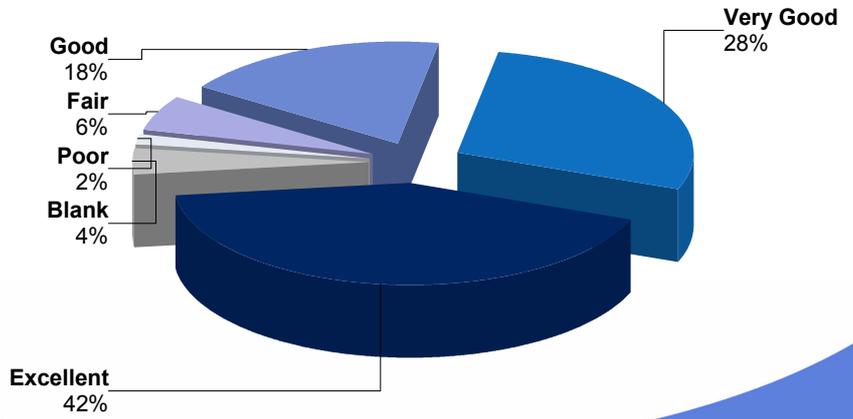


# 88%

of all patient ratings about this practice were **good, very good or excellent**



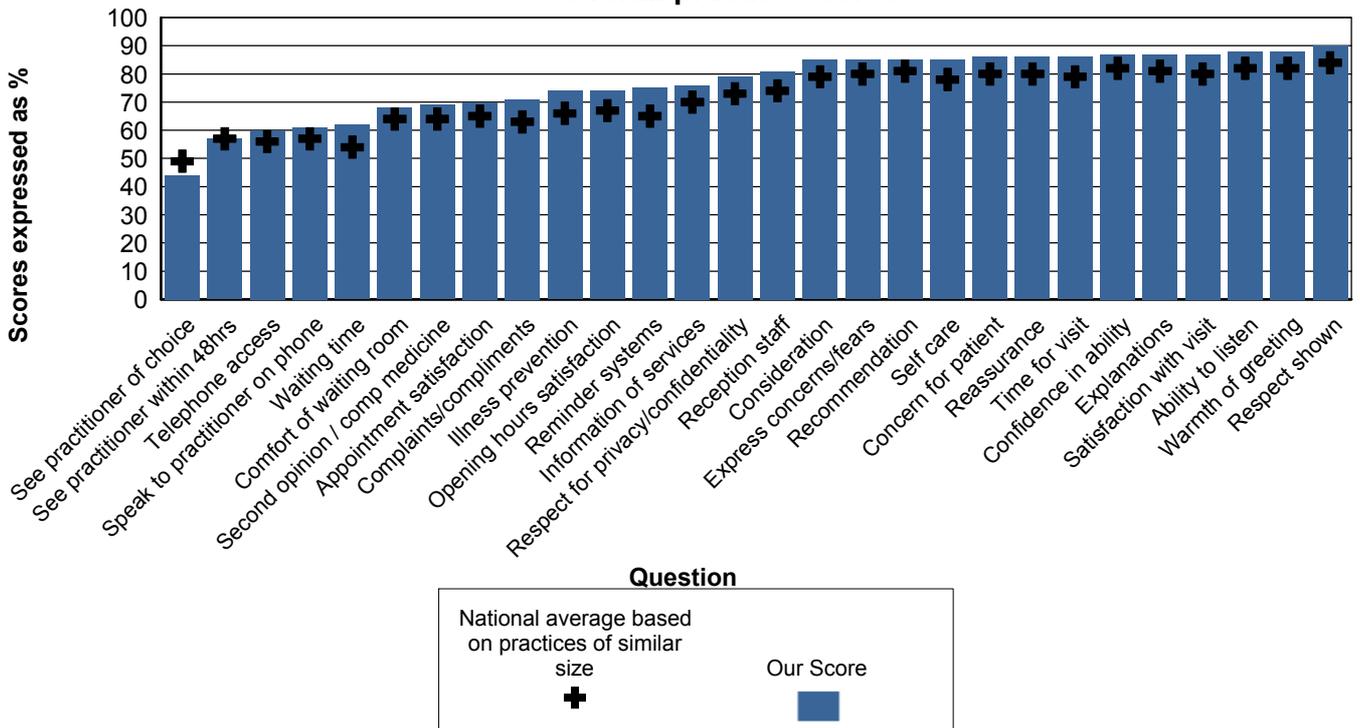
Thank you for your participation in this survey

