

Private and Confidential

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Improving Practice Questionnaire Report

Village Green Surgery

November 2013



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11 November 2013

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.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=162879>

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

Yours sincerely



Helen Powell
Survey Manager

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	27	94	96	50	1
Q2 Telephone access	12	51	103	59	42	3
Q3 Appointment satisfaction	5	22	89	90	62	2
Q4 See practitioner within 48hrs	5	37	90	72	61	5
Q5 See practitioner of choice	21	69	86	47	32	15
Q6 Speak to practitioner on phone	16	47	100	40	30	37
Q7 Comfort of waiting room	3	27	104	77	53	6
Q8 Waiting time	18	68	95	48	26	15
Q9 Satisfaction with visit	2	12	78	85	82	11
Q10 Warmth of greeting	0	12	58	95	94	11
Q11 Ability to listen	2	8	54	89	103	14
Q12 Explanations	1	8	67	92	91	11
Q13 Reassurance	1	12	65	89	88	15
Q14 Confidence in ability	3	9	60	86	99	13
Q15 Express concerns/fears	1	8	63	83	97	18
Q16 Respect shown	1	7	60	89	101	12
Q17 Time for visit	1	17	65	84	91	12
Q18 Consideration	1	10	68	81	89	21
Q19 Concern for patient	1	9	67	80	88	25
Q20 Self care	1	11	72	81	78	27
Q21 Recommendation	1	12	65	70	98	24
Q22 Reception staff	2	12	79	98	71	8
Q23 Respect for privacy/confidentiality	4	11	78	92	71	14
Q24 Information of services	3	16	82	87	62	20
Q25 Complaints/compliments	5	23	111	62	32	37
Q26 Illness prevention	2	25	93	89	38	23
Q27 Reminder systems	2	28	97	79	36	28
Q28 Second opinion / comp medicine	2	24	96	61	31	56

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

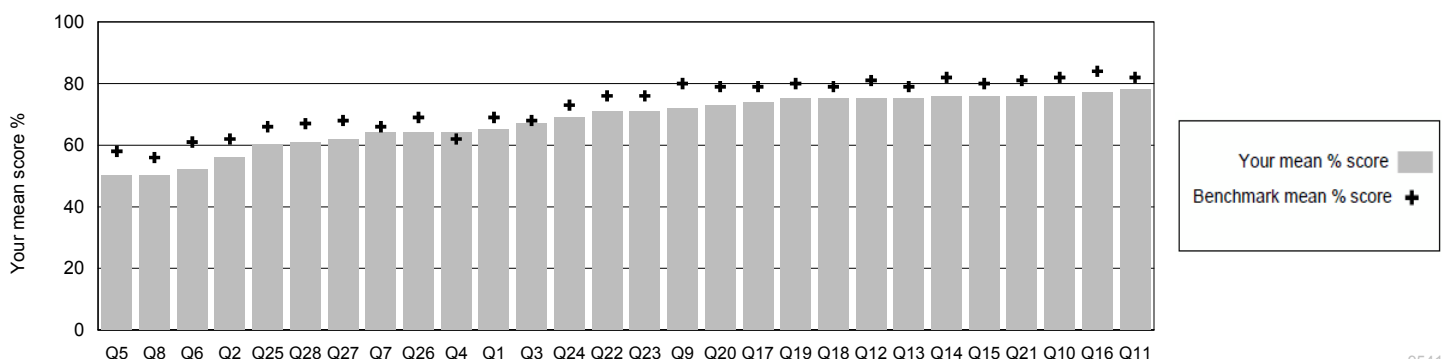
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*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

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



9541

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

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

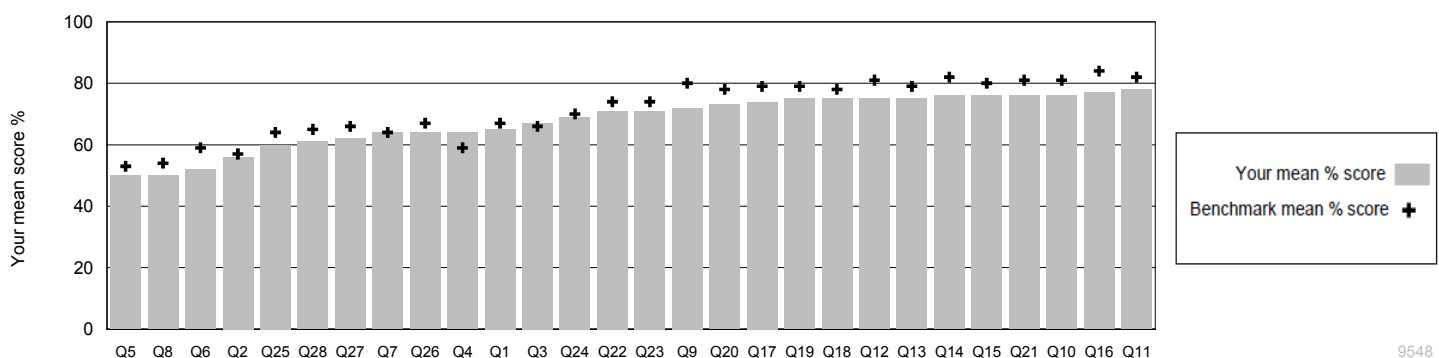
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*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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)



