

Private and Confidential

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Improving Practice Questionnaire Report

Heaton Road Surgery

November 2015



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23 November 2015

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.

A guidance template for discussion of these local survey findings and an action plan have also 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=187636>

Please contact the office on 01392 823766 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' to help you reflect on the survey results.

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	14	62	80	59	3
Q2 Telephone access	7	15	67	63	64	2
Q3 Appointment satisfaction	11	35	56	57	54	5
Q4 See practitioner within 48hrs	34	52	49	37	37	9
Q5 See practitioner of choice	25	63	52	41	23	14
Q6 Speak to practitioner on phone	9	32	60	48	47	22
Q7 Comfort of waiting room	2	23	88	62	41	2
Q8 Waiting time	10	49	75	44	30	10
Q9 Satisfaction with visit	0	11	41	70	89	7
Q10 Warmth of greeting	0	4	33	75	98	8
Q11 Ability to listen	0	6	31	69	102	10
Q12 Explanations	0	9	39	73	92	5
Q13 Reassurance	2	14	38	69	92	3
Q14 Confidence in ability	0	7	36	63	107	5
Q15 Express concerns/fears	1	12	33	75	90	7
Q16 Respect shown	0	4	33	61	111	9
Q17 Time for visit	1	13	46	65	88	5
Q18 Consideration	1	10	35	71	85	16
Q19 Concern for patient	0	9	40	65	87	17
Q20 Self care	0	9	36	67	86	20
Q21 Recommendation	1	7	43	51	96	20
Q22 Reception staff	2	10	35	67	97	7
Q23 Respect for privacy/confidentiality	2	9	37	67	95	8
Q24 Information of services	1	14	41	63	83	16
Q25 Complaints/compliments	4	13	69	56	53	23
Q26 Illness prevention	2	14	57	74	57	14
Q27 Reminder systems	6	13	61	55	65	18
Q28 Second opinion / comp medicine	3	13	60	50	46	46

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

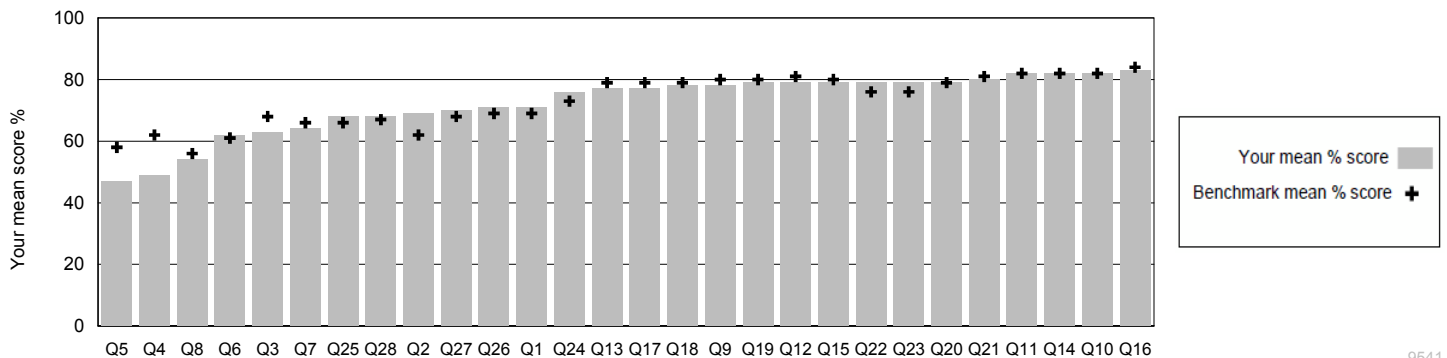
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	69	23	64	68	73	92
Q2 Telephone access	69	62	13	53	63	71	92
Q3 Appointment satisfaction	63	68	23	63	68	74	92
Q4 See practitioner within 48hrs	49	62	18	54	62	70	96
Q5 See practitioner of choice	47	58	22	48	57	65	95
Q6 Speak to practitioner on phone	62	61	25	54	61	67	92
Q7 Comfort of waiting room	64	66	27	60	66	71	90
Q8 Waiting time	54	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	78	80	41	76	81	85	97
Q10 Warmth of greeting	82	82	45	78	82	86	96
Q11 Ability to listen	82	82	46	78	83	87	97
Q12 Explanations	79	81	42	77	81	85	97
Q13 Reassurance	77	79	41	75	80	84	98
Q14 Confidence in ability	82	82	43	79	83	87	99
Q15 Express concerns/fears	79	80	45	76	81	85	96
Q16 Respect shown	83	84	49	80	85	88	98
Q17 Time for visit	77	79	38	75	80	84	96
Q18 Consideration	78	79	41	75	79	83	98
Q19 Concern for patient	79	80	43	76	80	84	97
Q20 Self care	79	79	38	75	79	83	97
Q21 Recommendation	80	81	41	78	82	86	99
About the staff							
Q22 Reception staff	79	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	79	76	43	72	76	80	96
Q24 Information of services	76	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	68	66	31	62	66	70	96
Q26 Illness prevention	71	69	34	64	68	72	96
Q27 Reminder systems	70	68	27	63	68	72	96
Q28 Second opinion / comp medicine	68	67	30	62	67	71	96
Overall score	72	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



