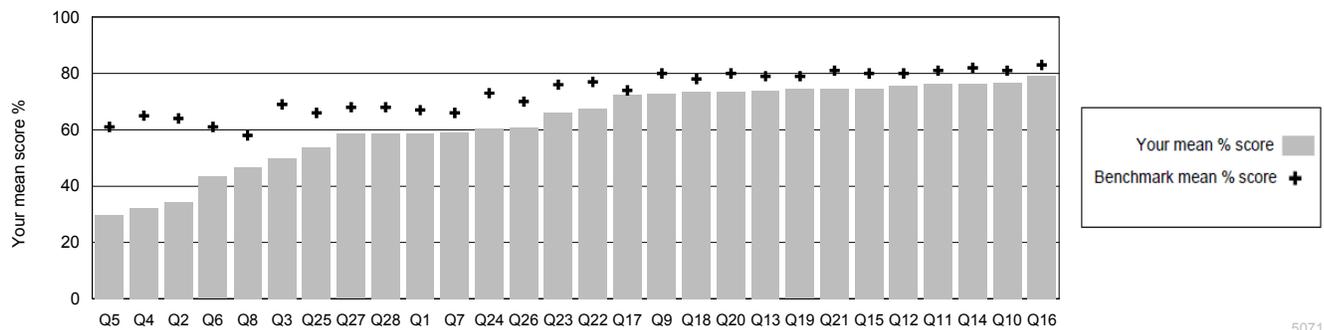
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	59	67	44	62	66	71	99
Q2 Telephone access	34	64	24	56	64	72	99
Q3 Appointment satisfaction	50	69	37	64	69	74	99
Q4 See practitioner within 48hrs	32	65	25	57	65	72	99
Q5 See practitioner of choice	30	61	24	53	60	69	99
Q6 Speak to practitioner on phone	43	61	31	54	61	67	99
Q7 Comfort of waiting room	59	66	31	61	66	72	100
Q8 Waiting time	47	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	73	80	49	76	80	84	99
Q10 Warmth of greeting	77	81	50	78	82	86	99
Q11 Ability to listen	76	81	50	78	82	86	100
Q12 Explanations	76	80	49	77	81	84	100
Q13 Reassurance	74	79	49	75	79	83	100
Q14 Confidence in ability	76	82	50	79	83	86	100
Q15 Express concerns/fears	74	80	50	76	80	84	100
Q16 Respect shown	79	83	50	80	84	88	100
Q17 Time for visit	73	74	46	70	74	79	100
Q18 Consideration	73	78	48	74	78	82	100
Q19 Concern for patient	74	79	48	75	79	83	100
Q20 Self care	74	80	51	78	81	85	99
Q21 Recommendation	74	81	46	77	81	85	100
About the staff							
Q22 Reception staff	68	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	66	76	45	72	76	80	100
Q24 Information of services	61	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	54	66	42	62	66	71	100
Q26 Illness prevention	61	70	46	66	69	73	100
Q27 Reminder systems	58	68	43	63	67	72	99
Q28 Second opinion / comp medicine	59	68	44	63	67	72	99
Overall score	63	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

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* 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

