

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	11	86	85	55	4
Q2 Telephone access	13	46	81	57	41	4
Q3 Appointment satisfaction	8	18	69	68	74	5
Q4 See practitioner within 48hrs	27	57	57	46	43	12
Q5 See practitioner of choice	54	54	64	37	22	11
Q6 Speak to practitioner on phone	7	27	81	57	54	16
Q7 Comfort of waiting room	4	20	107	66	45	0
Q8 Waiting time	10	42	79	59	50	2
Q9 Satisfaction with visit	1	2	26	76	137	0
Q10 Warmth of greeting	0	2	20	74	146	0
Q11 Ability to listen	1	3	27	62	144	5
Q12 Explanations	1	6	30	65	137	3
Q13 Reassurance	2	7	27	68	137	1
Q14 Confidence in ability	0	5	23	63	149	2
Q15 Express concerns/fears	1	11	25	65	136	4
Q16 Respect shown	0	3	25	60	153	1
Q17 Time for visit	0	7	32	62	138	3
Q18 Consideration	2	9	29	60	128	14
Q19 Concern for patient	1	5	33	62	130	11
Q20 Self care	1	5	34	62	121	19
Q21 Recommendation	2	6	23	55	142	14
Q22 Reception staff	0	4	53	79	95	11
Q23 Respect for privacy/confidentiality	4	8	60	66	94	10
Q24 Information of services	0	12	67	64	78	21
Q25 Complaints/compliments	1	17	73	62	60	29
Q26 Illness prevention	1	10	73	73	60	25
Q27 Reminder systems	6	10	77	62	63	24
Q28 Second opinion / comp medicine	3	15	62	47	51	64

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

Your patient feedback

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

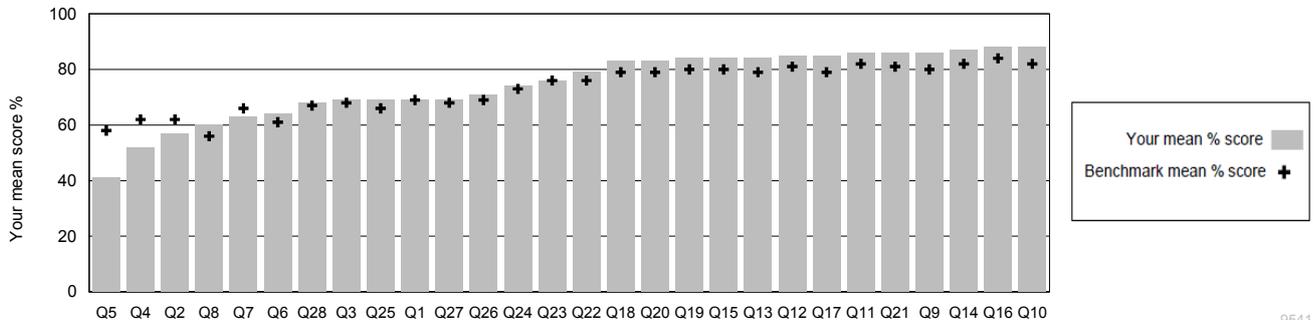
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	69	23	64	68	73	92
Q2 Telephone access	57	62	13	53	63	71	92
Q3 Appointment satisfaction	69	68	23	63	68	74	92
Q4 See practitioner within 48hrs	52	62	18	54	62	70	96
Q5 See practitioner of choice	41	58	22	48	57	65	95
Q6 Speak to practitioner on phone	64	61	25	54	61	67	92
Q7 Comfort of waiting room	63	66	27	60	66	71	90
Q8 Waiting time	60	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	86	80	41	76	81	85	97
Q10 Warmth of greeting	88	82	45	78	82	86	96
Q11 Ability to listen	86	82	46	78	83	87	97
Q12 Explanations	85	81	42	77	81	85	97
Q13 Reassurance	84	79	41	75	80	84	98
Q14 Confidence in ability	87	82	43	79	83	87	99
Q15 Express concerns/fears	84	80	45	76	81	85	96
Q16 Respect shown	88	84	49	80	85	88	98
Q17 Time for visit	85	79	38	75	80	84	96
Q18 Consideration	83	79	41	75	79	83	98
Q19 Concern for patient	84	80	43	76	80	84	97
Q20 Self care	83	79	38	75	79	83	97
Q21 Recommendation	86	81	41	78	82	86	99
About the staff							
Q22 Reception staff	79	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	76	76	43	72	76	80	96
Q24 Information of services	74	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	69	66	31	62	66	70	96
Q26 Illness prevention	71	69	34	64	68	72	96
Q27 Reminder systems	69	68	27	63	68	72	96
Q28 Second opinion / comp medicine	68	67	30	62	67	71	96
Overall score	75	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)

