

**Private and Confidential**

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# Improving Practice Questionnaire Report

Erimus Practice

February 2012



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27 February 2012

Dear Mrs Binks

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

Please contact the office on 0845 5197493 or [reports@cfep.co.uk](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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Page by page guide to the interpretation of your report
Sample questionnaire
Guidance template for discussion of local survey findings and action plan
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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	23	83	59	36	5
Q2 Telephone access	15	44	75	47	23	3
Q3 Appointment satisfaction	4	32	78	53	36	4
Q4 See practitioner within 48hrs	14	41	63	51	29	9
Q5 See practitioner of choice	22	46	71	37	25	6
Q6 Speak to practitioner on phone	14	38	82	37	19	17
Q7 Comfort of waiting room	6	37	88	47	24	5
Q8 Waiting time	17	47	77	42	14	10
Q9 Satisfaction with visit	2	18	66	62	51	8
Q10 Warmth of greeting	2	13	53	66	65	8
Q11 Ability to listen	4	13	55	64	64	7
Q12 Explanations	1	15	64	66	53	8
Q13 Reassurance	2	14	70	64	45	12
Q14 Confidence in ability	1	10	65	58	62	11
Q15 Express concerns/fears	3	11	76	55	55	7
Q16 Respect shown	1	6	65	61	67	7
Q17 Time for visit	3	17	69	59	52	7
Q18 Consideration	0	19	67	60	47	14
Q19 Concern for patient	1	13	70	55	50	18
Q20 Self care	0	19	68	50	55	15
Q21 Recommendation	1	14	64	53	60	15
Q22 Reception staff	2	12	59	69	59	6
Q23 Respect for privacy/confidentiality	4	10	57	64	61	11
Q24 Information of services	3	14	67	59	53	11
Q25 Complaints/compliments	3	20	77	54	33	20
Q26 Illness prevention	2	17	81	56	36	15
Q27 Reminder systems	2	16	79	57	35	18
Q28 Second opinion / comp medicine	2	15	74	52	34	30

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

## Your patient feedback

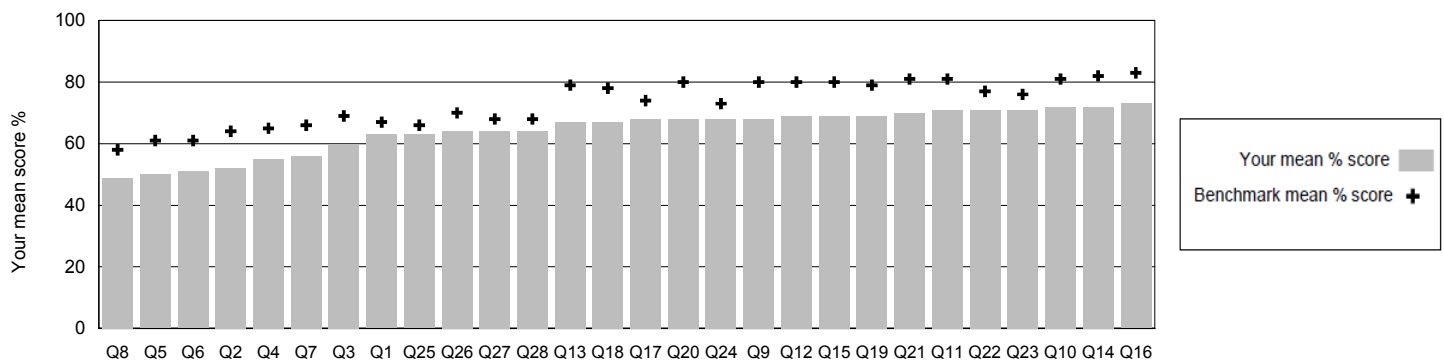
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	63	67	44	62	66	71	99
Q2 Telephone access	52	64	24	56	64	72	99
Q3 Appointment satisfaction	60	69	37	64	69	74	99
Q4 See practitioner within 48hrs	55	65	25	57	65	72	99
Q5 See practitioner of choice	50	61	24	53	60	69	99
Q6 Speak to practitioner on phone	51	61	31	54	61	67	99
Q7 Comfort of waiting room	56	66	31	61	66	72	100
Q8 Waiting time	49	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	68	80	49	76	80	84	99
Q10 Warmth of greeting	72	81	50	78	82	86	99
Q11 Ability to listen	71	81	50	78	82	86	100
Q12 Explanations	69	80	49	77	81	84	100
Q13 Reassurance	67	79	49	75	79	83	100
Q14 Confidence in ability	72	82	50	79	83	86	100
Q15 Express concerns/fears	69	80	50	76	80	84	100
Q16 Respect shown	73	83	50	80	84	88	100
Q17 Time for visit	68	74	46	70	74	79	100
Q18 Consideration	67	78	48	74	78	82	100
Q19 Concern for patient	69	79	48	75	79	83	100
Q20 Self care	68	80	51	78	81	85	99
Q21 Recommendation	70	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	71	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	71	76	45	72	76	80	100
Q24 Information of services	68	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	63	66	42	62	66	71	100
Q26 Illness prevention	64	70	46	66	69	73	100
Q27 Reminder systems	64	68	43	63	67	72	99
Q28 Second opinion / comp medicine	64	68	44	63	67	72	99
Overall score	65	73	46	69	73	77	100

