

**Private and Confidential**

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# **Improving Practice Questionnaire Report**

Village Green Surgery

December 2012



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04 December 2012

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=138206>

Please contact the office on 0845 5197493 or [reports@cfep.co.uk](mailto:reports@cfep.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

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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/spoilt
Q1 Opening hours satisfaction	1	24	91	91	77	1
Q2 Telephone access	21	53	91	75	42	3
Q3 Appointment satisfaction	3	33	77	103	66	3
Q4 See practitioner within 48hrs	5	39	84	85	62	10
Q5 See practitioner of choice	26	69	94	51	34	11
Q6 Speak to practitioner on phone	15	52	95	61	27	35
Q7 Comfort of waiting room	6	29	95	93	57	5
Q8 Waiting time	27	65	101	45	28	19
Q9 Satisfaction with visit	2	18	62	98	100	5
Q10 Warmth of greeting	0	11	64	90	113	7
Q11 Ability to listen	0	14	63	88	114	6
Q12 Explanations	0	15	64	88	110	8
Q13 Reassurance	3	15	67	87	105	8
Q14 Confidence in ability	1	10	57	85	122	10
Q15 Express concerns/fears	1	16	53	89	113	13
Q16 Respect shown	0	10	59	81	128	7
Q17 Time for visit	2	17	65	88	104	9
Q18 Consideration	1	13	70	84	103	14
Q19 Concern for patient	0	12	76	76	106	15
Q20 Self care	1	15	70	84	97	18
Q21 Recommendation	2	13	56	84	111	19
Q22 Reception staff	3	19	69	95	95	4
Q23 Respect for privacy/confidentiality	3	17	66	87	99	13
Q24 Information of services	4	31	75	86	73	16
Q25 Complaints/compliments	8	38	88	75	47	29
Q26 Illness prevention	4	29	98	80	55	19
Q27 Reminder systems	6	43	80	75	60	21
Q28 Second opinion / comp medicine	5	35	89	55	47	54

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

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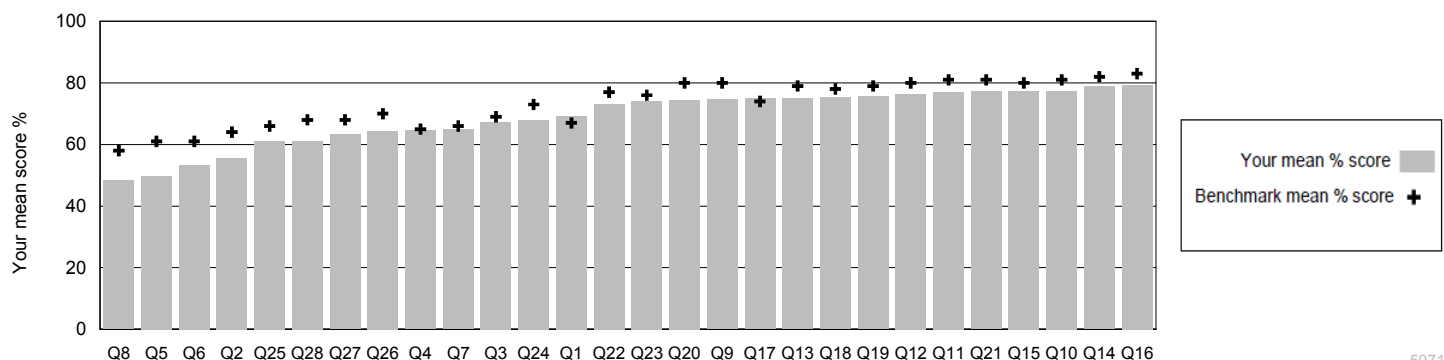
\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

- scores not illustrated if less than 5 patient 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	69	65	50	62	66	69	94
Q2 Telephone access	56	59	31	53	61	67	93
Q3 Appointment satisfaction	67	67	49	62	67	71	92
Q4 See practitioner within 48hrs	65	62	38	56	62	68	90
Q5 See practitioner of choice	50	55	31	50	55	60	87
Q6 Speak to practitioner on phone	53	58	37	54	59	63	91
Q7 Comfort of waiting room	65	65	41	61	65	70	89
Q8 Waiting time	48	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	75	80	58	77	80	84	94
Q10 Warmth of greeting	77	81	60	78	82	85	93
Q11 Ability to listen	77	82	59	79	83	86	94
Q12 Explanations	76	81	57	77	81	85	93
Q13 Reassurance	75	79	58	76	80	83	92
Q14 Confidence in ability	79	82	59	80	83	86	93
Q15 Express concerns/fears	77	80	60	77	81	84	92
Q16 Respect shown	79	84	51	81	85	88	94
Q17 Time for visit	75	74	53	70	74	78	91
Q18 Consideration	75	78	57	75	78	82	93
Q19 Concern for patient	76	79	58	76	80	83	92
Q20 Self care	74	81	72	78	82	85	91
Q21 Recommendation	77	81	56	78	82	85	91
About the staff							
Q22 Reception staff	73	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	74	74	57	71	74	77	86
Q24 Information of services	68	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	61	64	50	61	64	68	94
Q26 Illness prevention	64	68	55	65	68	71	88
Q27 Reminder systems	63	66	51	63	66	69	91
Q28 Second opinion / comp medicine	61	66	48	63	66	69	94
Overall score	69	72	56	68	72	75	91

