

# *Certificate of Completion*

This is to certify that

**Old School Surgery**

Church Street  
Great Bedwyn  
Marlborough  
WILTSHIRE  
SN8 3PF

**Practice List Size: 3150**

**Surveys Completed: 271**

has completed the

## **Improving Practice Questionnaire**

Approved for the PE2 Quality Indicator of the GMS Contract

Completed on 02 February 2009



**Michael Greco**  
Director

**Private and Confidential**

Mr Keith Marshall  
Old School Surgery  
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Great Bedwyn  
Marlborough  
WILTSHIRE  
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# Improving Practice Questionnaire Report

Old School Surgery

February 2009



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02 February 2009

Dear Mr Marshall

Please find enclosed your practice report outlining 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. In addition, there is an authorised certificate of completion which you can show your PCO as evidence of the PE2 Quality indicator.

I hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with some basis for reflection. Also enclosed is material to help you with the PE6 Quality Indicator in the GMS contract. We would be grateful if you could consider returning a copy of these forms to the office. In order for us to improve our services, please could you complete and return the enclosed feedback form in the envelope provided.

The IPQ report has been updated in order to further improve the clarity of the feedback provided. As a result the ordering of the report has changed slightly from the previous version.

Please contact Matthew Taylor on 01392 252740 or [matthew.taylor@cfep.co.uk](mailto:matthew.taylor@cfep.co.uk) if you require further information about your report or would like electronic versions of the supporting documentation. If you have ordered a results poster, it will arrive within the next 15 days. Please note, a request for replacement results will attract a fee of £17.50 inc. VAT.

Yours sincerely



Helen Powell  
Data Manager

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Score Explanation

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Sample questionnaire

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Evaluation question ratings and scores

Table 1: Distribution and frequency of ratings

	Blank	Poor	Fair	Good	Very Good	Excellent
Q 1 Opening hours satisfaction	17	1	12	50	103	88
Q 2 Telephone access	12	0	10	52	87	110
Q 3 Appointment satisfaction	8	0	5	28	86	144
Q 4 See practitioner within 48hrs	11	0	3	23	85	149
Q 5 See practitioner of choice	7	1	18	46	118	81
Q 6 Speak to practitioner on phone	29	3	13	50	98	78
Q 7 Comfort of waiting room	6	0	10	60	101	94
Q 8 Waiting time	18	8	27	69	86	63
Q 9 Satisfaction with visit	8	0	6	17	84	156
Q 10 Warmth of greeting	5	0	1	21	87	157
Q 11 Ability to listen	6	0	5	16	76	168
Q 12 Explanations	5	0	6	13	94	153
Q 13 Reassurance	8	2	6	20	89	146
Q 14 Confidence in ability	8	2	4	15	79	163
Q 15 Express concerns	13	1	4	20	80	153
Q 16 Respect shown	5	1	5	19	71	170
Q 17 Time for visit	20	0	4	35	93	119
Q 18 Consideration	24	0	4	24	82	137
Q 19 Concern for patient	12	0	7	22	90	140
Q 20 Recommendation	17	1	5	12	83	153
Q 21 Reception staff	6	0	3	21	99	142
Q 22 Respect shown	5	0	5	29	106	126
Q 23 Information of services	17	1	6	36	101	110
Q 24 Complaints/compliments	41	0	8	46	100	76
Q 25 Illness prevention	21	0	9	51	107	83
Q 26 Reminder systems	37	2	13	46	94	79
Q 27 Second opinion / comp medicine	76	0	9	34	85	67

Blank responses are not included in the analysis (see score explanation)

Evaluation question ratings and scores

Table 2: Mean percentage scores and benchmarks

	Your mean score (%)	National mean (%)*	National quartiles (%)*				
			Min	Q1	Q2 Median	Q3	Max
<b>About the practice</b>							
Q 1 Opening hours satisfaction	68	51	31	48	52	55	76
Q 2 Telephone access	72	46	8	44	51	57	83
Q 3 Appointment satisfaction	80	54	30	51	56	60	85
Q 4 See practitioner within 48hrs	82	48	16	44	50	57	87
Q 5 See practitioner of choice	66	41	11	39	45	51	84
Q 6 Speak to practitioner on phone	66	44	17	41	45	50	78
Q 7 Comfort of waiting room	68	52	24	49	54	58	80
Q 8 Waiting time	56	40	12	36	40	46	75
<b>About the practitioner</b>							
Q 9 Satisfaction with visit	83	71	47	68	72	75	89
Q 10 Warmth of greeting	83	73	49	70	74	77	90
Q 11 Ability to listen	85	74	49	71	75	78	90
Q 12 Explanations	83	72	48	69	72	76	88
Q 13 Reassurance	80	71	46	68	71	74	88
Q 14 Confidence in ability	84	75	50	72	75	78	90
Q 15 Express concerns	82	72	47	69	72	75	88
Q 16 Respect shown	84	77	53	74	77	80	92
Q 17 Time for visit	77	63	40	60	63	67	82
Q 18 Consideration	81	69	45	66	69	73	87
Q 19 Concern for patient	80	70	46	67	71	74	87
Q 20 Recommendation	83	73	47	70	74	77	90
<b>About the staff</b>							
Q 21 Reception staff	81	65	45	64	67	71	89
Q 22 Respect shown	78	64	46	63	66	70	88
Q 23 Information of services	74	61	42	59	62	66	85
<b>Finally</b>							
Q 24 Complaints/compliments	69	52	33	49	53	56	77
Q 25 Illness prevention	69	57	40	55	57	61	80
Q 26 Reminder systems	67	54	36	52	55	59	80
Q 27 Second opinion / comp medicine	69	54	37	52	55	58	79
<b>Overall</b>							
Overall Score	76	61	42	59	62	65	83