## Patient Experience Survey Results 2016/2017 Wolverhampton Road Surgery



# "Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you



# Report Contents

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## Introduction

### About the IPQ

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

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

Extensive published validation studies 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' to help you reflect on the survey results.

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	0	9	45	62	54	0
Q2 Telephone access	8	28	54	40	37	3
Q3 Appointment satisfaction	4	14	45	53	51	3
Q4 See practitioner within 48hrs	18	26	43	33	38	12
Q5 See practitioner of choice	30	40	42	24	19	15
Q6 Speak to practitioner on phone	5	23	57	33	35	17
Q7 Comfort of waiting room	2	12	57	55	39	5
Q8 Waiting time	3	31	52	45	37	2
Q9 Satisfaction with visit	0	2	17	50	98	3
Q10 Warmth of greeting	0	2	13	50	105	0
Q11 Ability to listen	0	2	15	46	106	1
Q12 Explanations	0	3	17	44	103	3
Q13 Reassurance	0	3	19	47	98	3
Q14 Confidence in ability	0	3	16	47	101	3
Q15 Express concerns/fears	1	4	18	46	98	3
Q16 Respect shown	0	1	10	44	111	4
Q17 Time for visit	0	6	14	45	101	4
Q18 Consideration	2	2	16	51	96	3
Q19 Concern for patient	1	1	15	55	95	3
Q20 Self care	1	4	16	52	90	7
Q21 Recommendation	0	3	19	52	95	1
Q22 Reception staff	0	2	30	54	76	8
Q23 Respect for privacy/confidentiality	0	6	32	52	72	8
Q24 Information of services	1	8	35	55	62	9
Q25 Complaints/compliments	2	8	48	56	44	12
Q26 Illness prevention	2	6	45	53	54	10
Q27 Reminder systems	1	6	41	54	54	14
Q28 Second opinion / comp medicine	2	9	41	38	35	45

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

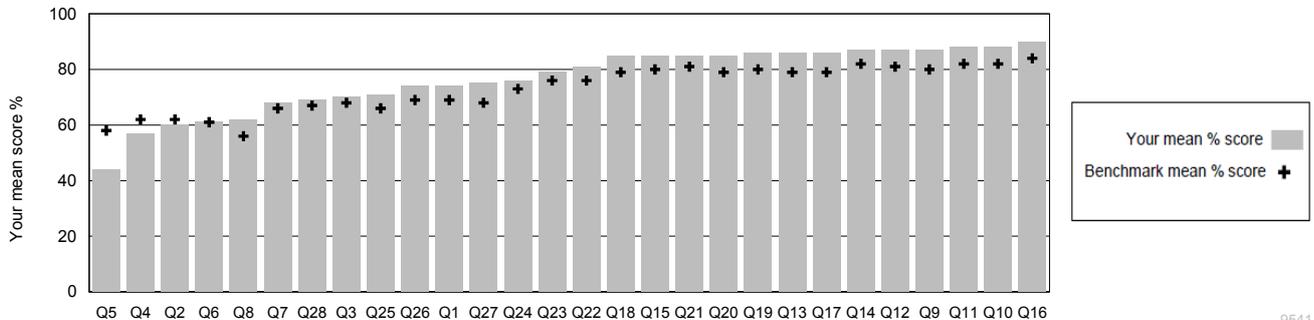
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	74	69	23	64	68	73	92
Q2 Telephone access	60	62	13	53	63	71	92
Q3 Appointment satisfaction	70	68	23	63	68	74	92
Q4 See practitioner within 48hrs	57	62	18	54	62	70	96
Q5 See practitioner of choice	44	58	22	48	57	65	95
Q6 Speak to practitioner on phone	61	61	25	54	61	67	92
Q7 Comfort of waiting room	68	66	27	60	66	71	90
Q8 Waiting time	62	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	87	80	41	76	81	85	97
Q10 Warmth of greeting	88	82	45	78	82	86	96
Q11 Ability to listen	88	82	46	78	83	87	97
Q12 Explanations	87	81	42	77	81	85	97
Q13 Reassurance	86	79	41	75	80	84	98
Q14 Confidence in ability	87	82	43	79	83	87	99
Q15 Express concerns/fears	85	80	45	76	81	85	96
Q16 Respect shown	90	84	49	80	85	88	98
Q17 Time for visit	86	79	38	75	80	84	96
Q18 Consideration	85	79	41	75	79	83	98
Q19 Concern for patient	86	80	43	76	80	84	97
Q20 Self care	85	79	38	75	79	83	97
Q21 Recommendation	85	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	81	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	79	76	43	72	76	80	96
Q24 Information of services	76	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	71	66	31	62	66	70	96
Q26 Illness prevention	74	69	34	64	68	72	96
Q27 Reminder systems	75	68	27	63	68	72	96
Q28 Second opinion / comp medicine	69	67	30	62	67	71	96
Overall score	77	73	35	69	73	77	95