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

\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



Your patient feedback

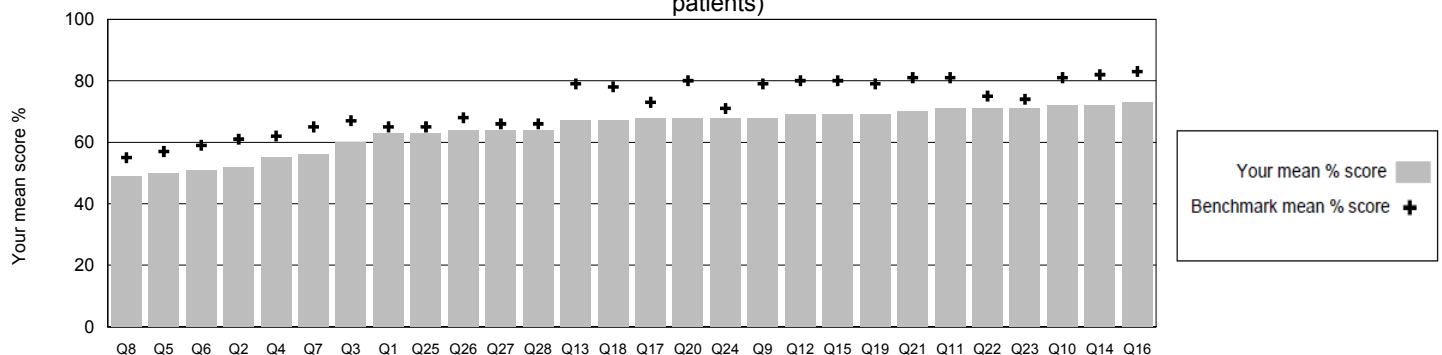
Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	63	65	46	62	66	69	84
Q2 Telephone access	52	61	25	54	62	68	85
Q3 Appointment satisfaction	60	67	41	63	68	72	87
Q4 See practitioner within 48hrs	55	62	33	56	63	69	90
Q5 See practitioner of choice	50	57	32	51	58	63	85
Q6 Speak to practitioner on phone	51	59	36	54	59	64	80
Q7 Comfort of waiting room	56	65	39	60	66	71	90
Q8 Waiting time	49	55	32	51	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	68	79	49	76	80	84	93
Q10 Warmth of greeting	72	81	54	78	81	85	94
Q11 Ability to listen	71	81	56	78	82	86	95
Q12 Explanations	69	80	55	77	81	84	94
Q13 Reassurance	67	79	51	76	79	83	92
Q14 Confidence in ability	72	82	55	79	82	86	95
Q15 Express concerns/fears	69	80	51	77	80	83	92
Q16 Respect shown	73	83	61	81	84	87	95
Q17 Time for visit	68	73	47	70	74	78	94
Q18 Consideration	67	78	49	74	78	82	91
Q19 Concern for patient	69	79	50	75	79	83	93
Q20 Self care	68	80	62	77	80	84	91
Q21 Recommendation	70	81	46	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	71	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	71	74	47	71	75	78	90
Q24 Information of services	68	71	44	68	72	75	88
<b>Finally</b>							
Q25 Complaints/compliments	63	65	43	62	65	68	83
Q26 Illness prevention	64	68	46	66	69	71	84
Q27 Reminder systems	64	66	46	63	67	70	84
Q28 Second opinion / comp medicine	64	66	48	63	67	70	85
Overall score	65	72	46	68	72	75	87

