

Private and Confidential

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Improving Practice Questionnaire Report

Heaton Road Surgery

December 2014



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11 December 2014

Dear Mrs 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=179038>

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

Yours sincerely

CFEP UK Reports Team

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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	2	14	58	59	59	0
Q2 Telephone access	3	15	47	67	57	3
Q3 Appointment satisfaction	10	23	50	44	60	5
Q4 See practitioner within 48hrs	27	36	53	31	39	6
Q5 See practitioner of choice	17	40	52	40	34	9
Q6 Speak to practitioner on phone	1	27	68	38	46	12
Q7 Comfort of waiting room	2	20	70	55	44	1
Q8 Waiting time	18	34	67	40	28	5
Q9 Satisfaction with visit	1	10	41	57	80	3
Q10 Warmth of greeting	1	5	39	60	84	3
Q11 Ability to listen	3	8	35	48	92	6
Q12 Explanations	2	3	39	57	83	8
Q13 Reassurance	3	6	40	56	83	4
Q14 Confidence in ability	2	7	32	55	89	7
Q15 Express concerns/fears	1	9	35	55	85	7
Q16 Respect shown	2	3	34	52	92	9
Q17 Time for visit	3	2	42	54	81	10
Q18 Consideration	1	7	40	54	75	15
Q19 Concern for patient	1	7	41	55	75	13
Q20 Self care	1	6	41	54	74	16
Q21 Recommendation	4	5	31	50	90	12
Q22 Reception staff	0	5	37	61	83	6
Q23 Respect for privacy/confidentiality	2	8	43	54	81	4
Q24 Information of services	0	13	43	63	68	5
Q25 Complaints/compliments	0	13	53	56	53	17
Q26 Illness prevention	0	12	51	58	61	10
Q27 Reminder systems	3	13	50	53	57	16
Q28 Second opinion / comp medicine	2	8	55	46	50	31

