

Private and Confidential

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Improving Practice Questionnaire Report

Village Green Surgery

October 2014



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31 October 2014

Dear Ms Suddick

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).

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=178125>

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' 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	2	22	71	87	31	1
Q2 Telephone access	14	60	70	48	19	3
Q3 Appointment satisfaction	3	25	74	76	34	2
Q4 See practitioner within 48hrs	15	33	65	55	43	3
Q5 See practitioner of choice	26	52	70	35	24	7
Q6 Speak to practitioner on phone	15	49	78	42	11	19
Q7 Comfort of waiting room	5	32	91	62	22	2
Q8 Waiting time	25	70	72	34	6	7
Q9 Satisfaction with visit	5	12	66	64	62	5
Q10 Warmth of greeting	1	11	67	66	66	3
Q11 Ability to listen	2	15	55	63	72	7
Q12 Explanations	2	13	60	67	65	7
Q13 Reassurance	6	17	60	62	65	4
Q14 Confidence in ability	2	13	55	65	74	5
Q15 Express concerns/fears	2	16	59	63	68	6
Q16 Respect shown	1	11	56	67	74	5
Q17 Time for visit	5	19	58	59	63	10
Q18 Consideration	4	18	59	61	59	13
Q19 Concern for patient	5	13	60	63	59	14
Q20 Self care	2	14	63	61	56	18
Q21 Recommendation	5	13	53	59	67	17
Q22 Reception staff	1	16	65	77	50	5
Q23 Respect for privacy/confidentiality	3	16	66	70	52	7
Q24 Information of services	5	17	79	64	36	13
Q25 Complaints/compliments	8	30	75	53	18	30
Q26 Illness prevention	6	29	82	60	22	15
Q27 Reminder systems	7	35	79	56	24	13
Q28 Second opinion / comp medicine	5	32	72	45	18	42

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	64		69	23	64	68	73	92
Q2 Telephone access	50		62	13	53	63	71	92
Q3 Appointment satisfaction	63		68	23	63	68	74	92
Q4 See practitioner within 48hrs	59		62	18	54	62	70	96
Q5 See practitioner of choice	47		58	22	48	57	65	95
Q6 Speak to practitioner on phone	48		61	25	54	61	67	92
Q7 Comfort of waiting room	58		66	27	60	66	71	90
Q8 Waiting time	41		56	25	50	56	62	90
About the practitioner								
Q9 Satisfaction with visit	70		80	41	76	81	85	97
Q10 Warmth of greeting	72		82	45	78	82	86	96
Q11 Ability to listen	73		82	46	78	83	87	97
Q12 Explanations	72		81	42	77	81	85	97
Q13 Reassurance	69		79	41	75	80	84	98
Q14 Confidence in ability	73		82	43	79	83	87	99
Q15 Express concerns/fears	72		80	45	76	81	85	96
Q16 Respect shown	74		84	49	80	85	88	98
Q17 Time for visit	69		79	38	75	80	84	96
Q18 Consideration	69		79	41	75	79	83	98
Q19 Concern for patient	70		80	43	76	80	84	97
Q20 Self care	70		79	38	75	79	83	97
Q21 Recommendation	72		81	41	78	82	86	99
About the staff								
Q22 Reception staff	69		76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	68		76	43	72	76	80	96
Q24 Information of services	64		73	29	68	73	77	96
Finally								
Q25 Complaints/compliments	56		66	31	62	66	70	96
Q26 Illness prevention	58		69	34	64	68	72	96
Q27 Reminder systems	57		68	27	63	68	72	96
Q28 Second opinion / comp medicine	56		67	30	62	67	71	96
Overall score	64		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