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

\* Based on data from 517 practices surveyed between April 2008 and February 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)





## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	29	61	69	45	65	69	74	87
25 - 59	115	64	71	48	67	71	75	86
60 +	42	68	75	46	71	75	78	93
Blank	21	65	70	39	65	70	76	95
<b>Gender</b>								
Female	121	63	71	45	68	72	75	87
Male	65	67	73	50	70	73	76	88
Blank	21	64	70	40	65	70	76	94
<b>Visit usual practitioner</b>								
Yes	118	67	74	49	71	74	77	88
No	53	59	68	46	64	68	72	83
Blank	36	65	70	45	66	70	75	93
<b>Years attending</b>								
< 5 years	14	70	72	48	68	72	76	90
5 - 10 years	24	58	71	52	67	72	76	87
> 10 years	144	65	72	50	69	73	76	88
Blank	25	66	70	42	65	71	75	91

\* Based on data from 517 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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

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

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

## Your patient feedback

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

	06/01/2012	14/12/2010	12/11/2009	22/01/2009
Q1 Opening hours satisfaction	63	59	71	62
Q2 Telephone access	52	43	60	46
Q3 Appointment satisfaction	60	57	68	57
Q4 See practitioner within 48hrs	55	50	65	54
Q5 See practitioner of choice	50	39	57	48
Q6 Speak to practitioner on phone	51	44	60	49
Q7 Comfort of waiting room	56	57	60	59
Q8 Waiting time	49	46	55	49
Q9 Satisfaction with visit	68	67	82	67
Q10 Warmth of greeting	72	72	85	69
Q11 Ability to listen	71	70	85	68
Q12 Explanations	69	68	83	67
Q13 Reassurance	67	67	82	67
Q14 Confidence in ability	72	72	84	70
Q15 Express concerns/fears	69	69	82	67
Q16 Respect shown	73	73	87	72
Q17 Time for visit	68	69	82	61
Q18 Consideration	67	67	82	64
Q19 Concern for patient	69	69	82	66
Q20 Self care	68	70	82	--
Q21 Recommendation	70	71	83	67
Q22 Reception staff	71	71	73	68
Q23 Respect for privacy/confidentiality	71	69	73	66
Q24 Information of services	68	64	73	65
Q25 Complaints/compliments	63	57	68	58
Q26 Illness prevention	64	58	68	62
Q27 Reminder systems	64	57	67	60
Q28 Second opinion / comp medicine	64	58	69	58
Overall score	65	62	74	62

-- 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

Sometimes cannot understand what they are saying. Not very good English.

Sometimes takes a long time to get through at 9 o'clock. Could do with a thought on this if it could be better.

Waiting times - have waited for an hour and half on at least two occasions even though I had booked an appointment.

Patient of same practice for many years - general doctor/patient service very good. Although some receptionists attitude and customer care poor, due to passing ignorant comments when phoning for repeat meds/appointments.

The only way it can be improved is if the patients with minor complaints such as cold and flus, should treat themselves. Patients to turn up for appointments, and the doctors try a bit harder to keep their schedule.

The names on the digital display are a good idea, but could be on for another couple of seconds.

Reception staff are very good.

I have been in two minds whether to change practices. As I don't feel that the last year or so when I've had an appointment I've been listened to. I have ended up at hospital A and E a few times. I have tried on the last two appointments to be more forth right. I have asked for referrals and not been referred.

Maybe a background noise in the waiting room for more privacy when speaking to the receptionist.

Excellent practice.

Always willing to listen and appreciate your requests if necessary.

Sometimes takes 10-15 minutes to get through in the mornings on the phone.

