

Private and Confidential

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Improving Practice Questionnaire Report

Heaton Road Surgery

November 2013



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26 November 2013

Dear Ms Pern

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=160489>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	9	72	87	39	0
Q2 Telephone access	1	15	54	87	50	0
Q3 Appointment satisfaction	6	15	62	64	58	2
Q4 See practitioner within 48hrs	28	45	46	38	42	8
Q5 See practitioner of choice	17	41	62	47	30	10
Q6 Speak to practitioner on phone	8	28	77	36	42	16
Q7 Comfort of waiting room	5	32	78	55	33	4
Q8 Waiting time	15	45	69	46	24	8
Q9 Satisfaction with visit	1	10	42	65	86	3
Q10 Warmth of greeting	1	3	36	69	94	4
Q11 Ability to listen	0	13	32	55	103	4
Q12 Explanations	0	15	38	65	84	5
Q13 Reassurance	1	9	42	61	86	8
Q14 Confidence in ability	1	8	34	66	89	9
Q15 Express concerns/fears	2	10	44	62	83	6
Q16 Respect shown	0	7	34	64	95	7
Q17 Time for visit	3	17	36	64	79	8
Q18 Consideration	0	11	43	63	78	12
Q19 Concern for patient	1	12	46	53	84	11
Q20 Self care	0	10	46	61	75	15
Q21 Recommendation	6	4	42	51	92	12
Q22 Reception staff	2	4	47	76	74	4
Q23 Respect for privacy/confidentiality	2	8	48	71	72	6
Q24 Information of services	3	10	54	72	58	10
Q25 Complaints/compliments	4	17	68	60	37	21
Q26 Illness prevention	3	12	71	66	44	11
Q27 Reminder systems	2	16	62	62	50	15
Q28 Second opinion / comp medicine	2	15	65	53	36	36

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

Your patient feedback

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

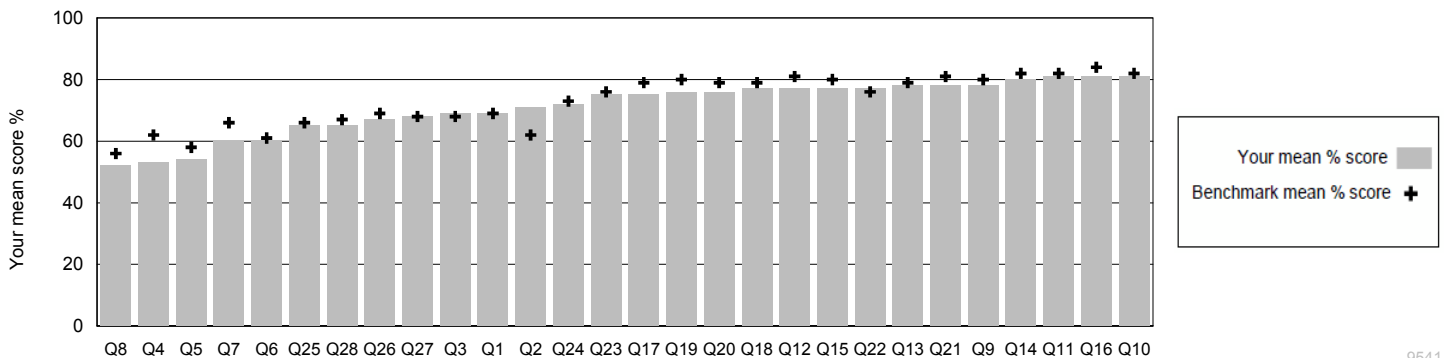
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	69	23	64	68	73	92
Q2 Telephone access	71	62	13	53	63	71	92
Q3 Appointment satisfaction	69	68	23	63	68	74	92
Q4 See practitioner within 48hrs	53	62	18	54	62	70	96
Q5 See practitioner of choice	54	58	22	48	57	65	95
Q6 Speak to practitioner on phone	60	61	25	54	61	67	92
Q7 Comfort of waiting room	60	66	27	60	66	71	90
Q8 Waiting time	52	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	78	80	41	76	81	85	97
Q10 Warmth of greeting	81	82	45	78	82	86	96
Q11 Ability to listen	81	82	46	78	83	87	97
Q12 Explanations	77	81	42	77	81	85	97
Q13 Reassurance	78	79	41	75	80	84	98
Q14 Confidence in ability	80	82	43	79	83	87	99
Q15 Express concerns/fears	77	80	45	76	81	85	96
Q16 Respect shown	81	84	49	80	85	88	98
Q17 Time for visit	75	79	38	75	80	84	96
Q18 Consideration	77	79	41	75	79	83	98
Q19 Concern for patient	76	80	43	76	80	84	97
Q20 Self care	76	79	38	75	79	83	97
Q21 Recommendation	78	81	41	78	82	86	99
About the staff							
Q22 Reception staff	77	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	75	76	43	72	76	80	96
Q24 Information of services	72	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	65	66	31	62	66	70	96
Q26 Illness prevention	67	69	34	64	68	72	96
Q27 Reminder systems	68	68	27	63	68	72	96
Q28 Second opinion / comp medicine	65	67	30	62	67	71	96
Overall score	71	73	35	69	73	77	95