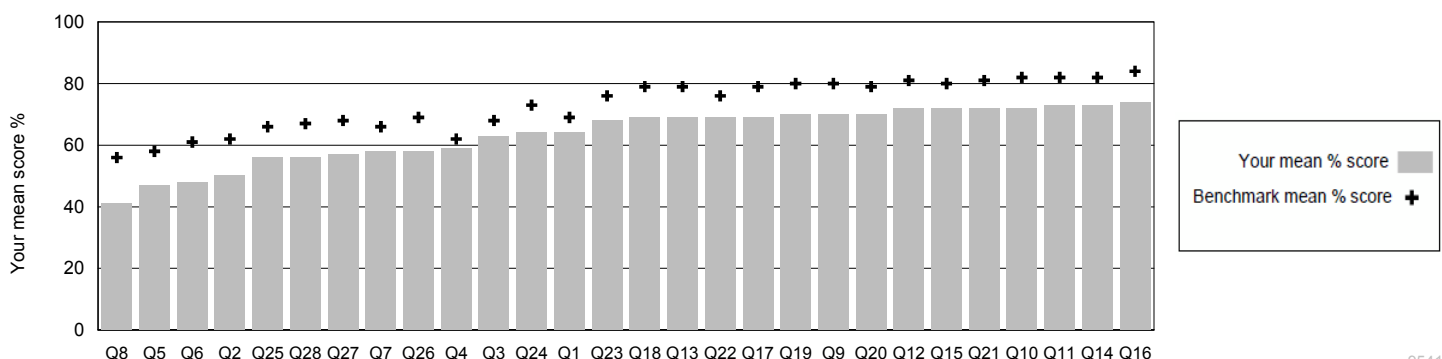
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*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

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 (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	64	67	49	64	68	71	76
Q2 Telephone access	50	57	22	51	59	64	78
Q3 Appointment satisfaction	63	66	39	62	67	71	79
Q4 See practitioner within 48hrs	59	59	29	53	59	67	80
Q5 See practitioner of choice	47	53	26	47	54	59	78
Q6 Speak to practitioner on phone	48	59	36	54	60	65	78
Q7 Comfort of waiting room	58	64	42	59	64	68	82
Q8 Waiting time	41	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	70	80	51	76	81	84	92
Q10 Warmth of greeting	72	81	52	78	82	86	95
Q11 Ability to listen	73	82	52	79	83	87	95
Q12 Explanations	72	81	52	77	81	85	94
Q13 Reassurance	69	79	52	76	80	84	94
Q14 Confidence in ability	73	82	53	79	83	86	95
Q15 Express concerns/fears	72	80	52	76	81	85	95
Q16 Respect shown	74	84	53	80	85	88	95
Q17 Time for visit	69	79	48	75	80	83	91
Q18 Consideration	69	78	51	75	79	83	96
Q19 Concern for patient	70	79	51	76	80	84	95
Q20 Self care	70	78	52	75	79	83	94
Q21 Recommendation	72	81	51	78	82	86	95
About the staff							
Q22 Reception staff	69	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	68	74	50	71	74	77	85
Q24 Information of services	64	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	56	64	43	61	64	68	75
Q26 Illness prevention	58	67	47	65	67	71	79
Q27 Reminder systems	57	66	47	63	66	70	77
Q28 Second opinion / comp medicine	56	65	44	63	65	68	81
Overall score	64	72	49	69	73	76	83

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

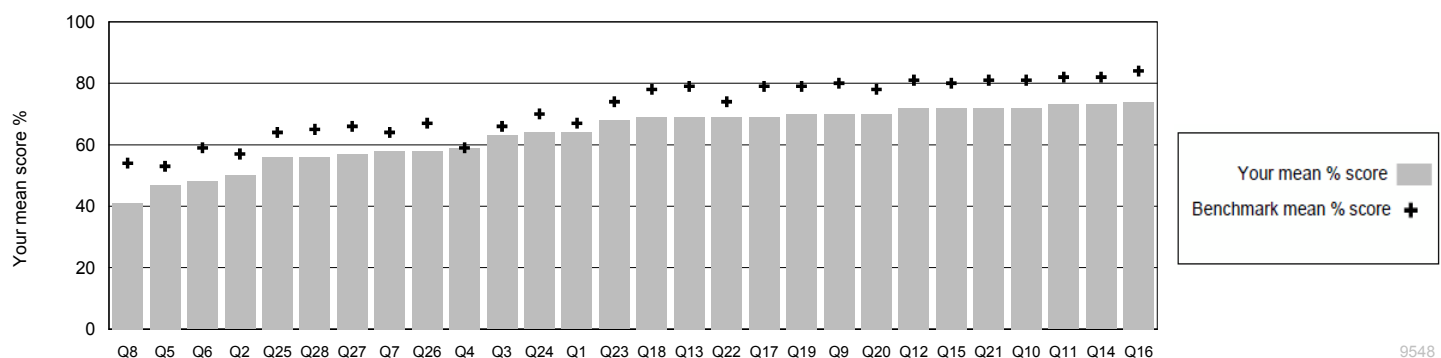
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*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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 report 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)