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

Your patient feedback

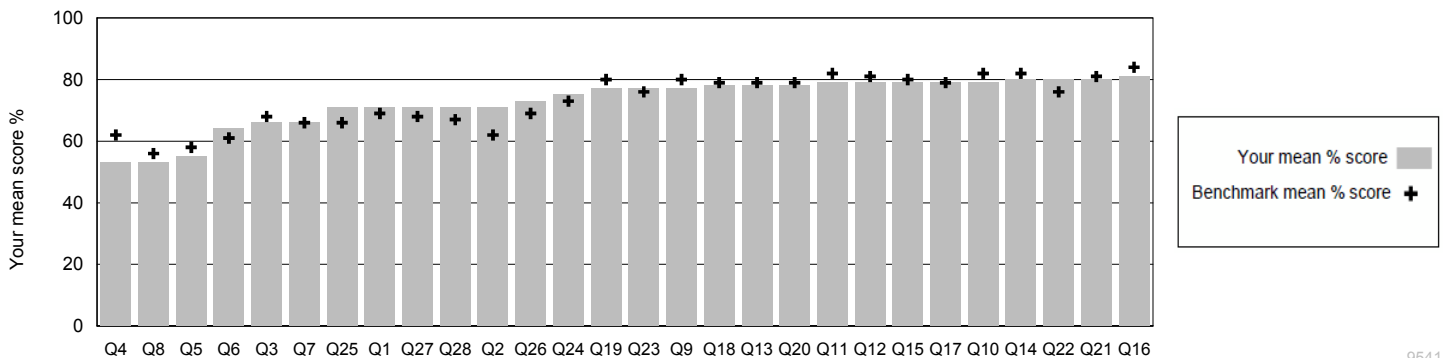
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	69	23	64	68	73	92
Q2 Telephone access	71	62	13	53	63	71	92
Q3 Appointment satisfaction	66	68	23	63	68	74	92
Q4 See practitioner within 48hrs	53	62	18	54	62	70	96
Q5 See practitioner of choice	55	58	22	48	57	65	95
Q6 Speak to practitioner on phone	64	61	25	54	61	67	92
Q7 Comfort of waiting room	66	66	27	60	66	71	90
Q8 Waiting time	53	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	77	80	41	76	81	85	97
Q10 Warmth of greeting	79	82	45	78	82	86	96
Q11 Ability to listen	79	82	46	78	83	87	97
Q12 Explanations	79	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	79	80	45	76	81	85	96
Q16 Respect shown	81	84	49	80	85	88	98
Q17 Time for visit	79	79	38	75	80	84	96
Q18 Consideration	78	79	41	75	79	83	98
Q19 Concern for patient	77	80	43	76	80	84	97
Q20 Self care	78	79	38	75	79	83	97
Q21 Recommendation	80	81	41	78	82	86	99
About the staff							
Q22 Reception staff	80	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	77	76	43	72	76	80	96
Q24 Information of services	75	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	71	66	31	62	66	70	96
Q26 Illness prevention	73	69	34	64	68	72	96
Q27 Reminder systems	71	68	27	63	68	72	96
Q28 Second opinion / comp medicine	71	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 (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	71	67	48	64	67	71	86
Q2 Telephone access	71	60	28	54	61	67	85
Q3 Appointment satisfaction	66	67	46	62	67	72	87
Q4 See practitioner within 48hrs	53	60	30	53	60	67	86
Q5 See practitioner of choice	55	55	28	47	55	61	84
Q6 Speak to practitioner on phone	64	59	29	53	58	66	84
Q7 Comfort of waiting room	66	64	39	60	65	69	82
Q8 Waiting time	53	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	77	80	44	76	80	84	93
Q10 Warmth of greeting	79	82	46	78	82	85	94
Q11 Ability to listen	79	82	46	79	82	86	95
Q12 Explanations	79	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	79	80	46	77	80	84	93
Q16 Respect shown	81	84	49	80	84	88	95
Q17 Time for visit	79	79	51	76	79	83	94
Q18 Consideration	78	78	41	74	79	83	91
Q19 Concern for patient	77	79	43	76	80	84	93
Q20 Self care	78	78	46	75	79	82	91
Q21 Recommendation	80	81	47	78	82	86	95
About the staff							
Q22 Reception staff	80	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	77	75	45	72	75	78	88
Q24 Information of services	75	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	71	65	50	62	66	69	85
Q26 Illness prevention	73	67	36	64	67	71	85
Q27 Reminder systems	71	66	29	63	66	70	85
Q28 Second opinion / comp medicine	71	66	53	62	66	69	86
Overall score	73	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

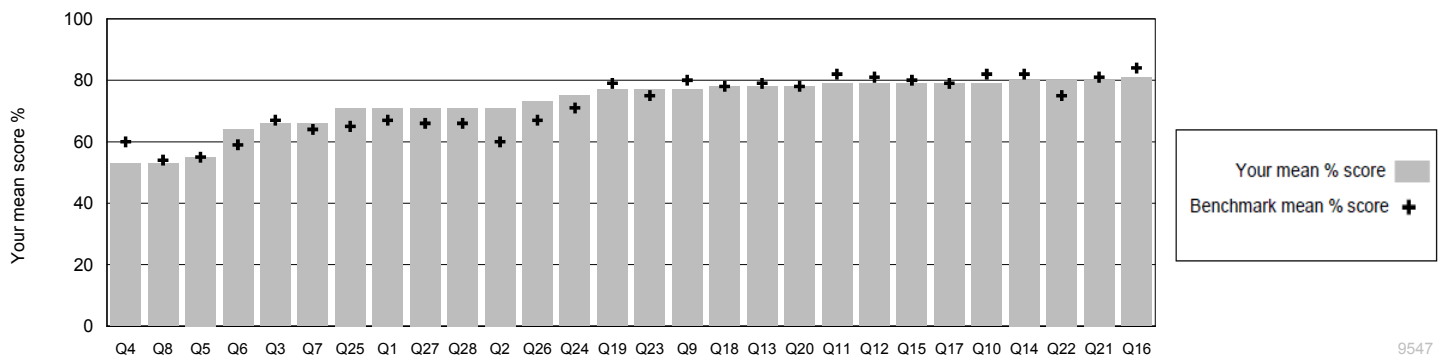
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*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