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

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*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	67	48	64	67	71	86
Q2 Telephone access	71	60	28	54	61	67	85
Q3 Appointment satisfaction	69	67	46	62	67	72	87
Q4 See practitioner within 48hrs	53	60	30	53	60	67	86
Q5 See practitioner of choice	54	55	28	47	55	61	84
Q6 Speak to practitioner on phone	60	59	29	53	58	66	84
Q7 Comfort of waiting room	60	64	39	60	65	69	82
Q8 Waiting time	52	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	78	80	44	76	80	84	93
Q10 Warmth of greeting	81	82	46	78	82	85	94
Q11 Ability to listen	81	82	46	79	82	86	95
Q12 Explanations	77	81	45	77	81	85	94
Q13 Reassurance	78	79	44	76	80	84	94
Q14 Confidence in ability	80	82	47	79	82	87	95
Q15 Express concerns/fears	77	80	46	77	80	84	93
Q16 Respect shown	81	84	49	80	84	88	95
Q17 Time for visit	75	79	51	76	79	83	94
Q18 Consideration	77	78	41	74	79	83	91
Q19 Concern for patient	76	79	43	76	80	84	93
Q20 Self care	76	78	46	75	79	82	91
Q21 Recommendation	78	81	47	78	82	86	95
About the staff							
Q22 Reception staff	77	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	75	75	45	72	75	78	88
Q24 Information of services	72	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	65	65	50	62	66	69	85
Q26 Illness prevention	67	67	36	64	67	71	85
Q27 Reminder systems	68	66	29	63	66	70	85
Q28 Second opinion / comp medicine	65	66	53	62	66	69	86
Overall score	71	72	45	69	72	76	87

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

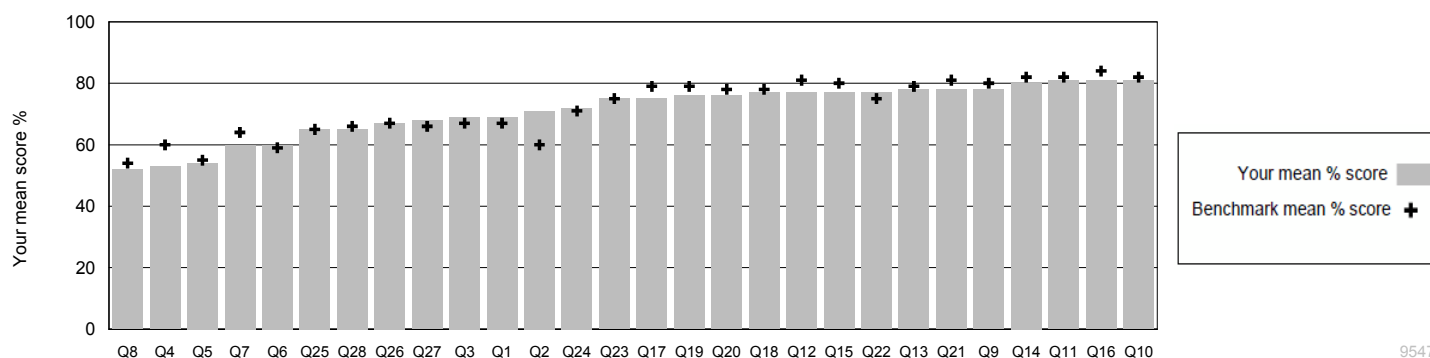
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*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)