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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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	16	59	70	41	66	71	75	90
25 - 59	116	61	71	50	68	72	75	81
60 +	68	70	73	49	70	74	77	88
Blank	14	59	70	48	66	71	75	92
Gender								
Female	126	64	71	49	68	72	75	83
Male	70	67	73	48	70	74	76	83
Blank	18	51	70	50	65	71	75	92
Visit usual practitioner								
Yes	80	69	74	51	71	75	77	85
No	98	62	69	43	65	69	73	80
Blank	36	57	71	49	67	71	75	86
Years attending								
< 5 years	27	63	72	45	68	73	76	82
5 - 10 years	22	66	71	48	67	71	75	83
> 10 years	144	65	72	51	69	73	76	85
Blank	21	54	70	51	65	71	74	89

*Based on data from 135 practices carrying out 202 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	31/10/2013	02/11/2012	22/08/2011
Q1 Opening hours satisfaction	64	65	69	66
Q2 Telephone access	50	56	56	56
Q3 Appointment satisfaction	63	67	67	65
Q4 See practitioner within 48hrs	59	64	65	62
Q5 See practitioner of choice	47	50	50	47
Q6 Speak to practitioner on phone	48	52	53	51
Q7 Comfort of waiting room	58	64	65	61
Q8 Waiting time	41	50	48	43
Q9 Satisfaction with visit	70	72	75	69
Q10 Warmth of greeting	72	76	77	71
Q11 Ability to listen	73	78	77	72
Q12 Explanations	72	75	76	71
Q13 Reassurance	69	75	75	69
Q14 Confidence in ability	73	76	79	73
Q15 Express concerns/fears	72	76	77	71
Q16 Respect shown	74	77	79	75
Q17 Time for visit	69	74	75	71
Q18 Consideration	69	75	75	69
Q19 Concern for patient	70	75	76	70
Q20 Self care	70	73	74	70
Q21 Recommendation	72	76	77	72
Q22 Reception staff	69	71	73	69
Q23 Respect for privacy/confidentiality	68	71	74	70
Q24 Information of services	64	69	68	67
Q25 Complaints/compliments	56	60	61	59
Q26 Illness prevention	58	64	64	62
Q27 Reminder systems	57	62	63	60
Q28 Second opinion / comp medicine	56	61	61	59
Overall score	64	68	69	65

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?

- To be able to book an appointment for a day convenient for me, to be able to book up to or around the days weeks ahead again would be appreciated greatly.
- Have already looked into complaining about GPs as to service I have received between doctors/referrals.
- Children's book/magazines. More parking.
- Yearly (birthday) health checks should have full medical, i.e. blood pressure, lungs, heart, done by GP.
- With regards to question 7, I noticed a smell in the waiting area. Not sure if it was the chairs or the carpet. Other patients noticed this too.
- Don't like the choice of music on "Tannoy". Too stressful. Suggest something relaxing.
- The availability of the nurses often means quite a wait for an appointment. The rest of the services provided is excellent.
- Good doctors.
- Satisfactory.
- Satisfied on the service I get.
- Very difficult to get an appointment at short notice, e.g. if a problem (illness) arises before going on holiday. Also I called in on spec. on evening asking for an appointment. I was told a doctor would see me when available but I should have been advised I would wait 2 hours!
- Takes too long to answer the phone when trying to book an appointment, and doctors sometimes try to get you out as quickly as possible.
- More appointments. One doctor needs to gain people skills as they lack them and makes you feel stupid for coming to doctors.
- The lady on the reception was very good with my little boy.
- When bloods taken have the results in one place. I have had issues with receptionists finding them.
- Inform patients of opening hours and how to book appointments.
- Unable to arrange/change doctors practice for my partner due to the inability to get documents with new address. He had been referred by the walk in and had to suffer while we waited for the documents to arrive. Find this unacceptable. Advise if there is a wait for the nurse as I had a 2 hour wait.
- None, service is excellent.
- Appointment system.
- Television on, magazines.
- Try and respond quicker to phone calls.
- Easier to make appointments via phone.
- Waiting time is far too long to see doctor. At this moment my appointment is already 35 mins late. I suggest an on call doctor for occasions like this who can see some patients until the other doctor has caught up.
- If the doctor is delayed for any reason you should be advised when you attend and not be left to wait over 30 mins before you ask why the delay.
- Shorten waiting times when surgery is empty as sometimes I've waited 45 minutes and there's been no one in.
- Seems to take a long time to get through on the phone (lots of different numbers then you still have to wait and it's often engaged/busy), could this be improved?
- Later opening time.