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

9541

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

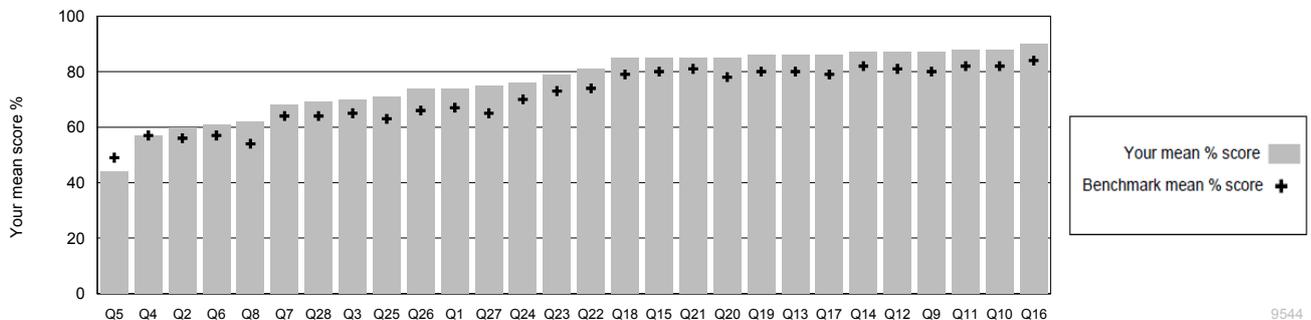
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	74	67	23	64	68	71	88
Q2 Telephone access	60	56	13	47	58	65	78
Q3 Appointment satisfaction	70	65	23	62	65	69	85
Q4 See practitioner within 48hrs	57	57	18	52	58	64	83
Q5 See practitioner of choice	44	49	22	44	48	55	84
Q6 Speak to practitioner on phone	61	57	25	52	57	63	85
Q7 Comfort of waiting room	68	64	27	60	65	69	86
Q8 Waiting time	62	54	26	49	54	59	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	87	80	41	76	81	84	91
Q10 Warmth of greeting	88	82	45	78	83	85	93
Q11 Ability to listen	88	82	46	79	83	87	94
Q12 Explanations	87	81	42	77	81	85	92
Q13 Reassurance	86	80	41	76	80	84	91
Q14 Confidence in ability	87	82	43	79	83	86	92
Q15 Express concerns/fears	85	80	45	77	81	84	91
Q16 Respect shown	90	84	56	81	85	88	93
Q17 Time for visit	86	79	38	75	80	83	91
Q18 Consideration	85	79	46	75	79	83	89
Q19 Concern for patient	86	80	46	76	80	84	90
Q20 Self care	85	78	38	75	79	83	89
Q21 Recommendation	85	81	41	78	82	86	91
<b>About the staff</b>							
Q22 Reception staff	81	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	79	73	43	70	73	76	90
Q24 Information of services	76	70	31	67	70	73	88
<b>Finally</b>							
Q25 Complaints/compliments	71	63	31	60	64	66	86
Q26 Illness prevention	74	66	34	63	66	69	86
Q27 Reminder systems	75	65	27	62	65	68	86
Q28 Second opinion / comp medicine	69	64	30	61	64	68	87
Overall score	77	71	35	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