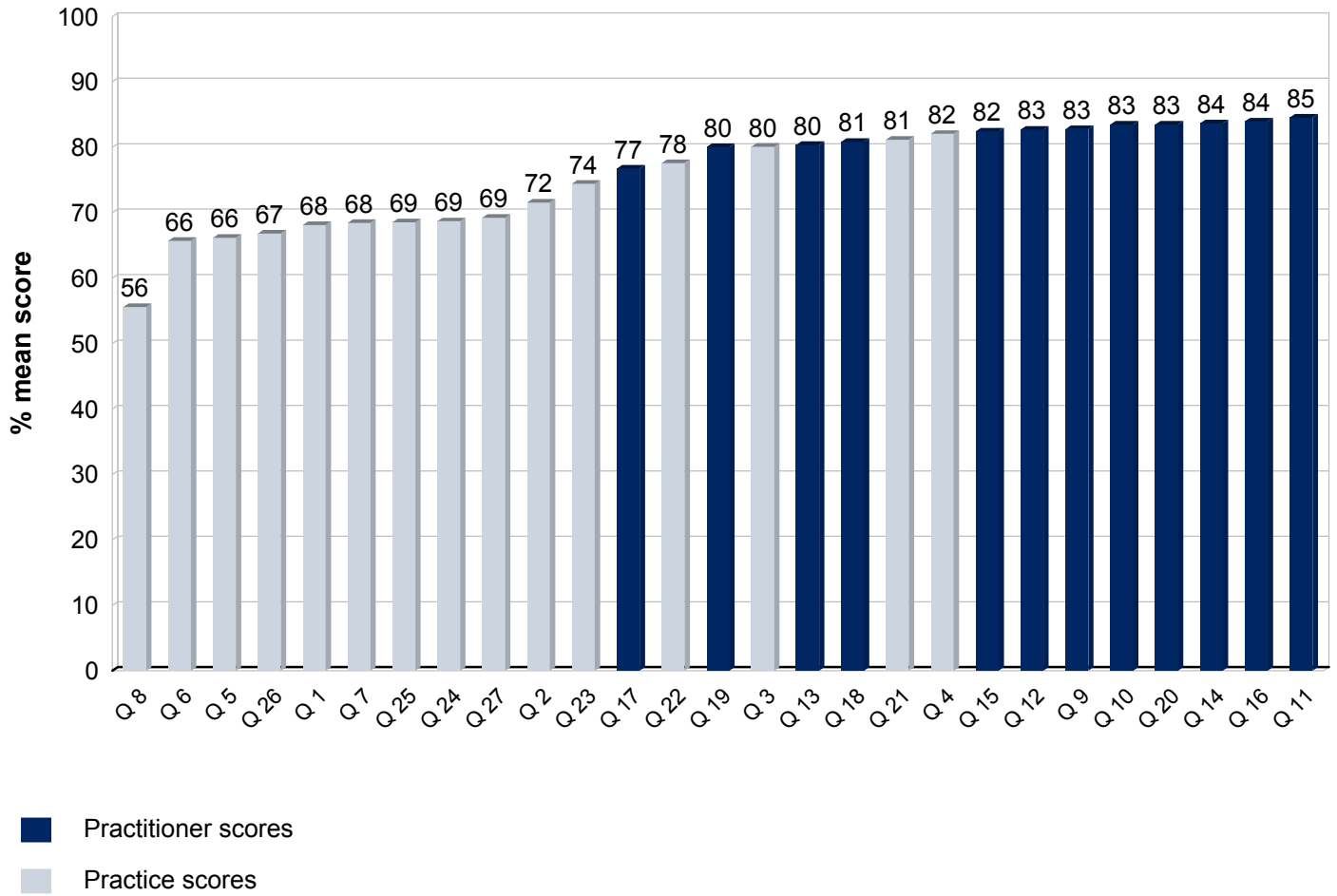
\* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

See score explanation for percentage score calculation and quartile information

Outliers (+/-1%) have been removed

Evaluation question ratings and scores

Graph 1: Mean percentage scores in ascending order of performance



Scores according to patient demographic category: age, gender, visit type and years attending

Table 3: Number of patient responses by category, mean scores and national benchmarks by list size

Number of Responses	Your mean score (%)	National mean scores (%) by practice list size				
		All practices	< 3000	3 - 6000	6 - 12000	> 12000