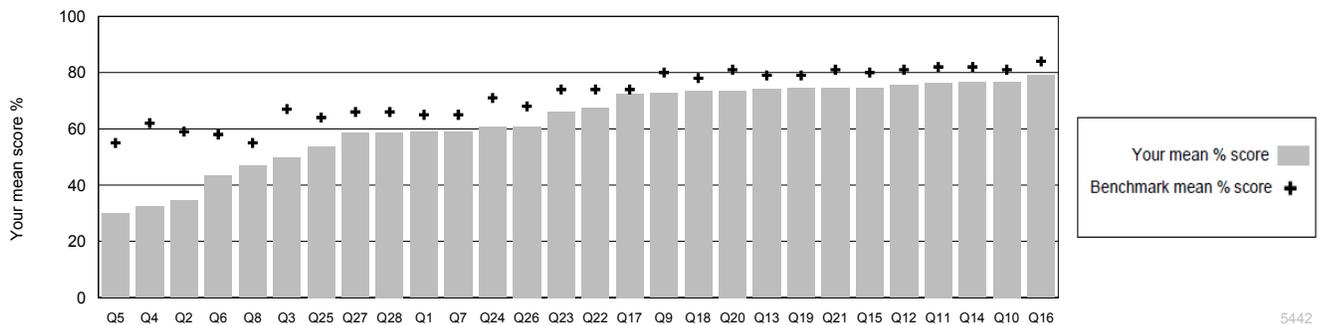
Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	59	65	50	62	66	69	94
Q2 Telephone access	34	59	31	53	61	67	93
Q3 Appointment satisfaction	50	67	49	62	67	71	92
Q4 See practitioner within 48hrs	32	62	38	56	62	68	90
Q5 See practitioner of choice	30	55	31	50	55	60	87
Q6 Speak to practitioner on phone	43	58	37	54	59	63	91
Q7 Comfort of waiting room	59	65	41	61	65	70	89
Q8 Waiting time	47	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	73	80	58	77	80	84	94
Q10 Warmth of greeting	77	81	60	78	82	85	93
Q11 Ability to listen	76	82	59	79	83	86	94
Q12 Explanations	76	81	57	77	81	85	93
Q13 Reassurance	74	79	58	76	80	83	92
Q14 Confidence in ability	76	82	59	80	83	86	93
Q15 Express concerns/fears	74	80	60	77	81	84	92
Q16 Respect shown	79	84	51	81	85	88	94
Q17 Time for visit	73	74	53	70	74	78	91
Q18 Consideration	73	78	57	75	78	82	93
Q19 Concern for patient	74	79	58	76	80	83	92
Q20 Self care	74	81	72	78	82	85	91
Q21 Recommendation	74	81	56	78	82	85	91
About the staff							
Q22 Reception staff	68	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	66	74	57	71	74	77	86
Q24 Information of services	61	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	54	64	50	61	64	68	94
Q26 Illness prevention	61	68	55	65	68	71	88
Q27 Reminder systems	58	66	51	63	66	69	91
Q28 Second opinion / comp medicine	59	66	48	63	66	69	94
Overall score	63	72	56	68	72	75	91

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 391 practices surveyed between April 2008 and February 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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	15	68	70	51	66	70	74	91
25 - 59	110	64	71	56	67	71	74	91
60 +	102	60	74	55	72	75	78	93
Blank	14	67	70	45	65	71	75	90
Gender								
Female	142	62	71	55	68	72	75	91
Male	82	64	73	52	70	73	76	91
Blank	17	58	70	49	65	71	76	100
Visit usual practitioner								
Yes	113	64	74	58	71	74	77	92
No	93	63	68	51	65	68	72	90
Blank	35	60	70	50	67	70	74	86
Years attending								
< 5 years	37	70	72	52	69	72	76	90
5 - 10 years	20	59	71	54	67	71	74	91
> 10 years	165	62	72	57	69	72	76	92
Blank	19	60	70	45	66	71	75	90

* Based on data from 391 practices surveyed between April 2008 and February 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	15/10/2012	10/10/2011
Q1 Opening hours satisfaction	59	67
Q2 Telephone access	34	44
Q3 Appointment satisfaction	50	62
Q4 See practitioner within 48hrs	32	43
Q5 See practitioner of choice	30	37
Q6 Speak to practitioner on phone	43	43
Q7 Comfort of waiting room	59	67
Q8 Waiting time	47	55
Q9 Satisfaction with visit	73	80
Q10 Warmth of greeting	77	82
Q11 Ability to listen	76	84
Q12 Explanations	76	82
Q13 Reassurance	74	81
Q14 Confidence in ability	76	83
Q15 Express concerns/fears	74	82
Q16 Respect shown	79	85
Q17 Time for visit	73	79
Q18 Consideration	73	80
Q19 Concern for patient	74	81
Q20 Self care	74	80
Q21 Recommendation	74	84
Q22 Reception staff	68	76
Q23 Respect for privacy/confidentiality	66	74
Q24 Information of services	61	68
Q25 Complaints/compliments	54	61
Q26 Illness prevention	61	68
Q27 Reminder systems	58	64
Q28 Second opinion / comp medicine	59	65
Overall score	63	70