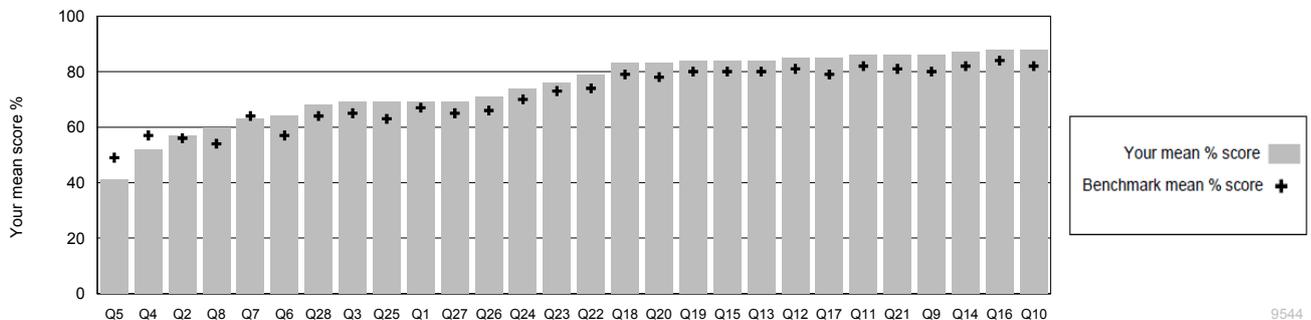
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	67	23	64	68	71	88
Q2 Telephone access	57	56	13	47	58	65	78
Q3 Appointment satisfaction	69	65	23	62	65	69	85
Q4 See practitioner within 48hrs	52	57	18	52	58	64	83
Q5 See practitioner of choice	41	49	22	44	48	55	84
Q6 Speak to practitioner on phone	64	57	25	52	57	63	85
Q7 Comfort of waiting room	63	64	27	60	65	69	86
Q8 Waiting time	60	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	86	80	41	76	81	84	91
Q10 Warmth of greeting	88	82	45	78	83	85	93
Q11 Ability to listen	86	82	46	79	83	87	94
Q12 Explanations	85	81	42	77	81	85	92
Q13 Reassurance	84	80	41	76	80	84	91
Q14 Confidence in ability	87	82	43	79	83	86	92
Q15 Express concerns/fears	84	80	45	77	81	84	91
Q16 Respect shown	88	84	56	81	85	88	93
Q17 Time for visit	85	79	38	75	80	83	91
Q18 Consideration	83	79	46	75	79	83	89
Q19 Concern for patient	84	80	46	76	80	84	90
Q20 Self care	83	78	38	75	79	83	89
Q21 Recommendation	86	81	41	78	82	86	91
About the staff							
Q22 Reception staff	79	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	76	73	43	70	73	76	90
Q24 Information of services	74	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	69	63	31	60	64	66	86
Q26 Illness prevention	71	66	34	63	66	69	86
Q27 Reminder systems	69	65	27	62	65	68	86
Q28 Second opinion / comp medicine	68	64	30	61	64	68	87
Overall score	75	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
Age								
Under 25	18	83	70	42	66	70	75	91
25 - 59	90	75	70	35	67	70	74	87
60 +	118	74	73	24	70	73	76	87
Blank	16	70	69	50	63	69	74	86
Gender								
Female	143	75	71	32	67	71	74	87
Male	77	75	73	45	69	73	77	88
Blank	22	74	69	49	65	69	74	89
Visit usual practitioner								
Yes	100	77	74	35	71	74	77	89
No	106	74	68	35	64	68	72	84
Blank	36	70	70	53	65	70	73	83
Years attending								
< 5 years	28	75	72	28	68	72	76	88
5 - 10 years	27	77	71	40	67	71	75	91
> 10 years	167	74	72	48	69	72	75	86
Blank	20	75	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	12/02/2014	03/12/2012	05/10/2011
Q1 Opening hours satisfaction	69	64	73	67
Q2 Telephone access	57	52	59	50
Q3 Appointment satisfaction	69	59	66	58
Q4 See practitioner within 48hrs	52	47	55	48
Q5 See practitioner of choice	41	32	45	35
Q6 Speak to practitioner on phone	64	53	64	46
Q7 Comfort of waiting room	63	63	70	63
Q8 Waiting time	60	51	62	53
Q9 Satisfaction with visit	86	80	86	79
Q10 Warmth of greeting	88	81	87	81
Q11 Ability to listen	86	82	88	80
Q12 Explanations	85	83	87	78
Q13 Reassurance	84	80	85	77
Q14 Confidence in ability	87	82	89	80
Q15 Express concerns/fears	84	80	86	78
Q16 Respect shown	88	84	89	83
Q17 Time for visit	85	78	84	77
Q18 Consideration	83	77	85	75
Q19 Concern for patient	84	78	87	76
Q20 Self care	83	78	85	75
Q21 Recommendation	86	80	87	79
Q22 Reception staff	79	75	81	72
Q23 Respect for privacy/confidentiality	76	72	78	69
Q24 Information of services	74	69	74	67
Q25 Complaints/compliments	69	62	73	60
Q26 Illness prevention	71	64	74	64
Q27 Reminder systems	69	62	73	62
Q28 Second opinion / comp medicine	68	60	73	61
Overall score	75	69	77	68

