

Private and Confidential

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Improving Practice Questionnaire Report

Dr Simmonite and Partners

November 2011



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22 November 2011

Dear Mrs Bryson

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).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or reports@cfep.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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) 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
Q1 Opening hours satisfaction	0	32	113	72	28	0
Q2 Telephone access	49	84	60	39	13	0
Q3 Appointment satisfaction	6	41	97	67	33	1
Q4 See practitioner within 48hrs	28	65	77	52	22	1
Q5 See practitioner of choice	19	78	76	43	26	3
Q6 Speak to practitioner on phone	35	64	87	37	15	7
Q7 Comfort of waiting room	3	13	92	93	43	1
Q8 Waiting time	24	68	77	53	17	6
Q9 Satisfaction with visit	0	15	63	99	67	1
Q10 Warmth of greeting	0	8	55	97	82	3
Q11 Ability to listen	0	9	60	85	88	3
Q12 Explanations	0	12	68	82	82	1
Q13 Reassurance	0	12	62	93	76	2
Q14 Confidence in ability	0	11	52	92	90	0
Q15 Express concerns/fears	0	10	62	82	86	5
Q16 Respect shown	0	6	53	87	97	2
Q17 Time for visit	0	13	57	91	78	6
Q18 Consideration	0	6	71	94	68	6
Q19 Concern for patient	0	8	68	94	73	2
Q20 Self care	0	7	63	100	65	10
Q21 Recommendation	0	12	57	99	68	9
Q22 Reception staff	1	25	74	76	64	5
Q23 Respect shown	3	25	66	84	58	9
Q24 Information of services	2	28	82	78	47	8
Q25 Complaints/compliments	5	35	82	89	28	6
Q26 Illness prevention	3	34	85	74	42	7
Q27 Reminder systems	7	34	82	77	38	7
Q28 Second opinion / comp medicine	1	25	82	55	32	50

Blank 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	60		67	44	62	66	71	99
Q2 Telephone access	38		64	24	56	64	72	99
Q3 Appointment satisfaction	58		69	37	64	69	74	99
Q4 See practitioner within 48hrs	47		65	25	57	65	72	99
Q5 See practitioner of choice	48		61	24	53	60	69	99
Q6 Speak to practitioner on phone	43		61	31	54	61	67	99
Q7 Comfort of waiting room	66		66	31	61	66	72	100
Q8 Waiting time	47		58	24	51	57	63	99
About the practitioner								
Q9 Satisfaction with visit	72		80	49	76	80	84	99
Q10 Warmth of greeting	76		81	50	78	82	86	99
Q11 Ability to listen	76		81	50	78	82	86	100
Q12 Explanations	74		80	49	77	81	84	100
Q13 Reassurance	74		79	49	75	79	83	100
Q14 Confidence in ability	77		82	50	79	83	86	100
Q15 Express concerns/fears	75		80	50	76	80	84	100
Q16 Respect shown	78		83	50	80	84	88	100
Q17 Time for visit	74		74	46	70	74	79	100
Q18 Consideration	73		78	48	74	78	82	100
Q19 Concern for patient	74		79	48	75	79	83	100
Q20 Self care	74		80	51	78	81	85	99
Q21 Recommendation	74		81	46	77	81	85	100
About the staff								
Q22 Reception staff	68		77	40	72	76	81	99
Q23 Respect shown	68		76	45	72	76	80	100
Q24 Information of services	65		73	43	69	73	77	100
Finally								
Q25 Complaints/compliments	60		66	42	62	66	71	100
Q26 Illness prevention	62		70	46	66	69	73	100
Q27 Reminder systems	61		68	43	63	67	72	99
Q28 Second opinion / comp medicine	62		68	44	63	67	72	99
Overall score	65		73	46	69	73	77	100