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Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	31	76	70	44	65	70	75	92
25 - 59	118	71	71	44	68	72	75	93
60 +	48	71	74	43	71	75	78	87
Blank	10	59	70	46	64	70	77	91
Gender								
Female	124	71	72	42	68	72	76	86
Male	71	72	73	46	69	74	77	91
Blank	12	58	71	45	65	71	75	93
Visit usual practitioner								
Yes	103	74	74	46	71	75	78	90
No	79	68	69	38	65	69	73	92
Blank	25	68	71	46	66	71	75	87
Years attending								
< 5 years	61	73	72	53	68	72	76	92
5 - 10 years	45	72	71	38	67	72	76	91
> 10 years	88	71	73	45	69	73	77	85
Blank	13	57	71	45	66	70	77	92

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

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	04/12/2012
Q1 Opening hours satisfaction	69	73
Q2 Telephone access	71	74
Q3 Appointment satisfaction	69	73
Q4 See practitioner within 48hrs	53	61
Q5 See practitioner of choice	54	61
Q6 Speak to practitioner on phone	60	67
Q7 Comfort of waiting room	60	67
Q8 Waiting time	52	62
Q9 Satisfaction with visit	78	82
Q10 Warmth of greeting	81	84
Q11 Ability to listen	81	85
Q12 Explanations	77	81
Q13 Reassurance	78	80
Q14 Confidence in ability	80	84
Q15 Express concerns/fears	77	82
Q16 Respect shown	81	84
Q17 Time for visit	75	80
Q18 Consideration	77	79
Q19 Concern for patient	76	80
Q20 Self care	76	78
Q21 Recommendation	78	84
Q22 Reception staff	77	79
Q23 Respect for privacy/confidentiality	75	78
Q24 Information of services	72	75
Q25 Complaints/compliments	65	69
Q26 Illness prevention	67	70
Q27 Reminder systems	68	69
Q28 Second opinion / comp medicine	65	70
Overall score	71	76

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?

- The emailing system for repeat prescriptions could be improved, as the information in previous cases has sometimes not being passed on resulting in a 3-4 day wait for tablets. I think it would be beneficial for an emailed response to show they have received the information.
- When I phoned for an appointment I was kept on hold for several minutes (partly due to request for specific time). During this time I could hear conversation between staff, I don't think it was particularly confidential but I was concerned that it could have been sensitive information and was audible to me.
- I filled this out as though I was seeing the doctor - when it comes to them seeing my young son he always gets seen that day which is very good.
- Going up to reception is a bit daunting as it is so open with many people about I don't like giving my address or getting results/asking for certain clinics e.g. smear test.
- More seating area in reception area, along with magazines, as some people are waiting a long time, on emergency appointments. More than one on the reception desk. A table with books would be good.
- More opportunity to see a regular doctor.
- Very disappointed with referral to be considered for surgery after huge weight loss. I felt I was not listened to and the process has left me low in mood and more low self confidence, despite losing weight without the aid of any surgery i.e. gastric band - this was done the healthy way with diet and weight loss has been now three years without my weight gain.
- Be able to telephone for repeat prescriptions maybe a Saturday practice.
- The surgery is well resourced for kids - maybe a few more magazines for adults? It is clean, bright and welcoming.
- The waiting room should be made better and cooler and more for young children and a drink machine should be made in corner.
- Practice is very busy, had to wait about a week for an appointment, could improve perhaps with a weekend service.
- No - perfect.
- It would be useful to be able to request repeat prescriptions over the phone.
- More available appointments instead of waiting 1-2 weeks.
- Shorter waiting times - be on time for appointments.
- The doctor who I am seeing today is an exceptional GP and on the whole most of them are. However I now never see one particular doctor as I find them rude and disrespectful - they have terrible communication skills.
- Comments from children: "It doesn't need to". "It is lovely". "I like the wire shapes with beads bend".
- Excellent service.
- Sanitation in the reception - a hand sanitiser should be available. Waiting times.
- More pick me up magazines.
- Have info leaflets in a more visible/accessible place.
- Possibly have more GP/nurses working, this would make it easier to get an appointment on the day of booking.
- Spread seats out in reception - for personal space.
- I'm not sure whether it's possible to book appointments online yet or not, but that would be helpful and more inclusive of deaf patients. Also could reception staff have deaf awareness training - i.e. looking up when speaking, clearly enunciating words - not a major criticism but I did miss what was said.
- Despite the fact the nurse I was due to see was running minutes late I was not informed this when I arrived at the surgery - would have been useful to know this.

