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# Improving Practice Questionnaire Report

Peacock Surgery

May 2013



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02 May 2013

Dear Mr Orozco

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=153604>

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

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

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## Introduction

### About the IPQ

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

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

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

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': 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	3	7	31	33	40	2
Q2 Telephone access	3	20	30	32	30	1
Q3 Appointment satisfaction	5	9	25	35	35	7
Q4 See practitioner within 48hrs	9	22	35	28	17	5
Q5 See practitioner of choice	18	32	19	26	14	7
Q6 Speak to practitioner on phone	5	14	28	34	18	17
Q7 Comfort of waiting room	2	17	37	32	26	2
Q8 Waiting time	11	28	36	22	15	4
Q9 Satisfaction with visit	0	3	14	31	68	0
Q10 Warmth of greeting	0	3	10	22	80	1
Q11 Ability to listen	0	4	9	21	80	2
Q12 Explanations	1	1	9	30	74	1
Q13 Reassurance	0	4	9	28	70	5
Q14 Confidence in ability	0	4	6	23	82	1
Q15 Express concerns/fears	0	3	12	26	73	2
Q16 Respect shown	0	1	6	24	82	3
Q17 Time for visit	0	4	12	32	67	1
Q18 Consideration	0	3	12	34	61	6
Q19 Concern for patient	0	1	12	31	66	6
Q20 Self care	0	2	15	30	62	7
Q21 Recommendation	0	5	9	26	71	5
Q22 Reception staff	0	7	32	32	43	2
Q23 Respect for privacy/confidentiality	0	5	24	28	53	6
Q24 Information of services	0	12	24	35	39	6
Q25 Complaints/compliments	1	17	26	27	26	19
Q26 Illness prevention	0	8	31	26	40	11
Q27 Reminder systems	5	13	31	22	31	14
Q28 Second opinion / comp medicine	2	8	35	23	23	25

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

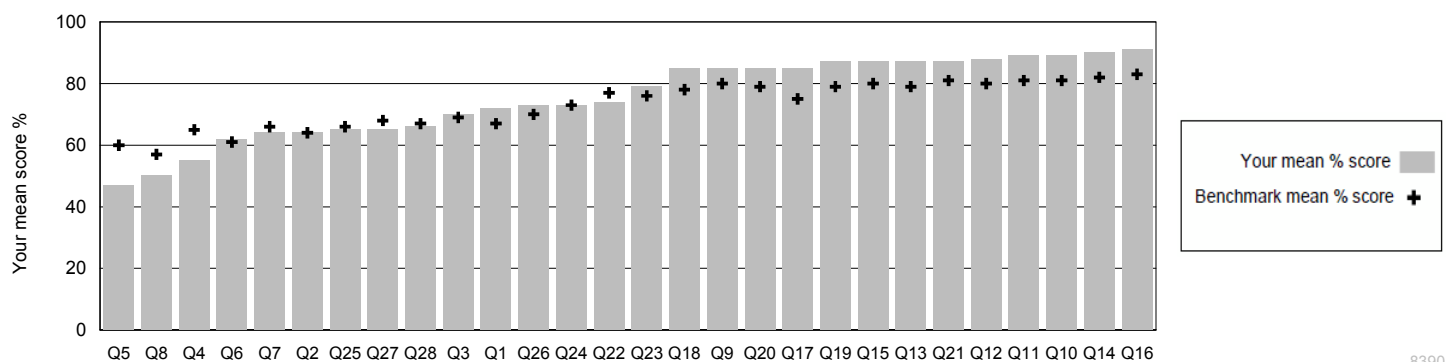
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	72	67	40	63	67	71	99
Q2 Telephone access	64	64	22	55	64	72	99
Q3 Appointment satisfaction	70	69	35	64	69	74	99
Q4 See practitioner within 48hrs	55	65	22	57	64	72	99
Q5 See practitioner of choice	47	60	23	52	60	68	99
Q6 Speak to practitioner on phone	62	61	31	54	61	67	99
Q7 Comfort of waiting room	64	66	21	61	66	72	100
Q8 Waiting time	50	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	85	80	48	76	80	84	99
Q10 Warmth of greeting	89	81	47	78	82	86	99
Q11 Ability to listen	89	81	49	78	82	86	100
Q12 Explanations	88	80	47	76	81	85	100
Q13 Reassurance	87	79	48	75	79	83	100
Q14 Confidence in ability	90	82	47	78	83	86	100
Q15 Express concerns/fears	87	80	48	76	80	84	100
Q16 Respect shown	91	83	45	80	84	88	100
Q17 Time for visit	85	75	45	70	75	79	100
Q18 Consideration	85	78	47	74	78	82	100
Q19 Concern for patient	87	79	43	75	79	83	100
Q20 Self care	85	79	51	75	80	83	99
Q21 Recommendation	87	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	74	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	79	76	42	72	76	80	100
Q24 Information of services	73	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	65	66	38	62	66	70	100
Q26 Illness prevention	73	70	19	66	69	73	100
Q27 Reminder systems	65	68	42	63	67	72	99
Q28 Second opinion / comp medicine	66	67	37	63	67	71	99
Overall score	76	73	44	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 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