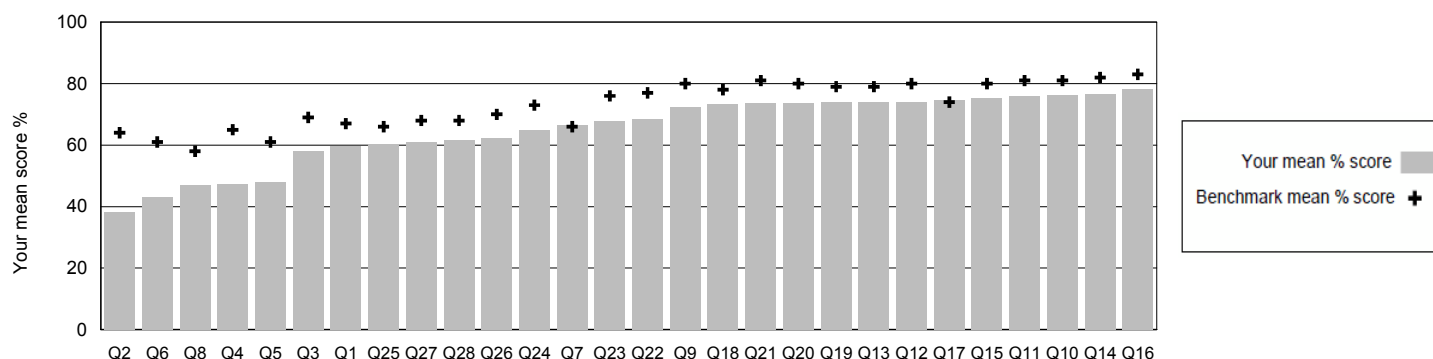
Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

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

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



Your patient feedback

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

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

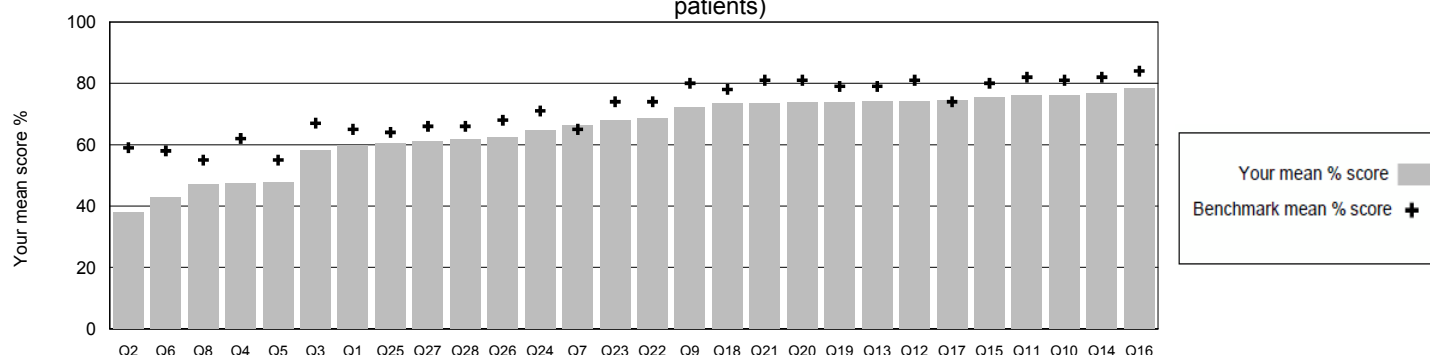
<div style="width: 20px; height: 10px; background-color: #0056b3; border: 1px solid #0056b3;"></div>	Your mean score for this question falls in the highest 25% of all means
<div style="width: 20px; height: 10px; background-color: #6699cc; border: 1px solid #6699cc;"></div>	Your mean score for this question falls in the middle 50% of all means
<div style="width: 20px; height: 10px; background-color: #cccccc; border: 1px solid #cccccc;"></div>	Your mean score for this question falls in the lowest 25% of all means

* Based on data from 391 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (8001-10000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	12	69	70	51	66	70	74	91
25 - 59	104	66	71	56	67	71	74	91
60 +	109	65	74	55	72	75	78	93
Blank	20	62	70	45	65	71	75	90
Gender								
Female	136	62	71	55	68	72	75	91
Male	88	71	73	52	70	73	76	91
Blank	21	64	70	49	65	71	76	100
Visit usual practitioner								
Yes	128	66	74	58	71	74	77	92
No	80	66	68	51	65	68	72	90
Blank	37	62	70	50	67	70	74	86
Years attending								
< 5 years	31	71	72	52	69	72	76	90
5 - 10 years	19	68	71	54	67	71	74	91
> 10 years	171	64	72	57	69	72	76	92
Blank	24	65	70	45	66	71	75	90

* Based on data from 391 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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