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	42	77	70	44	65	70	75	92
25 - 59	93	70	71	44	68	72	75	93
60 +	49	74	74	43	71	75	78	87
Blank	8	77	70	46	64	70	77	91
Gender								
Female	122	71	72	42	68	72	76	86
Male	59	76	73	46	69	74	77	91
Blank	11	74	71	45	65	71	75	93
Visit usual practitioner								
Yes	87	77	74	46	71	75	78	90
No	79	69	69	38	65	69	73	92
Blank	26	73	71	46	66	71	75	87
Years attending								
< 5 years	64	73	72	53	68	72	76	92
5 - 10 years	34	71	71	38	67	72	76	91
> 10 years	82	73	73	45	69	73	77	85
Blank	12	75	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	18/11/2013	04/12/2012
Q1 Opening hours satisfaction	71	69	73
Q2 Telephone access	71	71	74
Q3 Appointment satisfaction	66	69	73
Q4 See practitioner within 48hrs	53	53	61
Q5 See practitioner of choice	55	54	61
Q6 Speak to practitioner on phone	64	60	67
Q7 Comfort of waiting room	66	60	67
Q8 Waiting time	53	52	62
Q9 Satisfaction with visit	77	78	82
Q10 Warmth of greeting	79	81	84
Q11 Ability to listen	79	81	85
Q12 Explanations	79	77	81
Q13 Reassurance	78	78	80
Q14 Confidence in ability	80	80	84
Q15 Express concerns/fears	79	77	82
Q16 Respect shown	81	81	84
Q17 Time for visit	79	75	80
Q18 Consideration	78	77	79
Q19 Concern for patient	77	76	80
Q20 Self care	78	76	78
Q21 Recommendation	80	78	84
Q22 Reception staff	80	77	79
Q23 Respect for privacy/confidentiality	77	75	78
Q24 Information of services	75	72	75
Q25 Complaints/compliments	71	65	69
Q26 Illness prevention	73	67	70
Q27 Reminder systems	71	68	69
Q28 Second opinion / comp medicine	71	65	70
Overall score	73	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?

- Make hours more accessible to people who work and make waiting times less!
- Very impressed with the service from this surgery overall. Doctors/nurses are approachable and helpful. One doctor in particular is an excellent doctor who listens and is very thorough and goes out of their way to help their patients.
- Hopefully have more doctors on so can get an appointment earlier.
- Longer opening hours or more GPs to allow for more appointments to be available.
- I have no complaints, I've always received excellent care and service. The receptionist I dealt with today was very helpful, particularly given it was a short notice appointment.
- Needs to be more private at reception. Everyone in the surgery can hear about everyone's address, problems, etc.
- More days which offer early morning/late appointments.
- When the self check-in was broken, I had to wait in a queue for 10 minutes to see the receptionists, as there was only one person there dealing with numerous queries. I then had to wait an hour for my appointment as the person in front of me was late (and I was just stood behind her in the queue waiting for 10 minutes).
- No current recommendations as I am very satisfied with this GP surgery. I have had excellent care from the doctors and nurses. Particularly when I came in for a smear last year. The nurse practitioner was amazing!
- Needed more practice nurses.
- Don't change it, excellent.
- I would like to see a change in how we get our repeat prescriptions. I don't like to have to bring the copy into the practice then two days later to collect. Not everyone is online.
- A couple more late night openings or Saturday morning.
- More time between appointments so patients aren't sitting round for 15-20 minutes over their appointment.
- Had to wait 7 days for my appointment but it is a very busy time of year.
- All good!
- Be seen on appointment times, as I am always seen up to 20 minutes later than my actual appointment time.
- Very friendly and efficient service.
- They could do with a water fountain in the waiting room.
- Work faster at reception.
- Excellent practice, one doctor is an amazing doctor who I would consider as a friend. All staff are very helpful.
- Have more appointments available, be more time keeping.
- Maybe have another late night appointment week day.
- In general a warm and welcoming practice. Receptionists have always been more than helpful, polite and respectful. It has always been easy for me to get emergency appointments as my condition sometimes requires this. This practice was recommended to me by my partner and hate to say it, but he was right!
- Good!
- None. Overall a good practice.
- Children place to play and water to be available.
- Level of waiting time when booked for appointment could be improved. Appointment time 9:50am, still waiting at 10:10am.