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?

- Later opening hours during week. More flexible midwifery appointments. Remove television advertising from waiting room.
- Been at practice for many years. Always friendly and efficient. Treated with dignity and respect.
- Online booking system.
- Waiting times reduced as much as possible.
- Waited 1 and a half hours to see a doctor at my visit receptionist on gave me wrong appointment for my son.
- Some doctors being more patient.
- Not have the phone answered by the receptionist so they can focus on dealing with the patients in the surgery. Sometimes I have felt ignored at reception and felt that the telephone takes priority over the people in the surgery. Also, more smiles from the reception staff! They never look happy (or welcoming)!
- Should be able to ring up about repeat prescriptions.
- Most patients would like to see the same doctor to build up a rapport! As it gives them confidence. Written notes on a screen is cold comfort!
- Turn radio off or have calm music and no adverts.
- Practice is very good. No improvement needed.
- Very good.
- Very good as it is.
- Give out refreshments?
- Waiting room could do with some distractions. As the seats face each other, it may make some people uncomfortable.
- Everything's excellent.
- This is the best practice I've been to the only improvement would be waiting room time.
- I got no complains as the doctors will treat me with respect I will do the same overall.
- More time with doctor and easier to make appointment.
- Make waiting room more comfortable (chairs). Add a water fountain perhaps?

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?

- None - excellent, never had any problems with any doctors in the surgery, very consistent.
- If you could see the doctor you are registered with, as information is not passed on, more understanding by some doctors on sleeping issues.
- Be given more time.
- I would like to compliment the doctor and practice as I have found them to be exceptionally helpful, efficient and supportive during my recent illness. My GP organised multiple tests in a very short time scale. My GP is always able to listen to my concerns and responds to them with empathy and professional respect.
- No - perfect.
- All of my doctors have shown me excellent care in the past years (12 months in particular) I have come with a range of issues - from non-serious to very serious. All of my needs were catered for with the same levels of concern, care and expertise. Thank you!
- To do more accurate tests and investigations. If possible to do a full body check up every now and then.
- More male doctors.
- More time to listen to people?
- A few weeks ago I was waiting for a reference that I found out three weeks later hadn't been written. Although I'm sure this was a simple error it was still very upsetting.
- The doctor is fantastic, they're the best GP I've ever had. They've been extremely supportive about my mental health and general life but also is very helpful with any physical health issues I have. They go above and beyond what most GPs do to help, listen to and care for me.
- When I moved to this practice it was because I changed area. I loved my old GPs surgery however this doctors (apart from one GP) has been just as good and with my son as well, only other critique is sometimes wait a long time in waiting room.
- Nothing - they were extremely professional and welcoming.
- Very satisfied with overall service and care given to me.
- More time with patients.
- The medical and nursing staff are excellent. Nothing to improve.
- Very good. Felt it took quite a while to explain my issues, past meds and S/E I'd been having but even so didn't feel rushed.
- The doctor seemed quite uninterested in my condition and was fairly dismissive until I felt I needed to press them further for action.
- None, doctor was, as ever, wonderful in their care and attention.
- Very good.
- Shorter time to see own doctor.
- No everything's excellent.
- No they are brilliant.
- Everything's excellent.
- N/A great!
- More friendly.
- Why do you not get in at your appointment time 30 mins late still not been seen.

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 = 207

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	9	72	87	39	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (9 \times 25) + (72 \times 50) + (87 \times 75) + (39 \times 100)}{(207 - 0)} = 14,250/207$$

Your mean percentage score for Q1 = 69%

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	69

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

About the doctor/nurse (*whom you have just seen*)

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

Please turn over ↻



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Certificate of Completion

This is to certify that

Heaton Road Surgery

17-19 Heaton Road
Newcastle upon Tyne
Tyne and Wear
NE6 1SA

Practice List Size: 6500

Surveys Completed: 207

has completed the

Improving Practice Questionnaire

Completed on 26 November 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.