**Age**

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Under 25	23	67	58	62	58	57	56
25 - 59	144	76	59	65	61	59	56
60 +	92	78	66	71	68	65	63
Not specified	12	-	-	-	-	-	-

**Gender**

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Female	166	76	60	66	62	60	58
Male	87	77	63	68	65	62	60
Not specified	18	-	-	-	-	-	-

**Visit Usual Practitioner**

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Usual practitioner	141	78	64	68	65	64	62
Not usual practitioner	98	72	55	61	57	55	54
Not specified	32	-	-	-	-	-	-

**Years Attending**

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
< 5 years	62	77	61	65	62	60	59
5 - 10 years	66	73	60	66	62	59	57
> 10 years	125	77	62	68	64	61	59
Not specified	18	-	-	-	-	-	-

**Overall**

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Overall Score	271	76	61	66	63	61	58

\* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

-- If there is only one response in any category for anonymity breakdown of scores is not reported

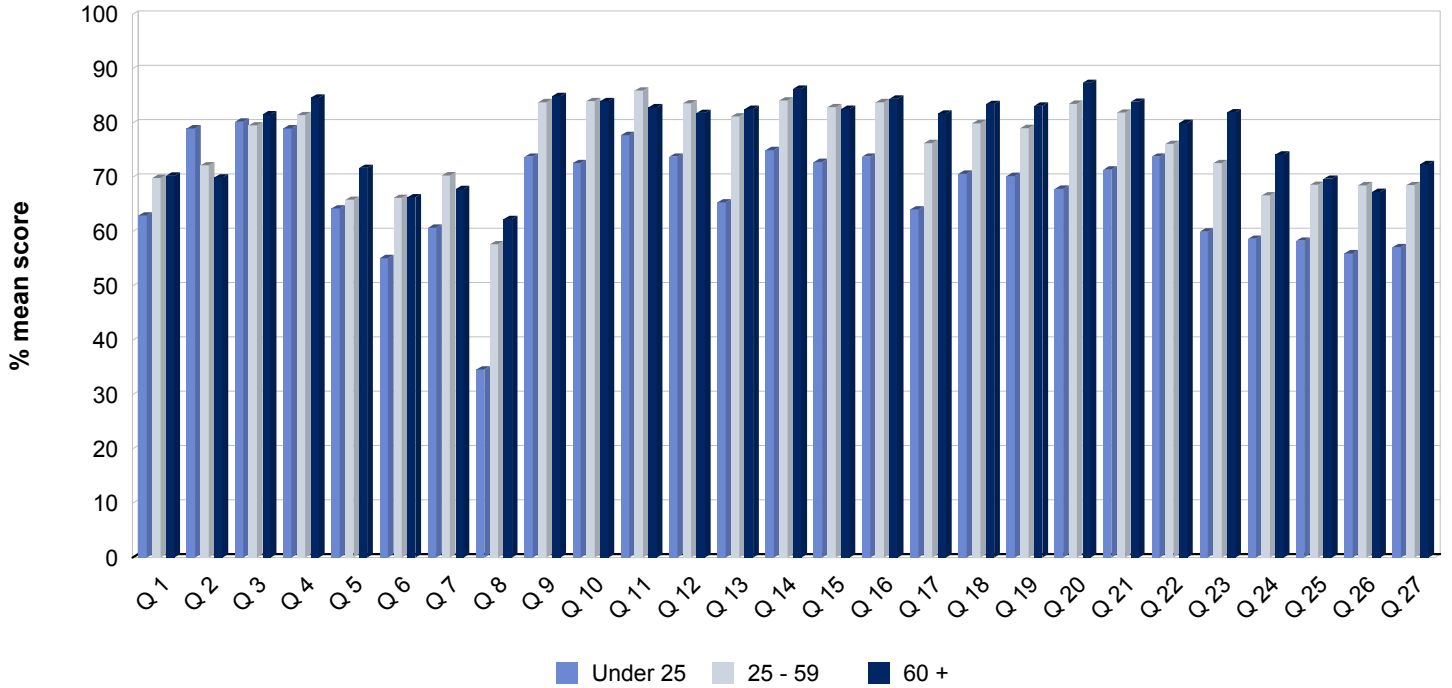
- Data not reported

Statistical reliability cannot be guaranteed for small numbers but act as a guide