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?

- Car park need more car parking spaces.
- Excellent surgery. A senior staff member very helpful with minor complaint.
- Car parking at busy times very poor. The doctor ring back on the day is good but to have to wait for 2 - 3 weeks for a routine appointment is poor.
- If possible more 'hands' to answer telephone enquiries - it can take a long time (or several tries) to get through.
- Just wish it was easier to get through on telephone and be able to make routine non-urgent appointments with seven days.
- The doctors could be far more sympathetic. There could be more appointment slots before nine and after five. How behind schedule the appointments run is unacceptable. I work for the NHS and I find this is the most complained about GP surgery in the area.
- Very pleased.
- It is virtually impossible to get an appointment - unless you say it's an emergency.
- Being able to make an appointment in less than a month, or longer time to talk about problems you may have.
- I've been with this practice for many years, I'm happy with the service. I would not change to another practice.
- This practice is run very well for its size and is very popular. The service is excellent.
- To be given appointment at least say day or next, not have to wait for beginning of next week or month.
- I consider the practice to be excellent. The waiting room could be a bit cooler.
- Please do not rely heavily on computers they cannot think!
- I know others moan about the practice but I have always been treated fairly. The only issue is to be able to see practitioner of choice (my mother always has a problem!).
- Car parking availability. Quicker to have doctor of choice appointment.
- Needs more reception staff or reception do not answer phone.
- Doctors on five days, wait to see one you want. Just two on Saturdays.
- Appointment at 3pm seen at 2.50 - great!
- When telephoning in the morning we wished to be more quicker in urgent cases but we know it's not always possible.
- One doctor is a kind and considerate doctor.
- No problem with this practice. It is always very busy but they always try to accommodate you in the best way possible.
- Parking is an issue. When taking blood nurse to listen.
- Sometimes when being rung by reception staff you are treated as if by rote.
- Don't lose one doctor!
- Booking appointments in advance can never be done, i.e. ringing on a Monday wanting appointment Friday is not possible. Also it's too hot for young children in the waiting room even in winter.
- I felt that I was listened to and this is very important for me.
- Improve waiting times for one doctor. Needs to be back as full-time doctor.
- Trying to book a same day appointment is poor - getting through on phone and when ringing to get test results after 1pm often takes a long time listening to music. All staff friendly and helpful.