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

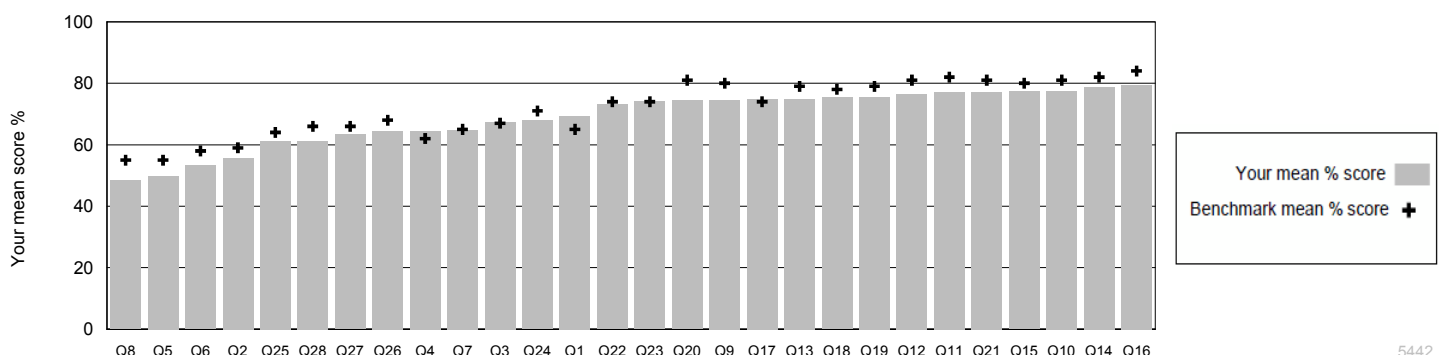
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\* Based on data from 391 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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 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	34	67	70	51	66	70	74	91
25 - 59	156	68	71	56	67	71	74	91
60 +	86	72	74	55	72	75	78	93
Blank	9	57	70	45	65	71	75	90
Gender								
Female	181	71	71	55	68	72	75	91
Male	92	68	73	52	70	73	76	91
Blank	12	56	70	49	65	71	76	100
Visit usual practitioner								
Yes	124	72	74	58	71	74	77	92
No	123	67	68	51	65	68	72	90
Blank	38	66	70	50	67	70	74	86
Years attending								
< 5 years	35	75	72	52	69	72	76	90
5 - 10 years	40	74	71	54	67	71	74	91
> 10 years	194	68	72	57	69	72	76	92
Blank	16	57	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.

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## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	03/08/2012	21/06/2011
Q1 Opening hours satisfaction	69	66
Q2 Telephone access	56	56
Q3 Appointment satisfaction	67	65
Q4 See practitioner within 48hrs	65	62
Q5 See practitioner of choice	50	47
Q6 Speak to practitioner on phone	53	51
Q7 Comfort of waiting room	65	61
Q8 Waiting time	48	43
Q9 Satisfaction with visit	75	69
Q10 Warmth of greeting	77	71
Q11 Ability to listen	77	72
Q12 Explanations	76	71
Q13 Reassurance	75	69
Q14 Confidence in ability	79	73
Q15 Express concerns/fears	77	71
Q16 Respect shown	79	75
Q17 Time for visit	75	71
Q18 Consideration	75	69
Q19 Concern for patient	76	70
Q20 Self care	74	70
Q21 Recommendation	77	72
Q22 Reception staff	73	69
Q23 Respect for privacy/confidentiality	74	70
Q24 Information of services	68	67
Q25 Complaints/compliments	61	59
Q26 Illness prevention	64	62
Q27 Reminder systems	63	60
Q28 Second opinion / comp medicine	61	59
Overall score	69	65