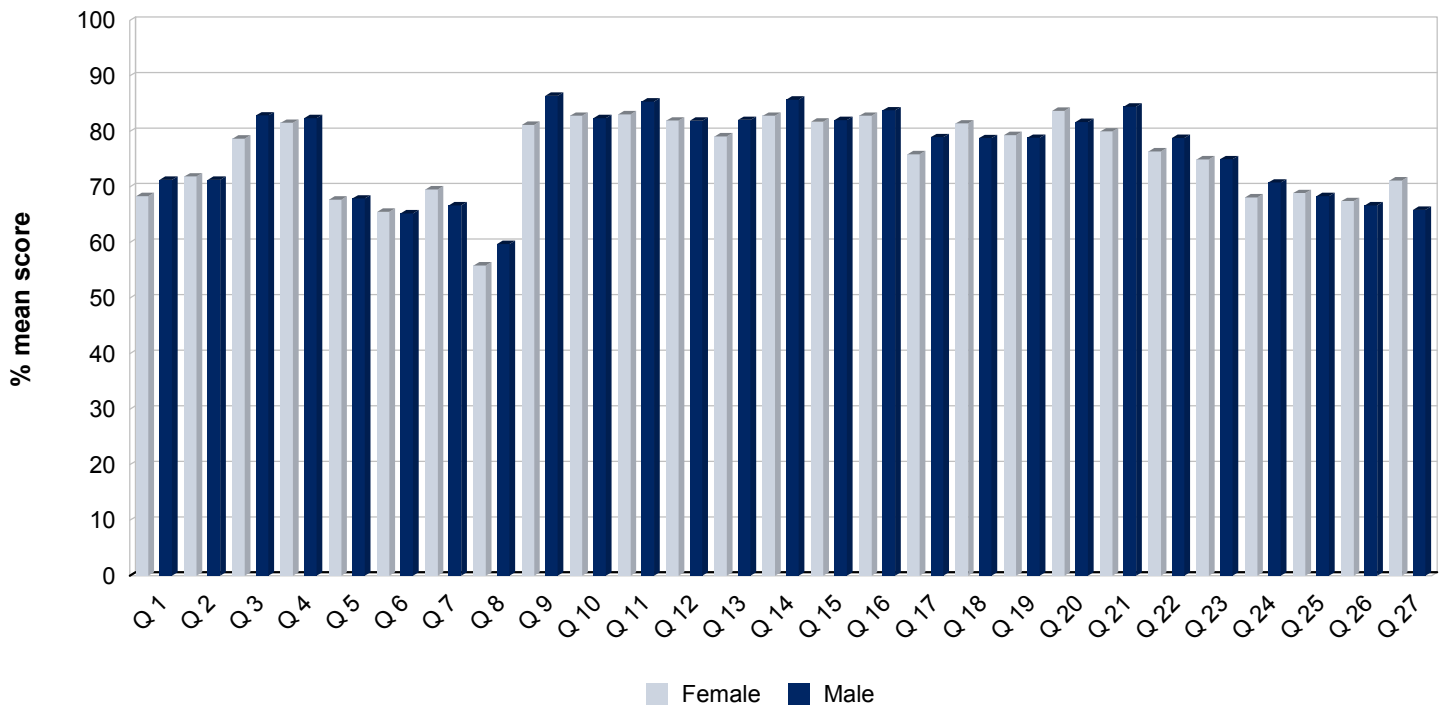
## Scores according to patient demographic category: age, gender, visit type and years attending

Graphs: 2,3,4 & 5 Mean percentage score by question for each demographic category