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?

- In my experience communication between reception and doctors is sometimes poor, e.g. one time reception told me a specific time when I would be called but when I spoke to the doctor much later she said no time should have been specified.
- Sometimes on hold a while when ringing up for appointment.
- Sometimes the waiting area is too hot. Other than that I am happy.
- Make it easier to see the doctor you want to see without waiting months especially with an ongoing problem you need to be able to see the same doctor. Not losing prescription.
- Time waiting for appointment in waiting area is always overdue. I never see the doctor at my appointment time. Parking is also terrible for parking up on time.
- Waiting room was too hot. We appreciate being seen by nurse as an urgency due to need of travel vaccinations.
- Continuity of seeing same doctor.
- Waiting area is too close to reception and I could hear too much information re other patients.
- Do not know. Maybe opening at weekends or longer in the day!
- Doctors seen and spoke to one doctor who is amazing. Concern and listened to me offering solutions. Ability to speak to doctor was fantastic.
- The ease of getting appointments. Not always an emergency but needed quicker than a two week wait.
- Having to make appointments two weeks in advance, otherwise I can only call on the day for an appointment can be a bit inconvenient. To be able to call for an appointment seven days in advance would be good.
- Mostly helpful.
- Ensure reception staff are friendly and have a nice manner - some staff are rude and quite abrupt in their manner.
- Giving appointments for less than a month time. Quicker referral to consultant when needed. Saturday morning surgery for emergencies or working people.
- Easier to make appointment instead of having to wait a few weeks. Appointments online might be easier if you could book yourself.
- When booking appointments online there are two types of appointments. They seem similar and it is unclear what the difference is and if you want a specific doctor it should be made clearer with that as a clear option.
- Availability to see my practice GP within the week.
- Being able to book appointments more than two weeks ahead when a holiday intervenes.
- To be able to make an appointment a few days in advance. For example you may need to see a doctor but it is not an emergency but neither is it routine, i.e. a cough when all you can get is an appointment for ten days time.
- Q25, have not had cause to complain. Q26, N/A. Q28, have never had cause.
- Need the ability to get appointments sooner (2-3 week wait is too long). The use of nurse practitioner is excellent for dealing with minor conditions.
- The queue at reception is often very long with complicated patient input causing delays. Phone calls in early a.m. are often difficult to get due to high volume of calls. The implication here is for more operatives at the end of the phone, difficult I know and expensive.
- Better car parking facilities.
- Provide parking permits for a refundable fee!
- Answer phones! Improve reception waiting queues! A/C! Poor reception, phone in general.
- A very good 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 this practice could improve its service?