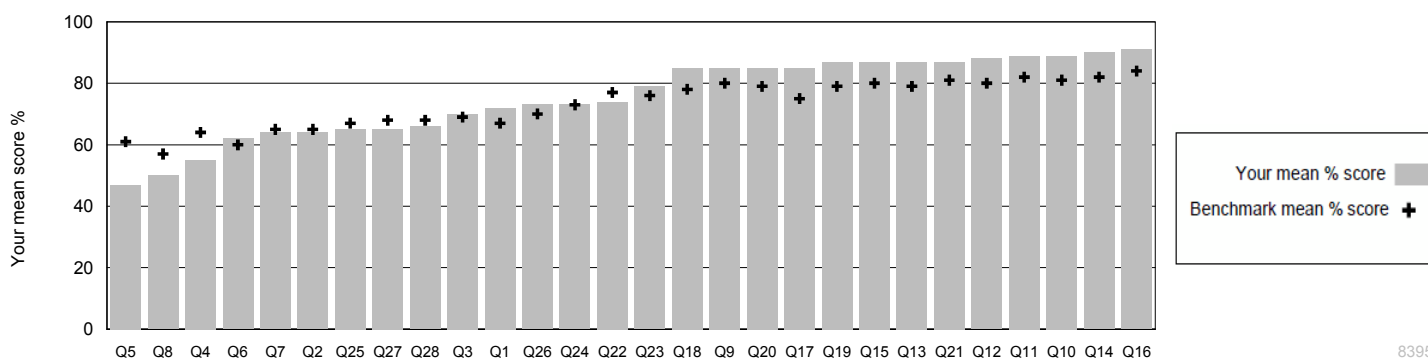
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	72	67	46	63	67	71	94
Q2 Telephone access	64	65	28	58	66	72	91
Q3 Appointment satisfaction	70	69	43	64	69	74	94
Q4 See practitioner within 48hrs	55	64	27	57	64	72	95
Q5 See practitioner of choice	47	61	29	54	61	67	89
Q6 Speak to practitioner on phone	62	60	33	54	61	67	86
Q7 Comfort of waiting room	64	65	35	60	67	71	96
Q8 Waiting time	50	57	24	51	57	63	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	85	80	53	76	80	84	96
Q10 Warmth of greeting	89	81	52	78	82	85	96
Q11 Ability to listen	89	82	51	78	82	86	95
Q12 Explanations	88	80	51	77	81	84	94
Q13 Reassurance	87	79	52	75	79	83	95
Q14 Confidence in ability	90	82	53	79	83	86	95
Q15 Express concerns/fears	87	80	52	76	80	84	95
Q16 Respect shown	91	84	54	80	84	88	96
Q17 Time for visit	85	75	45	70	75	79	93
Q18 Consideration	85	78	49	74	79	82	94
Q19 Concern for patient	87	79	51	75	80	83	95
Q20 Self care	85	79	58	76	80	84	92
Q21 Recommendation	87	81	51	77	82	85	96
<b>About the staff</b>							
Q22 Reception staff	74	77	53	73	77	81	95
Q23 Respect for privacy/confidentiality	79	76	56	72	76	80	96
Q24 Information of services	73	73	50	70	74	77	95
<b>Finally</b>							
Q25 Complaints/compliments	65	67	46	63	67	71	93
Q26 Illness prevention	73	70	50	66	70	73	94
Q27 Reminder systems	65	68	48	64	68	72	95
Q28 Second opinion / comp medicine	66	68	45	64	68	71	93
Overall score	76	73	51	69	73	77	94