9544

\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this 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 (10001-12000 patients)



9544

## Your patient feedback

Table 4: Your patient demographics  
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size  
(10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	7	78	70	42	66	70	75	91
25 - 59	64	79	70	35	67	70	74	87
60 +	93	76	73	24	70	73	76	87
Blank	6	74	69	50	63	69	74	86
<b>Gender</b>								
Female	93	77	71	32	67	71	74	87
Male	69	77	73	45	69	73	77	88
Blank	8	72	69	49	65	69	74	89
<b>Visit usual practitioner</b>								
Yes	70	83	74	35	71	74	77	89
No	84	73	68	35	64	68	72	84
Blank	16	73	70	53	65	70	73	83
<b>Years attending</b>								
< 5 years	27	76	72	28	68	72	76	88
5 - 10 years	14	81	71	40	67	71	75	91
> 10 years	120	77	72	48	69	72	75	86
Blank	9	79	69	49	65	69	73	85

\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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

9544

## Your patient feedback

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

	Current scores	23/10/2015	12/02/2014	03/12/2012
Q1 Opening hours satisfaction	74	69	64	73
Q2 Telephone access	60	57	52	59
Q3 Appointment satisfaction	70	69	59	66
Q4 See practitioner within 48hrs	57	52	47	55
Q5 See practitioner of choice	44	41	32	45
Q6 Speak to practitioner on phone	61	64	53	64
Q7 Comfort of waiting room	68	63	63	70
Q8 Waiting time	62	60	51	62
Q9 Satisfaction with visit	87	86	80	86
Q10 Warmth of greeting	88	88	81	87
Q11 Ability to listen	88	86	82	88
Q12 Explanations	87	85	83	87
Q13 Reassurance	86	84	80	85
Q14 Confidence in ability	87	87	82	89
Q15 Express concerns/fears	85	84	80	86
Q16 Respect shown	90	88	84	89
Q17 Time for visit	86	85	78	84
Q18 Consideration	85	83	77	85
Q19 Concern for patient	86	84	78	87
Q20 Self care	85	83	78	85
Q21 Recommendation	85	86	80	87
Q22 Reception staff	81	79	75	81
Q23 Respect for privacy/confidentiality	79	76	72	78
Q24 Information of services	76	74	69	74
Q25 Complaints/compliments	71	69	62	73
Q26 Illness prevention	74	71	64	74
Q27 Reminder systems	75	69	62	73
Q28 Second opinion / comp medicine	69	68	60	73
Overall score	77	75	69	77

## 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 appointment availability.
- Feel doctors do not know the whole patient. Not seeing same doctor means you have to explain problems over and over. Practice of separate appointment for each problem is time wasting for doctor and patient.
- I have been with this practice for many years and all the changes are really good.
- More doctors please!
- I am a carer of a young son with complex needs and sometimes feel that I could do with a bit more support, where I can call and see a doctor that would understand my situation and give me a time that would work around the fact that I have to be at home a lot to support my son.
- My only gripe is the fact that I have a repeat prescription which is ordered by the county hospital for eye drops. Every so often I have to see a doctor/pharmacist about the repeat prescription at the surgery. I see the ophthalmologists at the clinic every 12 months who confirms my repeat prescription. I really feel I am wasting the time of the doctor/pharmacist with the prescription review at the surgery, when we are told how busy you are. Why can't the surgery review be removed from my repeat prescription?
- This visit was medication review. Pharmacist. I have not seen my designated doctor since the system was introduced!
- None spring to mind.
- Saturday morning opening. But appreciate doctors, nurses and staff need a break!
- Fantastic practice.
- I would like the reception desk to be more private as I've had to answer personal questions before.
- This is an amazingly well-run practice. Feel very well looked after.
- Sometimes there's a wait for appointments, but that's unavoidable at times.
- None. Everyone always exceptionally helpful. Excellent reception staff.
- Blood results texted patient's mobile. More Skype and call facilities. More early evening opening.
- Was told to call in the morning for appointment, not advised telephone opening hours were now 8am, called 8:30 and no appointments left with doctor. Should have message on phone regarding opening hours.
- I like this practice and staff but not enough appointments available for personal/individual needs. Also one can never see a doctor of one's choice.
- Increased parking.
- No - I'm very happy.
- Check-in is not always working which doesn't stop queueing.
- I can't think of anything that needs to be improved.
- Confidentiality at reception is poor - you can hear discussions whilst in waiting area.
- More comfortable chairs. Being able to see a doctor at short notice is sometimes difficult.
- The system you have now of same day appointments is excellent, much better than before when you had to book weeks in advance.
- The car park is chaotic. Is it for staff or patients? If the former, would it help if there were signs in waiting room requesting patients to park on the island or to have some patient spaces at the friary car park?
- Extra hours on surgery times.
- No complaints.