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

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

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	28/09/2011	16/10/2008	24/08/2007	03/08/2006
Q1 Opening hours satisfaction	60	59	46	55
Q2 Telephone access	38	39	17	21
Q3 Appointment satisfaction	58	59	45	51
Q4 See practitioner within 48hrs	47	49	31	39
Q5 See practitioner of choice	48	50	33	40
Q6 Speak to practitioner on phone	43	46	32	36
Q7 Comfort of waiting room	66	76	52	56
Q8 Waiting time	47	54	41	42
Q9 Satisfaction with visit	72	74	70	71
Q10 Warmth of greeting	76	74	72	73
Q11 Ability to listen	76	76	74	74
Q12 Explanations	74	75	71	70
Q13 Reassurance	74	75	73	69
Q14 Confidence in ability	77	77	76	74
Q15 Express concerns/fears	75	75	73	70
Q16 Respect shown	78	79	78	76
Q17 Time for visit	74	68	65	63
Q18 Consideration	73	72	70	69
Q19 Concern for patient	74	74	71	70
Q20 Self care	74	--	--	--
Q21 Recommendation	74	74	72	70
Q22 Reception staff	68	73	58	56
Q23 Respect shown	68	72	59	59
Q24 Information of services	65	66	55	56
Q25 Complaints/compliments	60	61	53	51
Q26 Illness prevention	62	64	59	62
Q27 Reminder systems	61	63	54	56
Q28 Second opinion / comp medicine	62	65	56	58
Overall score	65	66	58	59

-- no data available, question introduced in October 2009.

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- To get through on the phone quicker when making appointments.
- On this visit never spoke to reception. However, in past found reception/telephone staff rude and often unwilling to help (some not at all). When we ring it's because of illness/worries - should remember that!!
- Appointments to be only booked with a forward 4 day period. Also, be able to apply for appointments and repeat prescriptions online (internet). Hand wash to be near appointment computer screen as well as near entrance.
- As I work, it is hard to get specific times to visit, it's easier if I can pre-book. So please make some pre-bookable appointments in the evening also.
- They do their best at all times to say they are understaffed.
- When there are numerous people in the waiting room, especially with noisy children, it is very difficult to hear all the announcements.
- The only problem I have is making an appointment and the waiting time once I have my appointment. I recently had to wait 1.5 hours after my appointment time to be seen.
- Being able to pre-book appointments in the afternoons and not only in the mornings.
- There are no toys for children and often when you have to wait over 30 minutes for your appointment due to the doctor running late, this can cause issues. Kids get bored.
- Better telephone system and more staff on the front desk.
- Improve on waiting time.
- Better appointment given when we need to see doctor.
- More telephone lines. Open at 8am for people waiting to make an appointment for the same day. They then can queue in the warmth and not get wet.
- More answering the phones and it's very difficult to get a same day appointment.
- Having to queue too long to see a receptionist. Having to stand too long as sometimes patients need a lot of time and attention. 2 staff would be ideal.
- Should be able to pre-book appointments around work and children's school times as I am a single parent. Could have a play area with toys for young children.
- Magazines made available.
- By being able to pre-book appointments would improve the practice quite a lot.
- Booking appointments over the phone. Most of the appointment have gone because they are given to people who queue outside before the surgery opens and no-one is answering the phones. The phone lines should be open at 8am then you would not get people queueing outside. Another surgery does.
- Getting to see your doctor at the time given.
- When speaking to the receptionist, everyone in the waiting area can hear what is being said.
- More privacy at reception. In the past it was difficult to get an appointment. As I work it is impossible for me to ring and attend an appointment the same day and told it is not possible to make one for the following day!
- Television or magazines while waiting.
- The door needs to be automated for the use of pushchair/wheelchair users (internal door).
- Please provide a coffee/tea machine - helps while having to wait for appointment.
- Release afternoon appointment to pre-book a month in advance rather than just morning. It's a lot easier to get an appointment after work rather than before.
- Pre-booking an appointment.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- Shorter waiting times.
- Treatment good but rarely able to see doctor of choice or to get an appointment on the day even when you ring at 8.30am.
- Prescriptions often have items missing even though these have been ticked. Happened 4-5 times this year.
- Telephone appointment system.
- Quick telephone reminders might help? Clear indication whether patient should instigate next appointment - e.g. at a hospital, such as bone scan - or whether this will trigger automatically.
- Ring for appointment and nobody answers.
- Better than it was.
- Using the technology in the practice to notify patients their name has been called. i.e. the digital display above the TV, Thorne/Moorends practice use one that says patient name, doctor/nurse and room.
- Why is no use made of the TV screen? Why no papers/magazines available.
- To have a doctor of choice when you book an appointment. Plus, when a patient rings up for an appointment to be able to get one and not be told there are none left at 8.30am.
- Appointment system could be improved somewhat.
- To be open for a minimum of 5 full days.
- Get the appointment system sorted out. i.e. better phone access - pre-booking availability.
- Open at 8.15am. Doctor appointments start at 8.30am. People queueing in the rain and cold conditions (elderly and disabled). One receptionist is always busy but another seems to be well underworked.
- Quicker service.
- Use the TV - it makes waiting much easier.
- Can't get through on the telephone in the morning.
- The doctor or nurse calling your name is not very good. There should be some visual aid as well as audio to help people with hearing difficulties.
- Have some light music or a TV to make patients feel more relaxed and comfortable.
- Too long for telephone to be answered and pre-booking of appointments is not very satisfactory.
- We had problems in the past with prescriptions where items have been missed.
- Not a complaint, but difficulty at times in hearing when name (and room number) is called. This problem appears to be for many older patients who have hearing problems - particularly if the waiting room is fairly full and there are 'background noises'.
- More late night appointments for workers.
- It can be slightly annoying when told to ring at 8.30am the next morning as when you ring, the line is usually engaged and it takes sometimes 5 or 6 attempts to get through and on many occasions appointments have already gone!
- A supply of hearing aid batteries and tube. I know you go to Thorne but they can only supply batteries. This is not good enough.
- Keep to appointment times. 50 minutes waiting not good enough.
- Being able to see which doctor you want.
- Very good in general.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- Trying to get through on the telephone is difficult especially first thing to get an appointment.
- Phoning made easier.
- More appointment available.
- The reception staff not asking if they can help - they are not medically trained.