9548

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	19	69	70	41	66	71	75	90
25 - 59	151	69	71	50	68	72	75	81
60 +	85	66	73	49	70	74	77	88
Blank	15	70	70	48	66	71	75	92
Gender								
Female	152	67	71	49	68	72	75	83
Male	101	70	73	48	70	74	76	83
Blank	17	66	70	50	65	71	75	92
Visit usual practitioner								
Yes	106	70	74	51	71	75	77	85
No	115	67	69	43	65	69	73	80
Blank	49	66	71	49	67	71	75	86
Years attending								
< 5 years	37	73	72	45	68	73	76	82
5 - 10 years	41	67	71	48	67	71	75	83
> 10 years	172	68	72	51	69	73	76	85
Blank	20	66	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.

9546

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	02/11/2012	22/08/2011	23/06/2005
Q1 Opening hours satisfaction	65	69	66	59
Q2 Telephone access	56	56	56	43
Q3 Appointment satisfaction	67	67	65	50
Q4 See practitioner within 48hrs	64	65	62	44
Q5 See practitioner of choice	50	50	47	32
Q6 Speak to practitioner on phone	52	53	51	41
Q7 Comfort of waiting room	64	65	61	63
Q8 Waiting time	50	48	43	38
Q9 Satisfaction with visit	72	75	69	69
Q10 Warmth of greeting	76	77	71	72
Q11 Ability to listen	78	77	72	74
Q12 Explanations	75	76	71	72
Q13 Reassurance	75	75	69	71
Q14 Confidence in ability	76	79	73	74
Q15 Express concerns/fears	76	77	71	71
Q16 Respect shown	77	79	75	75
Q17 Time for visit	74	75	71	65
Q18 Consideration	75	75	69	69
Q19 Concern for patient	75	76	70	70
Q20 Self care	73	74	70	--
Q21 Recommendation	76	77	72	71
Q22 Reception staff	71	73	69	63
Q23 Respect for privacy/confidentiality	71	74	70	66
Q24 Information of services	69	68	67	62
Q25 Complaints/compliments	60	61	59	51
Q26 Illness prevention	64	64	62	60
Q27 Reminder systems	62	63	60	55
Q28 Second opinion / comp medicine	61	61	59	57
Overall score	68	69	65	61

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

*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.

Any comments about how this practice could improve its service?

- First rate. No complaints.
- Very good.
- More availability of emergency appointments i.e. on same day as phone call.
- The appointment system.
- Ringing nurses is terrible.
- Nurse reception to keep same hours as main reception. Remove 50% of notices on walls.
- Have a slight problem trying to contact nurse reception by phone. Tried for 2 days to contact to rearrange flu jab. Unable to change before missing original appointment. The nurse reception is always busy.
- More telephone lines so everyone does not ring at same time for appointments sometimes takes approx 15-30 mins to get through and appointments are gone when requested.
- Appointments being made available at weekends for patients whom work shifts Mon-Fri.
- Excellent experience - able to see doctor of choice. So nothing to need or list as being 'room for improvement'. Thank you.
- Excellent.
- None always satisfied with practice.
- Time waiting for appointments often very long waiting. Surgeries are always running late. Perhaps longer between appointments may be a good idea.
- Turn down the radio in reception.
- The music in the corridor is very loud and causes difficulty when trying to hear what the nurse is saying as she books appointments from behind her glass screen.
- Baby changing mat.
- Happy with practice.
- Happy friendly staff creates a good atmosphere.
- Swedish massage.
- More men's magazines for waiting room.
- Need to improve on waiting time.
- I am happy with all services given, thank you.
- Longer opening times if possible for shift workers.
- Parking dreadful!
- A Saturday morning surgery would be helpful especially for those who work and find it difficult to attend during the week.
- Have some chairs with arms on to help old and disabled people to alight from chair.
- Trying to make an appointment is very difficult but overall good.
- Being able to book appointments over the phone for future days (not just on the day) where less serious matters are concerned would be useful.
- When told to phone at 8:00 for an appointment the phone is always engaged when you do get through 10-15 mins later all appointments gone phone at 8:00 next day to try to get appointment. How can they all be gone in 10-15 mins. You try the next day and same again.