### 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?

- Good information always in waiting area.
- None, best doctors in Stafford, without exception. Also reception staff so very, very good.
- Very satisfied generally with treatment.
- Parking is a problem.
- Improving questions 1 to 8 in the heading 'about the practice'.
- Very good.
- Just be easier on phone time.
- Due to my medical conditions my speech is very limited. It is essential to my wellbeing that where possible I could stay with one doctor. Due to the doctor's understanding of my condition and the relationship I have with this doctor.
- Not happy with the letters from the practice which are coming from Radstock near Bath?
- Excellent staff. Nurses and doctors best in Midlands.
- No improvement required to first class service.
- Seating could be better.
- Good practice, need more doctors.
- Availability to see a doctor of choice is very poor. Especially when a trust relationship is trying to be developed for a person with an ongoing/lifetime condition where the doctor knows the patient/treatment ongoing.
- By extending existing opening hours. Morning and evening. Possibly on Saturdays.
- Shorter waiting times for appointments.
- Keep it like it is.
- Parking - install cameras to pinpoint abuse of parking spaces. Raised my blood pressure on not finding a space for visit!

**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?**

- None spring to mind.
- None - thank you doctor.
- Not at all.
- Excellent. Thank you.
- Seemed more interested in giving me my flu jab, not dealing with what I raised in my appointment.
- No - completely satisfied.
- Nurse is brilliant as always, caring and helpful.
- Excellent!
- The nurse I saw today was a professional, caring practitioner, who fully informed me in my treatment plan. Totally satisfied. Thank you.
- Very calm and reassuring.
- Slow down delivery of information.
- No, I'm very happy and would recommend this surgery.
- I would like to see a regular GP, it's a shame this has changed.
- Needs to be careful not to patronise, patients are not children.
- Very happy with the treatment of the nurse. I put that poorly, sorry I meant the way I was treated by the nurse not how you treat the nurse.
- Doing an excellent job.
- None, really outstanding doctor.
- Very satisfied generally.
- All be as good as one doctor. They are an amazing doctor.
- Only by being available for a patient to be seen if necessary by the same doctor each time where possible.
- Brilliant practice - well done. Best nurse I have seen by far.
- Nurse was 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 = 170

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	9	45	62	54	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (9 \times 25) + (45 \times 50) + (62 \times 75) + (54 \times 100)}{(170 - 0)} = 12,525/170$$

Your mean percentage score for Q1 = 74%

### 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	74	23	64	68	73	92

9541

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

## Supporting documents

Page by page guide to the interpretation of your report

## Page 1

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

## Page 2

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

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

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

## Page 3

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

## Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided. The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

## Page 5

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

## Page 6

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

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

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

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

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

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

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

**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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>				

Any comments about how this practice could improve its service?

Any comments about how the doctor/nurse could improve?

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

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**Wolverhampton Road Surgery**

Wolverhampton Road  
Stafford  
ST17 4BS

**Practice List Size: 10670**

**Surveys Completed: 170**

has completed the

## Improving Practice Questionnaire

Completed January 2017



**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.