Comments about how the doctor/nurse could improve

- To spend more time with their patients discussing treatments and any other concerns.
- Better patient/doctor relationships, especially when new to practice by some doctors.
- Very good no comments.
- They do their best at all times, to say they are understaffed.
- They do their best but are never on time. My appointment with nurse today was late.
- The doctors and nurses are brilliant.
- Excellent as always.
- Individually different but fair.
- A very good doctor.
- Some receptionists could be a little more courteous to patients and show more respect when enquiring why the patient needs to see a doctor i.e. should not be asking questions about problem.
- No I like them all.
- I would not see any other doctor except one particular one unless necessary. That says it all!
- Open the telephone lines at 8am instead of 8.30am.
- My doctor today was excellent and understood me and to be honest there is no need for improvement.
- Stay open longer.

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 = 245

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank
Number of ratings	0	32	113	72	28	0

Value assigned to each rating	0	25	50	75	100	n/a
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$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of 'blanks'})} = \frac{(0 \times 0) + (32 \times 25) + (113 \times 50) + (72 \times 75) + (28 \times 100)}{(245 - 0)} = 14,650/245$$

Your mean percentage score for Q1 = 60%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	60	44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent for every question and also the number of 'blank' responses where patients did not respond to the question. 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 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



0 4 0 5 4

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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this ☒ with a 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 ➡





0 4 0 5 B

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

Guidance template for discussion of local survey findings and action plan for 2011/2012 and 2012/2013

Completing this form will help you meet the requirements of the patient participation directed enhanced service (DES) for GMS contract (April 2011).
Please retain this form for future reference and to present to your PCT if required.

PART 1: 2011/2012

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

4. Which responses were most positive?

5. Which responses were least positive?

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?

7. What are the main priorities identified by the PRG?

8. What are the main priorities identified by practice staff?

B. Action plan: 2011/2012

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

PART 2: 2012/2013

(To be completed after completion of second survey)

A. Discussion of local practice survey findings

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority by your PRG and your practice staff?

Patient experience issue	What has been done to address this?

4. Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

5. In which areas have you seen most change?

Last survey (2011/2012)	This survey (2012/2013)

6. What are the main priorities identified by the PRG? (These may be the same as for the last survey or other areas may now be deemed more significant).

7. What are the main priorities identified by practice staff?

B. Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?

Does your PCT (or similar body) need to be contacted?

(This would only be the case if a practice proposes significant change and PRG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the PCT).

Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1(b). Please comment on what you feel were the positive aspects of the survey					
1(c). Please comment on any aspects of the survey which you feel could be improved					

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2(b). Please comment below on your response in 2(a)				

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>
3(b). Please comment below on your response in 3(a)		

**Thank you for your feedback. Please return this form to:-
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- ☐ Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- ☐ We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

Certificate of Completion

This is to certify that

Dr Simmonite and Partners

Ash Hill Road
Hatfield
Near Doncaster
DN7 6JH

Practice List Size: 9500

Surveys Completed: 245

has completed the

Improving Practice Questionnaire

Completed on 22 November 2011



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.