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?

- Maybe a text message reminder service?
- When making an appointment it is sometimes difficult to get through at 8:00 as everyone is calling. It can be very frustrating.
- Free tea/coffee while waiting. More comfortable seats. Fresh plants/flowers. Andrex toilet roll. Clean and dust more often especially hanging lights in front of reception. Repair wobbly bottoms of seats. Better/more parking. Stop treating immigrants/foreigners.
- Open longer answer phones! Takes an era to get through.
- Get rid of snack machine and drinks machine. Provide a water machine instead.
- Fresh drinking water for waiting patients.
- When there is only an appointment available with 'recording for training purposes' and you're not happy to you could still give the appointment and cancel the 'recording'.
- I think I would consider opening again on a Saturday morning even if it was to pick up prescriptions.
- Keep to patients appointment times.
- Have a dedicated information area, rather than the current scattered approach, remove outdated information regularly. The current contents of the vending machines is a total contradiction to the 'messages' regarding a healthy diet and as such, gives mixed messages to patients.
- Appointment was for 5:10pm - didn't get seen until 5:40pm. More needs to be done to cut down waiting time. While I appreciate some patients take longer in the surgery. I feel my wait was too long as I had another appointment at 6pm.
- I haven't got any problems with the way the practice is run.
- The practice customer service is great, although the practice should have longer opening hours.
- Easier to get through by telephone at nurses station. As to make appointment with them for contraceptive jab I have to physically call in and make one in person as never able to get in touch always rings out or on hold.
- Prescription staff should telephone if have any queries re prescriptions.
- Would be good idea if the surgery was to be open at weekends.
- Make more appointments available after school hours for children.
- Evening appointments and weekend.
- I had to wait 5 minutes on the phone this morning before being put through to a receptionist to make an appointment, more staff to answer phone calls. The waiting area could do with being freshened up.
- My concerns are dealing with older patients them don't seem to take problems as they would with younger patients.
- Why can't a surgery be run on Saturdays.
- No - 100%
- Double check when pharmacy is open as had to wait 30 mins to have implant put in. Appointment booked for 8:30am.
- I would like to see a price list for letters, prescriptions, passport photos being signed etc.
- Saturday appointments would be great!
- Something for children while waiting.
- Online appointment booking/fit note/repeat prescriptions would be advantageous for workers.

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?

- This practice is already doing what the government is recommending re opening hours.
- More privacy by staff at reception not asking for personal information when others there in queue.

Any comments about how the doctor/nurse could improve?

- Someone to answer nurses phones when no nurse not there.
- Would like a longer time (appointment).
- Possibly a bit more info but on the whole okay.
- Nurses phone line needs to be manned at all times i.e. if the HCA is busy divert phone to someone.
- A text service to let you know samples provided are negative rather than having to wait and wonder.
- Very nice lady and would see her again. Thank you.
- Saw nurses reception about getting a coil fitted, no appointments for 3 weeks and apparently they only fit the coil at a certain time of day? Not very good for somebody who works!
- The nurses are excellent. One of the doctors is the person who has given me excellent support.
- More often than not I am not seen at my appointment time and quite often have.
- Does the practice have a counsellor?
- The doctor was asking questions to try to get to the reason why I have the symptoms I was describing and was allowing me to explain and listened effectively. Despite this though I was made to feel a bit like I was wasting time being there by him making comments dismissing my symptoms as not of migraine. Even though I have suffered with them for years and have been to doctors in past with them.
- Good today. Thanks.
- He's just great.
- No - 100%.
- Very friendly, always listens, has been really good to me through my illness, excellent, always a pleasure to see her.
- None, the service was excellent today.
- None - excellent.

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 = 270

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	27	94	96	50	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (27 \times 25) + (94 \times 50) + (96 \times 75) + (50 \times 100)}{(270 - 1)} = 17,575/269$$

Your mean percentage score for Q1 = 65%

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	65

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

Village Green Surgery

The Green
Wallsend
Tyne and Wear
NE28 6BB

Practice List Size: 9700

Surveys Completed: 270

has completed the

Improving Practice Questionnaire

Completed on 11 November 2013



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.