-- 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

- More extended opening hours.
- Someone at the desk all the time instead of ringing the buzzer; and waiting forever, if you aren't confident with the touch screen system or need help with something fast.
- Let the cat stay!
- Stop everyone from phoning having to listen to such a long recorded message about direct numbers to the nurse/sick note. Surely there could just be an option?
- I think it's excellent. Thanks.
- Second opinion not necessary for me. Doctors advice and diagnosis good enough for me. Never had to make a complaint and probably never will. Excellent surgery all round.
- There is nothing I would change about my grandchild's doctor. They are a great doctor.
- I couldn't comment on most things as I don't visit the surgery very often.
- Better telephone access when trying to phone appointments or repeat prescriptions.
- At no time should the cat be allowed inside the building, especially sitting all over the seats.
- Have more than 1 telephone line to get through in the morning at 8 o'clock as sometimes you are trying to get through for 15 minutes and by then all the appointments have gone!
- A couple of late evenings.
- I was told by the reception staff to keep trying to ring the surgery at 8am to make an appointment with one of the female doctors but that I would have to be quick! This went on from the Friday until the following Wednesday when I eventually got an appointment with another female doctor and only after I had asked if I could make a complaint which I was told I could speak to the manager. The receptionist then told me that the manager was not available but that I could have an appointment with another female doctor the next day. Sometimes it is necessary to see a female doctor but I have found on this occasion it was very difficult to see one due to staff absences etc. I have had to have several repeat appointments and have had to have these with different female doctors - hence it was difficult for continuity!
- Repeat prescriptions need improved. Telephone service needs improving. Confidentiality when standing at desk not good enough.
- Respond quicker when results arrive, instead of ringing up for reminder.
- When trying to get appointment ringing at 8am is hard to get through and usually have to go through the system a few times before getting an answer.
- Never had a bad experience. Lovely friendly staff! Always!
- Normally a cat makes an appearance in reception, with a patient who had an animal allergy relating to animal hair, I find this appalling how a strange animal can sit in a doctors surgery.
- Being able to see my preferred doctor more easily, not wait 2-3 weeks.
- The prescription service with the chemist - isn't the best. They always blame the doctors surgery for prescriptions not delivered.
- Shorter waiting times (not this time).
- Receptionists are sometimes very short on the telephone! Saturday appointments would be great!
- I find it hard to get an appointment by telephone (especially Monday morning). Has taken up to an hour to get through.
- I know lots of people complain about the cat, I love the cat, it's relaxing. Better magazines. Toys for children.

## 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

- I have been with the practice for many years and have never had any problems, other than the nurses not always being the most friendly and welcoming. I have always had the help I needed from the practice and would not change to another.
- I have not been at this practice very long but so far I am very satisfied, only thing is the wait on the telephone of a morning could improve.
- Great having an out of hours service i.e. late nights.
- Child play area.
- Very happy with the level of patient care available at this surgery. I have never had cause to complain. Receptionists are always very helpful and professional.
- Happy with the services provided.
- Very good service.
- Improve furniture.
- Weekend opening hours - Saturdays. Surgery and pharmacy.
- Quite good.
- Overall very happy with the service.
- Getting through on phone today very poor. 27 minutes on the phone - kept getting cut off. Very disappointed in this. More online appointments would be helpful.
- When I rang up I had to go through the phone menu system twice. This was mildly frustrating.
- Good.
- If possible, inform patients that their appointments could be late. Everytime I come I usually wait 30+ minutes.
- One doctor needs to be more friendly.
- If you have appointment for certain time try to keep as close to time as possible, quite often I have waited over 30 minutes.
- Online access to appointments and repeat medications. Stop sending out review appointments with asthma nurse, if I have a problem/concern, I will contact you!
- Appointment arranging could improve.
- All good.
- Good. No problems, good service.
- Two doctors are very good they listen to their patients.
- More efficient - waiting times are poor.
- When asking for pain killers a larger quantity should be given to reduce the amount of visits, a record of amounts should be recorded to ensure this is not being abused.
- The phone line is a complete joke, to make appointments had to drive to doctors to make (given it been a real emergency it needs sorting).
- They are great.

## 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 doctor/nurse could improve

- Doctor no problem. Nurses over worked. Need to make appointments online.
- No, they were great.
- I have no problem with the doctors. Nurses appear quite rushed most times.
- One doctor gives out good leaflets with extra advice, not all doctors do.
- Very good service.
- Improve timing to see patients.
- Nurses who take blood tests need to be more polite, they are always in a rush and sometimes are not at desk.
- Have always had excellent appointments with this doctor.
- Good.
- I have been 1 hour over my appointment time. Doctor turn up in time for work.
- Prescribe medications when needed instead of "fobbing off" patients.
- All very good.
- Keep up the good work.
- One doctor is great. No complaints whatsoever.
- Arrived at 10:40 for my appointment at 10:50. Didn't get to see doctor until 11:12.
- Not really.

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 = 285

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	24	91	91	77	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (24 \times 25) + (91 \times 50) + (91 \times 75) + (77 \times 100)}{(285 - 1)} = 19,675/284$$

Your mean percentage score for Q1 = 69%

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 (%)
Q1 Opening hours satisfaction	69

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	62	66	71	99

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\* 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 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



0 4 0 5 A

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 ➡



**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  
NE28 6BB

**Practice List Size: 9755**

**Surveys Completed: 285**

has completed the

## **Improving Practice Questionnaire**

Completed on 04 December 2012



**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.