Graph 2: Age



Graph 3: Gender

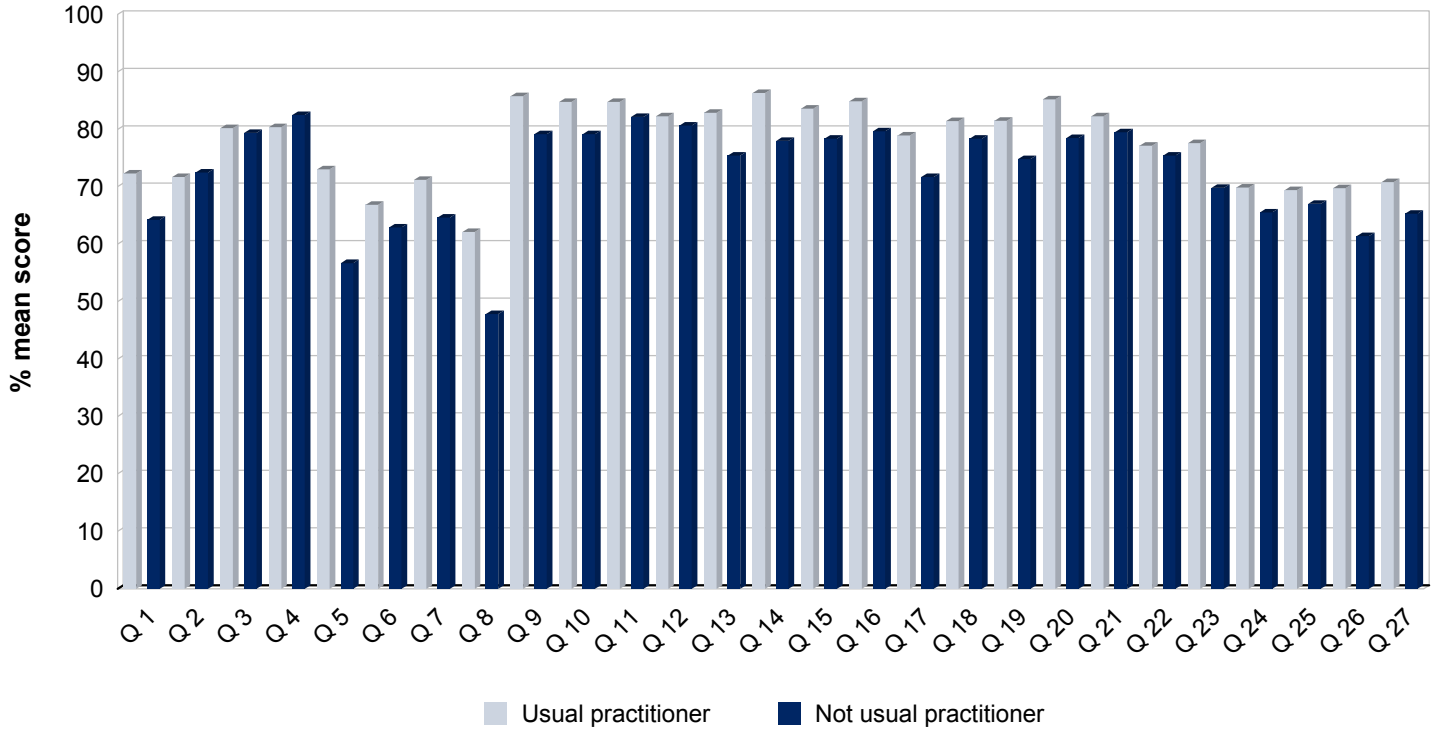


Statistical reliability cannot be guaranteed for small numbers but act as a guide

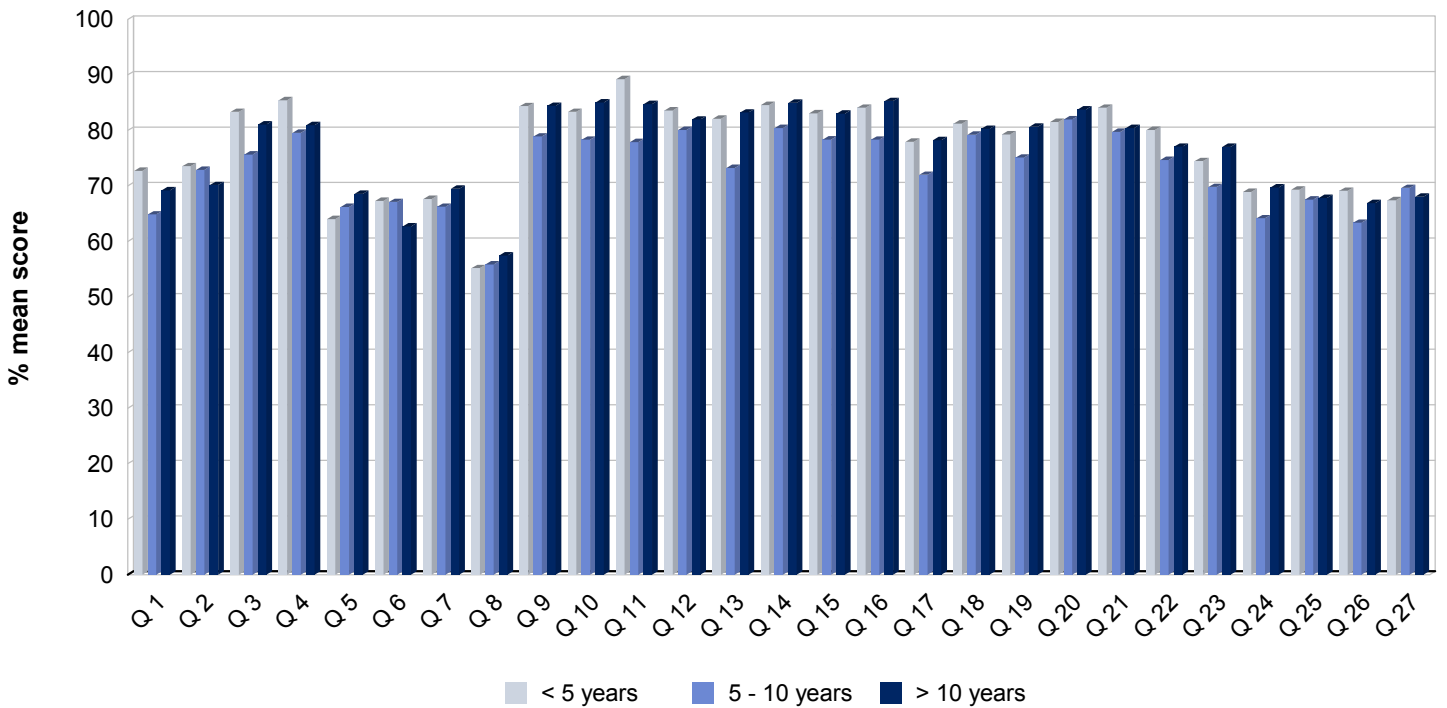
If there is only one response in any category for anonymity breakdown of scores is not reported

Scores according to patient demographic category: age, gender, visit type and years attending

Graph 4: Visit usual practitioner



Graph 5: Years Attending



Statistical reliability cannot be guaranteed for small numbers but act as a guide  
 If there is only one response in any category for anonymity breakdown of scores is not reported

Scores from previous IPQ survey(s)

Table 4: Comparison of mean percentage scores from previous survey(s)