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

- Phone in takes too long.
- I think the doctor call back service is excellent, unfortunately when you miss the call difficult to re contact, busy phone lines.
- Longer opening - more appointments. Answer phone much quicker.
- Appointment service very poor.
- Answer the telephone. I can never get through on the phone I live 3 miles from the surgery and when you can't get through on the phone I have to come to the surgery which is far for me to walk. I came to the surgery at 9:55 and was told open surgery was over.
- Releasing appointment availability could be better.
- Appointment times/dates are a nightmare to see your own doctor who is familiar with you and your history. Just can't get an appointment for weeks. Answer machine appointment system 8 times out of 10 can't find you an appointment for 3/4 weeks hence.
- Constantly had to call to get an appointment unable to see preferred doctor.
- Look at how other practices are run to see what changes can be made. Limiting appointments in order to see more patients. Triage nurse available on a daily basis, to advice is patient needs to be seen on the day. If not already in place, Saturday morning appointment hours. Unless changes are made, patients will go elsewhere.
- Still sometimes takes a long time to get through on the phone.
- Maybe more late nights because getting an appointment can be too far in advance.
- There should be a supply of magazines in waiting room.
- Answer the phone quicker. Make appointment when required rather than waiting a long time. To be able to make an appointment that day rather than being told to call back.
- Change the phone service. When you call to make an appointment, on occasion I have had to ring 5 or 6 times in a row before getting in touch with someone or after the phone has been disconnected.
- Not having to wait a week for an appointment would be a good start. Longer opening hours.
- Appointments and wait time in reception overall is quite poor. Also whilst waiting children's area would benefit parents and patients waiting.
- Some magazines would be much appreciated (to minimize boredom if appointments are running late).
- Was better when telephone was answered by a person at the surgery.
- Very happy with the service provided by doctors and staff.
- More late hours for clinics e.g. asthma clinic for people who work during the day.
- Hate touchscreen spreads germs! More standard appointments should be available. Patients over 65 should be sent appointments to be checked at least once a year! If not seen in 12 months. Overweight patients should be offered free diet classes for a limited time to resolve further issues later.
- When calling for an appointment it is so frustrating being put on hold and waiting for so long before being able to speak to a receptionist as well as being costly!
- The doctors service would be better if it was easier to get appointments with a specific doctor in a reasonable time rather than 2-3 weeks time like I have gotten the last 3 times when booking with a specific doctor. They're the only doctor I'm 100% confident with and find most genuine and helpful.
- You can never get appointments easy!
- By being able to get an appointment the same day or day after. By answering the phone not being engaged for hours.

Your patient feedback

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Comments about how the practice could improve

- The receptionists have more to say than your GP.
- Trying to see a doctor i.e. appointments should be less than 5 days, and constant ringing back each day.
- I have recently joined the practice and I am involved in health care myself - I cannot fault the practice.
- More late nights.
- I find it very difficult to be able to get an appointment at the surgery and online. I have had to wait 3 weeks to get an appointment.
- A better choice of magazines to choose from and water incase it's a hot day outside.
- The appointment system is really bad. Why is it impossible to book a doctors appointment in advance? Three attempts each day phoning at 8:00am to get into any doctor the next week. How do old people cope?
- Sometimes very difficult to see the doctor of your choice, otherwise a very good practice and staff.
- Additional receptionists to answer telephone especially during morning surgery.
- Completely satisfied.
- Sometimes the secretary/desk staff can be rude and unhelpful and this can make you feel very uncomfortable. Also the phone rings a long time before anyone answers.
- Waiting time to get an appointment is poor. Approximately 2 weeks wait is poor.
- Much more private reception area to discuss things without others present listening and looking.
- Consideration should be taken when a patient calls to make an appointment and can't do so for nearly a week. Working people should be taken into consideration, when trying to book an appointment.
- To answer phone when ringing.
- Being able to book appointments in advance to enable to see the GP you would like to see, for ongoing treatments etc.
- I was trying to get an appointment for 2 days and when I eventually got to speak to somebody (day 3) I couldn't get an appointment for that day so asked if I could book appointment in advance to be told yes but would be 12th December for next available appointment. This was on 22nd Nov - think that is ridiculous!
- Had to wait just over 2 weeks for an appointment.
- Availability of appointments are sometimes a problem. It was more convenient to be able to have blood tests at the surgery.
- The front desk too open. Everybody waiting can hear what you say to the receptionist.
- Would like to be able to make an appointment without waiting weeks to be seen.
- Being able to see the doctor of choice when you need to.
- Practice appears good overall.
- Some reception staff are fantastic! Other need customer service skills immediately. Get a better telephone system - not everyone is on the internet!
- I have had great difficult when using the telephone to get through to the receptionist. I am not able to visit the practice in order to make an appointment and feel there is a need for improvement.
- Would be better if an appointment could be made further in advance rather than waiting to ring following day if appointments have been allocated.
- Somewhere or some child friendly toys and books - pencils?
- Getting in touch by phone better.