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 637 practices carrying out 759 surveys between April 2008 and March 2012 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 (4001-6000 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 (4001-6000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	8	67	70	43	65	71	76	98
25 - 59	53	76	72	51	68	72	76	94
60 +	47	79	76	53	72	76	80	92
Blank	8	66	71	41	65	72	78	100
<b>Gender</b>								
Female	62	77	72	52	69	73	77	95
Male	43	75	74	48	70	74	78	93
Blank	11	70	71	44	65	72	78	96
<b>Visit usual practitioner</b>								
Yes	79	77	75	53	71	75	79	93
No	18	71	69	45	64	69	74	96
Blank	19	77	71	43	66	71	76	95
<b>Years attending</b>								
< 5 years	13	80	72	46	68	73	77	97
5 - 10 years	18	76	72	37	68	73	77	95
> 10 years	76	75	74	52	70	74	78	93
Blank	9	72	71	42	65	72	78	96

\*Based on data from 637 practices carrying out 759 surveys between April 2008 and March 2012 with 25 or more responses. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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## Your patient feedback

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

	Current scores	28/02/2012	22/10/2008	31/08/2007
Q1 Opening hours satisfaction	72	67	64	65
Q2 Telephone access	64	58	66	65
Q3 Appointment satisfaction	70	65	67	67
Q4 See practitioner within 48hrs	55	55	61	62
Q5 See practitioner of choice	47	49	51	52
Q6 Speak to practitioner on phone	62	59	58	58
Q7 Comfort of waiting room	64	63	58	58
Q8 Waiting time	50	52	49	49
Q9 Satisfaction with visit	85	82	80	81
Q10 Warmth of greeting	89	83	83	83
Q11 Ability to listen	89	83	85	83
Q12 Explanations	88	84	84	83
Q13 Reassurance	87	82	81	82
Q14 Confidence in ability	90	83	85	84
Q15 Express concerns/fears	87	80	82	81
Q16 Respect shown	91	86	87	85
Q17 Time for visit	85	82	75	76
Q18 Consideration	85	80	81	79
Q19 Concern for patient	87	82	80	80
Q20 Self care	85	81	--	--
Q21 Recommendation	87	82	83	83
Q22 Reception staff	74	72	75	74
Q23 Respect for privacy/confidentiality	79	72	74	72
Q24 Information of services	73	69	74	69
Q25 Complaints/compliments	65	68	62	62
Q26 Illness prevention	73	71	71	69
Q27 Reminder systems	65	67	67	65
Q28 Second opinion / comp medicine	66	69	68	65
Overall score	76	72	72	72

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

\*Dates in the table relate to date of application to carry out the survey.

## Your patient feedback

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

## Any comments about how this practice could improve its service?

- More available slots for pre bookable appointments.
- Hope the new practice has more space/chairs in the waiting room.
- Very good practice indeed!
- To enable some appointments to be made with less difficulty!
- Area for toddlers to play while waiting for appointment. Free wifi.
- Waiting times could be less to see doctors, but this is understood that they take their time and really give 100% to each patient.
- Lead time access to doctor of choice could be quicker but quality of service is superb!
- Lovely people.
- Impossible to telephone at first thing all lines always engaged. Impossible to book a next day appointment - non-availability of doctor. Appointments system terrible - need complete overhaul/improvement.
- Longer evening surgery for working people.
- Making advanced appointments after a visit.
- Quite satisfied with the services here.
- Note patient requirements on records - e.g. alternative formats when and where necessary this form was presented to a patient with a serious visual impairment!
- For myself, none. Excellent service.
- Need to allow appointments to be booked in advance not just same day or next day. Very difficult to get an appointment if you work.
- I personally think that more doctors are needed! It is always hard to find an appointment with the doctor. Also the waiting time here is very bad, always running over time.
- To get seen on time.
- Always excellent service with this doctor and another doctor.
- In general the standard of care I have received has been excellent. The staff are always very helpful.
- Waiting times. Even an early appointment tends to run late.
- Question 25. Have never had to make a complaint. Always thank them. Question 28 not had to seek second opinion.
- Everything works well.
- Very good doctor. Very warm, friendly and helpful.
- It would be great if they could move to their new premises and become a dispensing practice.
- No, but will be good when you have more room in the new premises.
- I have known the practice for many years - I do expect to wait and I allow time for this - if this could be improved that would be great - the care is superb so I will come anyway.
- I have personally found the service consistently tip-top.
- More flexible opening times.
- I am very happy.
- Very kind and helpful doctor.