	<b>10/11/08 26972</b>	<b>21/11/07 22661</b>	<b>13/11/06 18383</b>	<b>26/09/05 13446</b>
Q 1 Opening hours satisfaction	68	61	67	64
Q 2 Telephone access	72	66	70	62
Q 3 Appointment satisfaction	80	77	78	77
Q 4 See practitioner within 48hrs	82	78	81	80
Q 5 See practitioner of choice	66	63	68	61
Q 6 Speak to practitioner on phone	66	66	67	62
Q 7 Comfort of waiting room	68	68	69	68
Q 8 Waiting time	56	55	63	54
Q 9 Satisfaction with visit	83	84	90	84
Q 10 Warmth of greeting	83	84	90	89
Q 11 Ability to listen	85	84	89	86
Q 12 Explanations	83	83	84	82
Q 13 Reassurance	80	82	86	79
Q 14 Confidence in ability	84	85	91	84
Q 15 Express concerns	82	83	87	85
Q 16 Respect shown	84	87	91	88
Q 17 Time for visit	77	75	82	76
Q 18 Consideration	81	81	85	79
Q 19 Concern for patient	80	82	86	82
Q 20 Recommendation	83	85	90	84
Q 21 Reception staff	81	79	82	78
Q 22 Respect shown	78	75	80	75
Q 23 Information of services	74	73	75	72
Q 24 Complaints/compliments	69	67	70	64
Q 25 Illness prevention	69	67	69	68
Q 26 Reminder systems	67	64	69	63
Q 27 Second opinion / comp medicine	69	67	70	64
Overall	76	75	79	75

**Patient comments**

From the free text component of the questionnaire categorised according to age, gender and visit type

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

**Practice comment**

**Usual practitioner**

25 - 59	Female	Satisfied.
25 - 59	Female	Higher chairs.
25 - 59	Female	This practice far exceeds the level of service that others offer.
25 - 59	Female	Important results should be discussed with the doctor, not given out over the telephone.
25 - 59	Female	This is a wonderful surgery with wonderful doctors.
25 - 59	Female	Better soundproofing of rooms. You can hear consultations when sitting in the waiting room, although not always.
25 - 59	Female	The reception area is not very private.
25 - 59	Female	Very happy.
25 - 59	Female	I could not find a more excellent surgery.
25 - 59	Female	I am very happy with the service.
25 - 59	Female	Fantastic, first class service. No improvements needed.
25 - 59	Male	As far as I am concerned for the size of the practice, everything is excellent.
25 - 59	Male	I seem to remember having a problem with the out of hours service, but it was quite a while ago.
25 - 59	Male	It would be good to have Saturday morning surgery.
25 - 59	Male	More promotion of alternative therapies, especially herbal medicines, dietary and personal routines.
60 +	Female	Contacting patients after samples or blood tests have been taken.
60 +	Female	If there were any problems, I have every confidence they would be resolved in the best possible way.
60 +	Female	We are very lucky to have such a fantastic practice as this one.
60 +	Female	All have been very helpful when I have had to visit.
60 +	Female	Cannot fault anything.
60 +	Female	All of you deserve a pay rise.
60 +	Female	We are very lucky here.
60 +	Female	The service is excellent.
60 +	Male	Have never had a better medical practice. This is the best one I've been with.
60 +	Male	We are very lucky.
60 +	Male	The doctor and their staff are all quite exceptional. I thought our previous practice could not be bettered but this one is just as good, if not even better.
60 +	Male	We all think you are all splendid and we have great confidence in you all. Thank you.
60 +	Male	I am very satisfied with the service provided by this practice.
60 +	Male	The practice seems to work very well. My only query is whether it is necessary to close at lunch time. I have arrived to pick up pills at lunch time, only to find the surgery closed.

**Patient comments**

From the free text component of the questionnaire categorised according to age, gender and visit type

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

**Practice comment**

60 +	Male	Some of the magazines are very old. Some more recent ones would be an advantage.
60 +	Male	Even longer opening hours.
60 +	Male	We, as a family, are very pleased with the practice.
60 +	Male	Nothing more to say, outstanding.
Under 25	Female	Open more hours for convenience. Having a full time job makes it difficult to book appointments.
Under 25	Female	Make sure patients are seen on time.