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

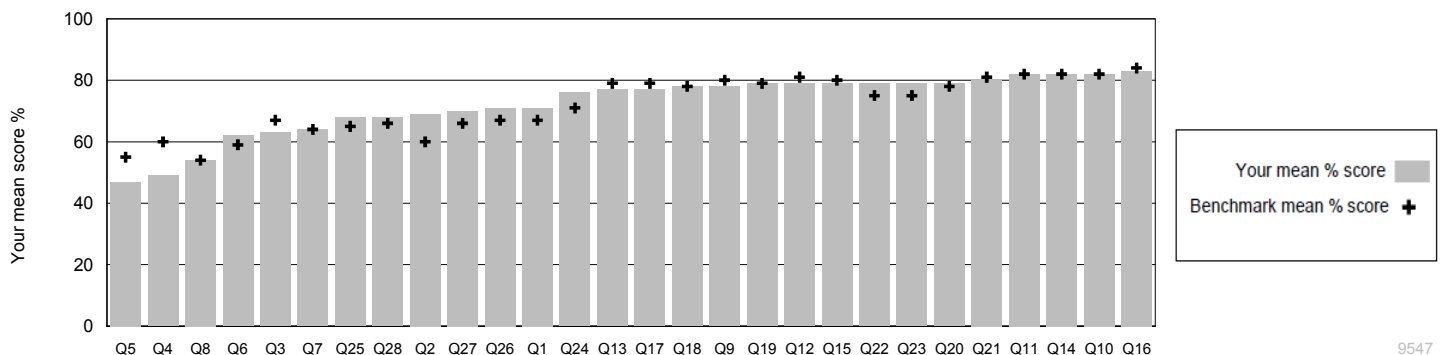
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*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 with 25 or more responses.

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	50	70	70	44	65	70	75	92
25 - 59	111	73	71	44	68	72	75	93
60 +	45	72	74	43	71	75	78	87
Blank	12	84	70	46	64	70	77	91
Gender								
Female	148	72	72	42	68	72	76	86
Male	51	72	73	46	69	74	77	91
Blank	19	80	71	45	65	71	75	93
Visit usual practitioner								
Yes	88	72	74	46	71	75	78	90
No	93	71	69	38	65	69	73	92
Blank	37	79	71	46	66	71	75	87
Years attending								
< 5 years	89	70	72	53	68	72	76	92
5 - 10 years	28	80	71	38	67	72	76	91
> 10 years	81	70	73	45	69	73	77	85
Blank	20	80	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	01/12/2014	18/11/2013	04/12/2012
Q1 Opening hours satisfaction	71	71	69	73
Q2 Telephone access	69	71	71	74
Q3 Appointment satisfaction	63	66	69	73
Q4 See practitioner within 48hrs	49	53	53	61
Q5 See practitioner of choice	47	55	54	61
Q6 Speak to practitioner on phone	62	64	60	67
Q7 Comfort of waiting room	64	66	60	67
Q8 Waiting time	54	53	52	62
Q9 Satisfaction with visit	78	77	78	82
Q10 Warmth of greeting	82	79	81	84
Q11 Ability to listen	82	79	81	85
Q12 Explanations	79	79	77	81
Q13 Reassurance	77	78	78	80
Q14 Confidence in ability	82	80	80	84
Q15 Express concerns/fears	79	79	77	82
Q16 Respect shown	83	81	81	84
Q17 Time for visit	77	79	75	80
Q18 Consideration	78	78	77	79
Q19 Concern for patient	79	77	76	80
Q20 Self care	79	78	76	78
Q21 Recommendation	80	80	78	84
Q22 Reception staff	79	80	77	79
Q23 Respect for privacy/confidentiality	79	77	75	78
Q24 Information of services	76	75	72	75
Q25 Complaints/compliments	68	71	65	69
Q26 Illness prevention	71	73	67	70
Q27 Reminder systems	70	71	68	69
Q28 Second opinion / comp medicine	68	71	65	70
Overall score	72	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?