## Your patient feedback

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

## Any comments about how this practice could improve its service?

- The appointment system especially for people who work. Why are doctors booked weeks in advance but you can only book that day?  
If the process does not improve I will move doctors even though they are good doctors.
- Reception staff could greet patients in a more friendly manner.
- Be able to get blood test or any other test quicker. Act on getting more appointments with nurses.
- None. I have always been provided with excellent service at the Peacock surgery.
- Seeing the doctor of one's choice must be a priority - otherwise there is no real continuity (however much information is provided on patients record). Waiting times for doctors of one's choice is very very poor.
- Improve telephone access.
- The length of time between phoning and arranging a routine appointment is sometimes long.
- Wait times are a small problem especially with very young children, but this is also understood that care for each patient is also very important. I feel this really is the only thing that could improve.
- When phoning for an appointment and need to see a doctor not to be put off by a phone call from doctor.
- I am sometimes told I have to ring the next day to make an appointment but I need to know in advance to tell work I need time off.
- Only problems I have is with the appointment system.
- Scrap the current appointment system. The telephone system is arduous, stressful and causes anxiety. I have been attending this surgery for more than thirty years without missing one appointment. Penalise those that miss appointments without good cause.
- I would fully recommend this practice.

## Your patient feedback

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

### Any comments about how the doctor/nurse could improve?

- Doctor already excellent.
- Some stand in doctors not too good. This doctor and two others are very good doctors.
- We are privileged to be their patient. Thanks so much.
- Having more sessions at the practice.
- Doctor is truly excellent!
- No, this doctor is excellent.
- This doctor is an excellent doctor. They have time and respect for you and listen to you.
- All doctors, nurses and receptionists at the Peacock Surgery are professional, friendly and helpful. Thank you.
- None. I don't mind who I see, so I can't answer about seeing the doctor of my choice on speaking to the doctor, if you cannot get hold of them, then you leave a message and they call you back.
- Outstanding level of care from this doctor catering for all aspects of well being both physical and spiritual.
- Still perfect.
- I have a good relationship with one doctor who has always been supportive and lovely. The same goes for this doctor - very caring and the time given to each appointment is lengthy - never rushed - that is brilliant and I really like this practice.
- My experience of the doctors here has always been completely satisfactory. I have always been treated with the utmost respect and courtesy.
- Sort out problems sooner than later. Stick to appointment times. Been able to get appointment more quickly. Given more options.
- Again, no. I have been seen by this doctor and another doctor for many years now and I have been always very well looked after.
- Not more than what you do already.
- I think the doctors are fantastic at the surgery. Just wish they would have more sessions in practice sometimes.
- The doctors at this surgery are all excellent.

Supporting documents

## Supporting documents

### Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 116

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	7	31	33	40	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (7 \times 25) + (31 \times 50) + (33 \times 75) + (40 \times 100)}{(116 - 2)} = 8,200/114$$

Your mean percentage score for Q1 = 72%

### 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	72

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

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\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

### Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

### Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

### Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

### Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

### Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.



# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↻



### About the doctor/nurse (continued....)

Poor Fair Good Very good Excellent

18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the staff

Poor Fair Good Very good Excellent

22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Finally

Poor Fair Good Very good Excellent

25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<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**



# *Certificate of Completion*

This is to certify that

**Peacock Surgery**

577 Carlton Road  
Nottingham  
NG3 7AF

**Practice List Size: 4500**

**Surveys Completed: 116**

has completed the

## **Improving Practice Questionnaire**

Completed on 02 May 2013



**Michael Greco**  
**Director**



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