**Not usual practitioner**

25 - 59	Female	Car parking is difficult when bringing elderly patients, especially if the car park is full.
25 - 59	Female	It is a very friendly and professional service.
25 - 59	Female	Always a very good experience.
25 - 59	Female	It would be good if the telephone wasn't engaged so often when phoning for appointments. One nearly always gets through within five minutes so it's not too bad!
25 - 59	Female	I am sure it is always possible to make something better but the practice is more than good enough already in my experience.
25 - 59	Female	Explaining delays when seeing a doctor so that you are not left thinking you have been missed out!
25 - 59	Female	So far, so very good. No complaints.
25 - 59	Female	This is one of the best practices I have known.
25 - 59	Female	I am envious of my parents having access to such a wonderful surgery. I cannot even talk to my doctor let alone get a prompt appointment.
25 - 59	Female	Offering Saturday appointments. Reducing waiting times.
25 - 59	Female	Saturday opening for people who work.
25 - 59	Female	I have travelled extensively around the county in my time and my experience at this practice is by far the best. As a family we feel very privileged. Excellent!
25 - 59	Male	The practice already provides an excellent service.
25 - 59	Male	All very efficient.
25 - 59	Male	Try not to keep us waiting every time we come.
60 +	Female	I am very satisfied.
60 +	Female	A very happy, efficient practice.
60 +	Female	As a 'new comer' can only commend the help and support, i.e. no complaints at all.
-	-	The service in this practice is the best that I have encountered. It is to be congratulated.
-	-	Overall very happy. If I could suggest one improvement, it would be to separate the reception and waiting area. It is a bit off putting trying to talk to the reception desk about repeat medication or the need for an appointment, in front of the people waiting who you generally know! Especially when the receptionist is sitting down and you have to speak at a normal tone for them to hear and can't whisper.
-	-	Newspapers in the waiting room.

**Patient comments**

From the free text component of the questionnaire categorised according to age, gender and visit type

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

**Practice comment**

**Not specified**

25 - 59	Female	At the time, more than happy with all care given.
25 - 59	Female	You are the best practice I have ever been with, so no complaints!
-	-	In all my years of visiting doctors, I have never experienced such a fantastic environment. The level of care and speed of their way of dealing with situations is amazing.
-	-	We, as a family, are very pleased with the service we receive.
Not specified	Not specified	Waiting area a touch small.
Not specified	Not specified	The recommended time for a doctor to ring me back is about 12:30pm. I have attempted to contact the surgery after 12:00pm to speak to a doctor but found the phone was turned off.
-	-	The service is excellent.
-	-	The staff are normally great. However, occasionally a member of reception staff can be difficult and unhelpful. This is only rarely.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

**Doctor/nurse comment**

**Usual practitioner**

25 - 59	Female	Excellent nurse.
25 - 59	Female	Very happy.
25 - 59	Female	I am very happy with the nurse. They are always friendly and helpful.
25 - 59	Female	The doctor is kind, respectful and thorough.
25 - 59	Male	Excellent.
25 - 59	Male	Always found the doctor very approachable and knowledgeable.
25 - 59	Male	100%.
60 +	Female	Always very kind and understanding
60 +	Female	They are an excellent nurse.
60 +	Female	They are already excellent!
60 +	Female	The nurse is just excellent.
60 +	Male	They are fine. Very professional.
60 +	Male	Excellent.
60 +	Male	I found the doctor to be excellent and am unaware of any shortcomings.
-	-	The doctor is an excellent doctor and needs no improvement.

**Not usual practitioner**

25 - 59	Female	Excellent!
25 - 59	Female	I have only seen a certain doctor once and was very happy with them.
-	-	Was very courteous and professional.
60 +	Female	I found the doctor to be very good, but calling me "my love", I found a little patronising.

**Patient comments**

From the free text component of the questionnaire categorised according to age, gender and visit type

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

**Doctor/nurse comment**

60 +	Female	Feel a but unfair commenting on one visit but I waited a long time and then received no greeting or apology from the doctor, nor a question as to what was wrong with me. The information I subsequently received was excellent and well explained.
60 +	Female	The doctor was very pleasant and explained things clearly. A very nice doctor and spent time, although one of the doctors had phoned in sick, still was calm.
60 +	Female	I am completely satisfied.
-	-	A particular doctor showed great concern and care for my welfare. They explained things very clearly and their follow up to the surgery was very good. All in all the treatment could not have been bettered.
-	-	Excellent individual care given.
-	-	The nurse is excellent.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

## Supporting documents : Score Explanation

Each individual score for the evaluation questions in the IPQ is expressed as a mean (average) for all patients who completed the question. These scores are expressed as a percentage of the maximum possible score, so the best possible score in each case is 100%. Not specified responses (items left blank) are not used in the score calculations. The overall score is the mean percentage score of all 27 questions for all patients who completed the questionnaire.

All questions follow a five point rating scale ranging from -33.3333% to 100%.

	Poor	Fair	Good	Very Good	Excellent	Not Specified
Percentage Score (%)	-33.3333	0	33.3333	66.6667	100	n/a

The following example uses data from your question 1

Number of Patients Surveyed:271

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1 Opening hours satisfaction	1	12	50	103	88	17

$$(1 \times -33.3333) + (12 \times 0) + (50 \times 33.3333) + (103 \times 66.6667) + (88 \times 100)$$

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$$271 - 17$$

=68% mean percentage score

## 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 are a useful measure of the dispersion of a statistical distribution because they are not affected by freak extreme values.

They comprise:

**First quartile** (designated **Q1**) = lower quartile, below which lies the lowest 25% of the data

**Second quartile** (designated **Q2**) = the median, cuts the data set in half

**Third quartile** (designated **Q3**) = upper quartile, above which lies the top 25%.

	Your mean score (%)
Q 1 Opening hours satisfaction	68

National means and quartiles (%)					
National mean	Min 0	Q1 25%	Q2 50%	Q3 75%	Max 100%
51	31	48	52	55	76

Based on our most current national benchmarks, your mean score of 68% falls between quartile 3 and the maximum which is in the highest 25% of all means

## Interpersonal Skills Ready Reckoner

This table is an easy checklist to help focus your communication skills training on areas measured by the IPQ (Qs 10-19) patient questionnaire.