Possibly more magazines in reception (ask public to bring in old magazines to save costs). Be able to make appointments which can be used days in advance - for those that work are not always able to nip out to attend doctors and may need to schedule in time.

Some reception staff need to smile more.

Opening times for appointment bookings to be a little earlier (8am-8:30am).

Great practice couldn't change anything.

The staff could take more friendly respectful approach to the patients. Very abrupt and sometimes not helpful at all especially in the time needed. Nurses are more than approachable but reception staff lack of customer care and service has a detriment effect on the surgery itself. Also lack of private and confidentiality at desk is absolutely appalling.

Practice very good.

By being able to see doctor of my choice.

The waiting room was a bit cold.

Regarding the new notice board which advises of the next patient. I didn't hear anything to advise me that there was a notice. There needs to be a louder/dull sound or a flashing light.

The problem I find within the surgery is it's very hard to see your own GP especially when GP is on holiday.

Staff very friendly and caring.

Staff always very helpful.

Just to make it easier getting an appointment for people who work, no other complaints.

One thing I seem to find hard is ringing at 9 o'clock, really need to see doctor for tablets needed and by time you get through appointments all gone and end up having to go to walk in doctors in North Ormesby. But now all day appointments given at 9 is making a difference.

## 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 appointments when you phone up.

Cup of coffee and a biscuit please.

Getting appointment on the same day you call the health centre. When you ring 5 minutes after the 9:00am start you can't get in, it's fully booked.

Keep in time for appointments.

Telephone. Have to keep pressing redial due to engaged. Hoping to get through for a morning/afternoon appointment.

No appointments given at times on phone.

Saturday morning surgery.

By having more appointments saved for employed people as we only have limited time available to visit the surgery.

To open til 8pm on some days for shift workers.

Allow patients to make appointments to see the doctor in advance which will help people who work all the time.

Everything is ok.

Practice always very helpful when problems arise.

Reception staff very helpful, and do a difficult job very well.

### Comments about how the doctor/nurse could improve

Follow up appointments made for patient after reports from specialists have been received to explain decisions.

Today's visit to doctor was good.

Doctor was very helpful and considerate of my situation and treatment and I'm very pleased with my visit today.

Sometimes talks a bit fast.

All doctors are good, and I feel they don't need to improve at this.

This doctor is the only doctor I see ever and on their ability, manner, respect and confidentiality I have nothing but true admiration for them. They always treat you as an individual with complete and utter respect.

The doctor can appear very abrupt at times.

No, always been satisfied.

Excellent advice and support.

Sometimes I feel as if I am being rushed through.

The doctor needs no improvement.

Everything is ok.

This doctor can be abrupt at times.

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 = 207

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	23	83	59	36	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (23 \times 25) + (83 \times 50) + (59 \times 75) + (36 \times 100)}{(207 - 5)} = 12,750/202$$

Your mean percentage score for Q1 = 63%

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

### Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	63	44	62	66	71	99

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

## Supporting documents

Page by page guide to the interpretation of your report

## Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent 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
- 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"/>

SAMPLE ONLY  
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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"/>

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**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.

<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 clinician?</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>
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**Thank you for your time and assistance**



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

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

## **PART 1: 2011/2012**

### **A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

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

4. Which responses were most positive?

5. Which responses were least positive?

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

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

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

## B. Action plan: 2011/2012

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

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

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

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

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

## PART 2: 2012/2013

(To be completed after completion of second survey)

### **A. Discussion of local practice survey findings**

1. Patient reference group (PRG) members present:

2. Practice staff (and designation) present:

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

Patient experience issue	What has been done to address this?

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

5. In which areas have you seen most change?

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

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

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

## B. Action plan: 2012/2013

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

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

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

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

### Your details

Name:

Practice address:

Job title:

Practice name:

PCT (or similar body name):

Your signature:

# Feedback Form



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

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

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

3(b). Please comment below on your response in 3(a)

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

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



# *Certificate of Completion*

This is to certify that

**Erimus Practice**  
20 Cleveland Square  
Middlesbrough  
TS1 2NX

**Practice List Size: 7800**  
**Surveys Completed: 207**  
has completed the

**Improving Practice Questionnaire**

Completed on 28 February 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.