- Remind people about jabs.
- One receptionist is still rude.
- None whatsoever.
- I booked almost a month ago, fine for contraceptive but other circumstances I would be worried.
- Very good surgery.
- Keep it up!
- Appointment waiting times.
- This was my first visit, so things that did not apply, I left blank. Thanks.
- I have and do recommend this surgery to friends and family.
- Not enough appointments available.
- Excellent services.
- Open on weekends.
- More late nights as I work all day would be nice.
- None all is great as it is.
- I like the surgery and have always recommended my friends.
- Recently joined - I have found all staff to be lovely! Approachable, easy to talk to and pleasant. The facilities are perfectly adequate, I struggle to offer suggestions as to how to improve. I have no complaints.
- Evening and weekend opening/more appointments.
- More appointments as two week wait not good.
- Less wait for appointments.
- Introduce an online booking system. Ring if there is a 30+ minute delay to my appointment time so I am aware in advance.
- Emergency appointment contact times.
- More late notice (e.g. the week before) appointment availability.
- Making more provision to book appointments less than a month in advance - it's impossible to anticipate that far in advance if you'll be ill, but some issues don't require an urgent appointment (which involves missing work) and at the moment I feel that's the only option I have. Not on this occasion, but sometimes when ringing up the reception staff have been quite rude and abrupt.
- Attempt to cut down waiting time.
- More late night appointments.
- Shorter waiting time for appointments.
- Faster emergency appointments.
- Two members of staff are really nice and really helpful.
- I have been a bit frustrated recently with the appointment booking system - I know you are excellent at seeing patients in an emergency, but for more routine appointments, I find the 'ring at a certain time' to get a sooner appointment to be very difficult when you work.

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?

- In total the practice is good.
- Would be better if we didn't have to wait so long to get an appointment. One of the receptionists need to improve their manner on the reception desk
- None! Great service, caring staff.
- By not waiting so long to see doctor of choice and quicker appointments, not having to make an emergency appointment to see doctor.
- More doctors. Often unable to book appointment for less than a weeks time.
- The only thing that I could say is that seats could be a little higher.
- Text message reminders for appointments.
- Shorter waiting times.
- The practice is generally excellent - in the past - many years ago it was not as busy so it felt as if you got longer to ask advice, given the pressure of larger numbers it's well organised.
- Being able to book nurse appointments online as you can for doctors.
- Longer opening hours on an evening as I have two jobs and is difficult getting a late night appointment. Normally have to book 2/3 weeks in advance.
- I think this practice is underrated, there does seem a huge volume of patients that are seen as soon as possible. Have visited this practice when ill and have been sent to A&E and I believe their staff and timing saved my life.
- I have always had excellent care and service at this doctors practice.
- More appointments on the day. Patients cannot plan to be ill.
- I have attended this practice all my life have had no wish to change and have always been satisfied with my treatment to me and my family.
- Sometimes can't get appointment for 2-3 weeks.
- Turn the music off or down.
- The length of time waiting for an appointment should be reduced. The lack of privacy when dealing with reception is poor - and often embarrassing.
- Being able to get an appointment within 48 hours not having to sit and wait for an emergency appointment.
- Availability of appointment poor.
- I am very happy with both the medical staff and the reception staff at this practice. Everyone is very courteous and warm and I always feel welcome and cared for.
- This is a very good doctors surgery and has, in my experience, always had availability for appointments. More late surgeries would be beneficial (up to 8pm).
- Being able to see the doctor you want without a two week wait would be nice.
- I find the service here excellent.
- Very friendly.
- My main issue is an inability to see the GP who knows about my condition within a reasonable timescale. This is a persistent issue.
- None, this doctor was brilliant. In general an excellent surgery - making an appointment not as easy. Other doctors could be a little less impatient and at times condescending. Reception staff lovely.
- Could do with a male doctor.

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?

- My practice is very good and like the service I have had over the years.

Any comments about how the doctor/nurse could improve?

- One doctor - lovely, welcoming lady! Keep it up!
- I'm very pleased. Thanks.
- None. Clearly a busy surgery - it can be difficult to get an appointment in 24/48 hours - but I think if I was in real difficulty they'd help me out. Thank you!
- None - great service.
- Nothing. You have exceptional staff.
- Nope, they were great.
- The doctor was kind and professional but has asked me to increase a medication that I mentioned is causing me debilitating anxiety. She says there's no alternative, which I accept as I'm not a medical professional, but it's a shame this couldn't be investigated.
- They could listen more and reassure that we are fine instead of rushing they don't explain properly.
- All the staff have always been very good. I only feel that with my daughter, the only way to be seen quickly is to see a different doctor each time which isn't ideal, especially when some are locums etc. Hard to find a way to easily get an appointment with a consistent doctor.
- None. Always able to see a doctor, very dedicated.
- Only negative is that I had to make alternative appointment as my chosen doctor's earliest appointment was one month which isn't practical or acceptable.
- All doctors are amazing in this practice.
- All members of staff listen to my concerns and dealt with in a professional manner, apart from one doctor who I felt didn't take the time to listen to my problem. In future I would ask not to see her. But overall I like this surgery.
- Some toys in the waiting room for children. Donations if possible.
- Well satisfied with everything, appointments nearly always given same day.
- The staff you have here have always been very good to the point of excellence.
- None - this is an excellent practice.
- All excellent.
- No I am very happy with the service.
- This doctor was delightful with an excellent manner. She was extremely warm, kind and patient. Some doctors are less sympathetic in this practice - a little abrupt.
- Male doctor.

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 = 218

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	14	62	80	59	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (14 \times 25) + (62 \times 50) + (80 \times 75) + (59 \times 100)}{(218 - 3)} = 15,350/215$$

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

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.

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: 7403

Surveys Completed: 218

has completed the

Improving Practice Questionnaire

Completed November 2015



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.