Once you have taken time to read and reflect on the patient feedback in your report, identify areas on which you can improve. Refer to the table below to find those areas and work your way across it to see the skills you can focus on to improve your performance.

IPQ Interpersonal Skill Items		Communication Skills													
		Your % mean	Eye Contact	Agenda Setting	Common Language	Ask before tell	How does that fit with...?	Attributions and expectations	Empathy	What concerns you most	Interruptions	Touch and join	Names	Personal Information	Voice tone
C/F	Q 10 Warmth of greeting	83	●										●		●
C/F	Q 11 Ability to listen	85		●					●		●				
P	Q 12 Explanations	83			●	●		●							
E	Q 13 Reassurance	80							●	●				●	
P	Q 14 Confidence in ability	84				●	●							●	
E	Q 15 Express concerns	82				●				●		●			
C/F	Q 16 Respect shown	84	●								●				●
C/F	Q 17 Time for visit	77	●	●									●		
P	Q 18 Consideration	81				●	●	●							
E	Q 19 Concern for patient	80							●				●	●	

C/F=connect/friendliness

P=partnership

E=empathy

Please contact us for further information on our communication skills workshops  
**01392 252740 - enquires@cfep.co.uk - www.cfep.co.uk**

**Communication Skills Descriptors****Eye contact, etc.**

When greeting the patient, make eye contact, smile, shake hands, position height to align your eyes at the same level as patient's, remove barriers, greet the patient's companion and learn their name and role.

**Agenda setting**

Acknowledge the reason for the visit given to staff, "What were you hoping to accomplish at this visit today?", "And what else?", summarise patients' concerns, ask patient to prioritise, "What is the one thing you want to make sure happens before you leave here today?" Doctor explains her priorities and suggests a shared agenda.

**Common language**

Avoid technical terms, use language most patients will understand, use drawings, write down instructions.

**Ask before tell**

When you have information to give a patient, ask him, "What have you learned so far about lower back pain? What have you already tried? What do you want to learn from me about this?" Before giving a patient advice or information about a disease or treatment, ask his permission, "I have a number of things I'd like to go over with you about the surgery we are considering. Would you have a few more minutes to go over that with me today?"

**How does that fit with...?**

When giving a patient information about a diagnosis, prognosis, or treatment plan, pause to get her thoughts by asking, "How does that fit with what you've been thinking?"

**Attributions and expectations**

When discussing symptoms, invite the patient to tell you what he thinks might be causing it. Ask about other people in the patient's life. "When you go home tonight, who will ask you, 'What did the doctor say? What are they concerned about?'" Ask the patient what he thinks should be done to diagnose or treat the problem.

**Empathy**

Identify feeling, label it, express concern.

**What concerns you the most?**

Elicit the patient's worries about symptom/disease, "Since you rang the surgery last week to make this appointment, I imagine you've done some thinking about what this pain in your arm might be. What thoughts have concerned you the most?"

**Interruptions**

Allow the patient to finish her opening statement, after you've asked her to tell you what she hopes to accomplish at the consultation.

**Touch and join**

When the patient brings up concerns, especially non-medical, empathise with the concern, and then bridge back to the patient's priority items on the agenda you previously set.

**Names**

Use the patient's name when greeting, and throughout the consultation, as appropriate. Start with his formal name and ask the patient, "How would you prefer to be addressed?" If the patient has a name which you have difficulty pronouncing, acknowledge that difficulty and invite the patient to teach you how to pronounce his name properly.

**Personal information**

At each visit, invite the patient to tell you about something non-medical in her life. Do not ask about weather or parking. Make a note in your record of the visit. Review the previous visit note before seeing the patient. Mention that personal item at the next visit. "I recall you were taking your grandchildren for a holiday at the seaside. How did that go?"

**Voice tone**

Tone of voice communicates as much as or more information as the words we use. Make sure your tone of voice is warm, welcoming, and congruent with your words.

Please contact us for further information on our communication skills workshops  
**01392 252740 - enquires@cfep.co.uk - www.cfep.co.uk**

# Improving Practice Questionnaire

0003C

000000-00000

Doctors Name

OFFICE USE ONLY	Org ID
	Survey ID
	Doctor ID

## You can help this general practice improve its service

- The practice and the doctors at this surgery would welcome your honest feedback
- Please read and complete this survey after you have seen the doctor
- 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 48/24 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 (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor is...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor'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'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'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 was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor's ability is...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor 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 was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶

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**About the doctor (continued....)**

	Poor	Fair	Good	Very good	Excellent
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"/>
18 This doctor'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'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 recommendation I would give to my friends about this doctor 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
21 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"/>
22 Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23 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
24 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"/>
25 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"/>
26 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"/>
27 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** 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.

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual doctor?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>	<p>What is the first part of your postcode (e.g. EX12 3)?</p> <p> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> </p>
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**Thank you for your time and assistance**