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?

- Possible appointment outside working hours. Linking information of other specialists visited. Health information very disappointed. Appointment time not too rushed, too short consulting time.
- Waiting times to see doctors and nurses when you have appointment with them.
- None - I have no complaints.
- Doctor or nurse, I have never had an appointment on time. At least a 20 minute wait.
- Couple of times I have seen one doctor and I was very disappointed with their knowledge. I was asking questions about a problem (health) that I have and they said they didn't know and 'Googled' it. I was shocked as it was a health problem. Second time I've seen them, they prescribed me a medicine that was not to be taken if you are trying to get pregnant (I've told the doctor that I am trying to get pregnant) so I couldn't use it.
- When I want an appointment it is often a weeks wait and I have to attend a drop-in centre instead.
- Only comment I have is that it is very hard to get an appointment within a week with the doctor of your choice.
- Concerns about length of time you have to wait to see a doctor when ill.
- The practice is lovely and always feels fresh.
- I have always been very happy with my treatment and care from the surgery in my many years here. I have never had to make a complaint.
- Get an answering machine or more staff to answer phones.
- Good practice, would recommend to family and friends.
- The service is excellent.
- Repeat prescriptions - would like to be able to phone in repeat, as many have no facilities (email). Also, unable to put in repeat prescriptions due to ill health (rely on family and friends).
- Website is good but sometimes has hiccups.
- Less waiting time. Preferring to request a repeat prescription by phone, rather than having to come into the surgery.
- Having been with this practice since birth with a lifetime of medical help and support, I have the faith and confidence with the practice that it will continue and keep up to date with modern medical practice.
- None, I have found the level of service first class from the minute you walk through the door and I have had no problems booking an appointment.
- Patient access online service has problems (says already registered to site when not).
- Doctor was excellent.
- I work 8am-5pm everyday (Monday-Thursday). Appointments after 5pm would be beneficial.
- None that I'm aware. I'm sure you are trying your best at all times.
- Repeat prescriptions by phone!
- The survey was carried out about previous appointments.
- In my opinion, the practice is run highly efficiently and effectively.
- Getting waiting times down to see doctor or nurse. Two weeks for an appointment - not acceptable.
- There should be at least one male doctor. Every time you come, there are always different doctors. Years ago you could see the same doctor but now you get anyone.
- Very good.

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?

- Not being able to make repeat prescriptions over phone.

Any comments about how the doctor/nurse could improve?

- None, all excellent.
- I would recommend this GP's and have done before to a friend who was here studying for a year.
- When we make appointment time and day, make sure on the right time, no later.
- All good!
- None. Very good doctors and nursing staff.
- Needs to listen more often 'doctors'.
- I felt this particular doctor was not competent enough to be a doctor and to be honest, I had doubts about the origin of their diploma. A few times they said they didn't know, or they had not heard about common problem. I felt I knew more than them to be honest. I do not think they should be working as a doctor at all.
- See patients within 48 hours.
- The treatment I have had has always been excellent.
- Both doctor and nurse on my last visit could not have done more to assist me.
- None, first class doctors and nurses.
- One nurse was excellent.
- I normally see my doctor, who is fantastic with me, listens to my problems but another doctor doesn't understand my problems.

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 = 192

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	14	58	59	59	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (14 \times 25) + (58 \times 50) + (59 \times 75) + (59 \times 100)}{(192 - 0)} = 13,575/192$$

Your mean percentage score for Q1 = 71%

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	71

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

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.

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

Heaton Road Surgery

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

Practice List Size: 7170

Surveys Completed: 192

has completed the

Improving Practice Questionnaire

Completed on 11 December 2014



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.