Your patient feedback

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Comments about how the practice could improve

- Double staff on reception, triage from 5-6 to help people who work 8:30am.
- Appointment system needs over hauling. Urgently.
- Good.
- Given the open reception area it is difficult to be really confidential. Better use of the electronic information board would help this area of work.
- Appointments to suit carers.
- Prescriptions length of time is too long.
- Consistency in the availability of appointments. Sometimes online no appointments are available at all but by telephoning, quite often an appointment can be booked. Other than emergency appointments I think some appointments are held back. The online system is an improvement but I do not believe is fully utilised!
- Sort appointment system out almost impossible to see own doctor have to be ill weeks in advance.
- Re-introduce out of hours.
- Improve the ability to always see the doctor of choice.
- Very hard to book appointment by phone.
- Very difficult to make an appointment (even with automated service) with any doctor. More so to see a doctor of choice.
- Had to wait 2 weeks to see nurse. This could be improved.
- Changing the phone system for appointments.
- The waiting time to see doctor is 3-4 weeks too long.
- Improve availability of appointments at short notice. Improve opportunity to book appointments into the future.
- Very helpful.
- Late evening walk in surgery.
- Would like to make appointment after seeing doctor not have to phone in days later.
- I have just changed and the service level in this new practice are excellent.
- Computer system for appointments non existent.
- I have used this practice all my life and it is excellent.

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

- Had to wait nearly three weeks for this appointment.
- Very good.
- Send for tests: been to hospital and was changed medication the doctor could have sorted this for me but failed to send me for an xray to show what's causing my problems.
- My doctor is caring, understanding, considerate and professional. Improvements are required on the admin/reception area staff should be more welcoming and helpful. Appointment dates and time need big improvements.
- Always found them excellent.
- Totally happy with doctors and the nurse that I see. I find all doctors very pleasant and helpful whenever I have to see one.
- When actually get to see a doctor - no problems.
- Quite satisfied.
- I only see one doctor and they're fab!
- It would be nice to see the same doctor, but due to the lack of appointment choice I usually ask to see any doctor! Recently the doctor/nurse have been very nice and helpful.
- It would be nice to have an appointment at say 10am and actually go into the doctor at 10am instead of 10:15-10:20!
- Some could listen more and have a friendlier approach.
- All my experience has been excellent!
- People who work part time and have days off in the week to be able to make an appointment in advance on their day off.
- It is upsetting and frustrating for them. In my family they dread needing the doctor, because at times it is not an emergency but necessary! Doctors are great, system is really bad!
- When I was under the care of a midwife, I felt that confidentiality was breached as they commented on the reason of admission to the antenatal day unit in front of the waiting room full of other patients.
- Completely satisfied.
- Most of the doctors at this surgery are fantastic.
- More time with them, easier to make appointments, having to wait days.
- I am very happy with the doctor I see regularly.
- One doctor is excellent.
- Doctors/nurses are generally excellent.
- On walk in surgery I presented 2 issues. The doctor refused to listen to the 2nd problem and told me to come back tomorrow. I did, only to be told the 2 issues were related! A bit of time wasted by both parties if problem had been addressed in the first place. Doctors need to stop rushing patients and listen despite pressure to see as many people as possible.
- Doctor had just made a world of difference for the better for myself and children. They are exceptional and 100% true professional. Some other doctors could learn from them. Many thanks doctor.
- There really good.
- Staff and doctors are pleasant and helpful. No real comments on improvements.
- All good.
- Not really do a very good job.

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

- Listen more.
- Is a pain trying to see my doctor.
- Doctor is a genius! Always a pleasure to see the person who spotted my problem.
- Excellent work.
- Excellent service.
- It would help to have a small card with the web/email addresses.
- All the doctors I have had have been brilliant.

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 = 241

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	41	91	77	26	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (41 \times 25) + (91 \times 50) + (77 \times 75) + (26 \times 100)}{(241 - 4)} = 13,950/237$$

Your mean percentage score for Q1 = 59%

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	59

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	62	66	71	99

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* 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



ORGANISATION USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice		Poor	Fair	Good	Very good	Excellent
1	Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
2	Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3	Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4	Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5	Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6	Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7	Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8	Length of time waiting in the practice	<input type="checkbox"/>				

About the doctor/nurse (whom you have just seen)		Poor	Fair	Good	Very good	Excellent
9	My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>				
10	The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11	On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12	The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13	The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14	My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15	The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16	The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17	The amount of time given to me for this visit was	<input type="checkbox"/>				

Please turn over ↶

**About the doctor/nurse (continued....)**

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>				

About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>				
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>				
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>				

Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>				
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>				

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

Greenbank Surgery
274 Manchester Road
WARRINGTON
WA1 3RB

Practice List Size: 9388
Surveys Completed: 241
has completed the

Improving Practice Questionnaire

Completed on 03 January 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.