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?

- Sometimes the reception staff are positively surly. One or two of them are lovely and get that if you are at the doctors, it's because you are ill or have a health concern. Some could do with brushing up on customer service skills and smiling classes!
- Appointment system needs to change if possible (thank you).
- Waiting times too long.
- More late appointments for workers.
- Listen to patients and take notice of what they are saying so as not to misdiagnose.
- All very good.
- Telephone system - phones need more staff to answer queries a lot faster. Five minutes on hold is not good enough.
- Lose the faceless touch screen - it never works. Older people find it confusing (just watch).
- Impossible to improve this practice.
- Booking in system needs changing.
- Smell in waiting room.
- More comfortable seats, I really struggle to get comfy as it's very rare I see the doctor on time.
- I feel like only by repeated visits do you actually get the treatment you require. Waiting to see a specialist is too long. I have had to go private to get treatment.
- Standing areas for people with back/spine and nerve pain who can't sit down. Coffee/tea facilities.
- More parking spaces.
- More art on walls in waiting room.
- I find this practice faultless.
- Always treated well.
- I have always said there should be Saturday surgeries.
- Provide more on screen information, bulletins, advice.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- Nope - they are just dandy.
- More empathy, don't treat patients like a number - this is an overall problem in medical practices.
- One nurse needs to improve on their people skills, they are very rude and unpleasant! Will not want to be seen by them again.
- Good welcome. Acknowledged both myself and my daughter. Sending urine away for further tests, when other doctors haven't done that!
- Two nurses working together should avoid talking between themselves and concentrate on making conversation with the patient to put them more at ease during procedure. Very pleasant but not very mindful of patient needs on this occasion.
- No, not really.
- None, very satisfied.
- No complaints.
- Trying to get someone on the phone can be a long wait and trying to see a doctor on the day of illness is nearly impossible (especially if you work), times had to visit walk in centre as can't get to see a doctor.
- I'm very satisfied. Well looked after by all, thanks.
- Possibly more nurses.
- It's the waiting time that gets to me, it doesn't matter if you have an appointment, we always wait ages.
- None, excellent.
- One doctor retrained in people skills.
- Respect patient's choice of treatment.
- One doctor should let you finish speaking before jumping in and interrupting if they think what you're saying isn't relevant - it's very annoying!
- No comments!
- Doctors should give more time to patients to ensure they do not make patients wait for their appointment. I have waited an hour over my booked time before. Usually it is 20-30 minutes after appointment time!
- Listen.
- Stay the same as they are.
- Doctors and nurses are very good.
- Reserve comments. Not my usual GP.

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 = 214

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	22	71	87	31	1

Value assigned to each rating	0	25	50	75	100	n/a
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$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (22 \times 25) + (71 \times 50) + (87 \times 75) + (31 \times 100)}{(214 - 1)} = 13,725/213$$

Your mean percentage score for Q1 = 64%

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	64

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

Village Green Surgery

The Green
Wallsend
Tyne and Wear
NE28 6BB

Practice List Size: 9633

Surveys Completed: 214

has completed the

Improving Practice Questionnaire

Completed on 31 October 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.