- I am completely sure everyone here does their utmost to give the best possible service, time constraints are always an issue obviously- but we can't make time!
- Unhappy about length of time waited for appointment with nurse.
- An opportunity to see a doctor on the same day as phoning for an appointment would be appreciated. Phoning after 8.00am on a day an appointment is needed has for me, never resulted in getting an appointment.
- To cancel an appointment with the practice is/was a difficulty, in that another line extension is required when calling to be able to do so.
- Doing very well despite almost impossible pressures being put upon GPs.
- Told by admin at Stafford Hospital they are asking doctors to refer patients to Stafford Hospital to no avail! Why should over 70s travel to S.O.T. Went to Stafford Hospital for eye test sent by doctor and consultant told me to buy eye gel from Amazon when I asked for a prescription. What is Amazon! We are definitely losing it.
- Blood/urine tests should be given to the patient without asking, via phone or email.
- I have not answered the questions where I have not had sufficient experience to give an informed judgement.
- More 'blue badge' provision - at the discomfort of the able bodied if necessary.
- I collect prescriptions - but they have been sent to Boots! who I don't use.
- Q28, not known but I would assume very good.
- Keep up the good work.
- Blank replies. No recent experience to base a reply on.
- Happy with all aspects.
- Standard very good.
- Email communication.
- Increase in opening hours. More appointments available on patient access on internet. More doctors/nurse available on patient access on internet.
- The quality of service I have found to be very good.
- Have more appointments available online. Be able to see the same doctor and not have to wait three weeks plus to do so.
- A cooler waiting room with wifi and maybe a radio. Online check-in service?
- None at all, I feel the practice is very efficient and well managed.
- Reception desk - consider a more confidential area? Separate from waiting area?
- Better seating in waiting room.
- No improvements - very good. Very good service - seen by urgent care doctor on the day that I called. Excellent.
- Experience was excellent.
- The waiting time. My grandchild had appointment for ten past ten, did not get in until 11.00, long time for three year old grandchild to wait when they are ill.
- Nil, very well organised.
- As I was only here for a flu jab a lot of the questions are not applicable.
- Stop the practice of window for appointments. Difficult to see the doctor of choice.

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?

- Car parking needs improving!
- By providing a 24 hours 7 days a week service. Need to provide continuity with a doctor or nurse. Need to get doctor to book further appointment with a patient if needed.
- Q25 - I recently met an elderly patient who was unaware of the practice newsletter and likewise re opening hours. They did not realise availability of information behind the screen and near the entrance. Larger publicity? Use larger printed information signs for local publicity.
- Today there was no information to say the doctor was running 25 minutes late. There seemed to be a glitch with the electronic information system.

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?

- I was in a state of mental relapse and crying but was not given the time to discuss problem (other health issues more important!) because doctor running 40 minutes late.
- Practice moves with the times very good.
- They need to empathise with patients. I wonder if the surgery should use a telephone consultation screening process. Appointment time seems to be wasted on repeat prescriptions and older patients that want a trip out. The reception staff are very polite and helpful recently.
- The doctor was fantastic.
- Have more appointments available.
- Flu jab only.
- I visit so infrequently, so am more than satisfied.
- Excellent service.
- No improvement needed. Excellent treatment and consultation.
- One doctor is super, you couldn't improve him!
- This doctor is a fantastic doctor, you can go to him with any problems. He will listen and give advice, just needs to be available more.
- The doctor was excellent in all ways. I don't think any improvement could be made. A caring person. Thank you.
- The doctor is extremely good - very caring and considerate.
- I felt the doctor gave me plenty of time to talk through my problems and worries.
- I have recently started to see one doctor and I cannot speak highly enough about him. He is helping me to fundamentally improve my health and wellbeing.
- None, he is a brilliant doctor. As a teenager I can talk to him as he treats me as an adult not a teenager. He is the only doctor I will see and can trust with my issues/guidance.
- All doctors and nurses are great. Sometimes difficult to get appointment to see female doctor and this is often important.
- Excellent nurse, good skills.
- All doctors and nurses are friendly very happy.
- More than one receptionist when busy.
- I expect the doctor to listen and stop treatment when it is causing extreme pain and discomfort and behave in a professional manner when I requested a second opinion on his diagnosis when treatment wasn't working.
- The nurse was lovely and really helpful.
- No. I find the staff here are of the highest order. They are frequently under great pressure, but treat patients with dignity and respect.
- Read their notes first if there's time.
- Everyone I have seen are excellent.
- Excellent attention always.
- One doctor is excellent.
- On recent visits I had a very dry and sore mouth. I was told to chew gum! A receptionist informed me the doctor had told her to tell me my result for a blood test was not what I thought it was!

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?

- No. He's fine as he is.
- I consider myself fortunate to be cared for by this practice.
- No problem.
- The doctor was excellent - respectful, helpful, reassuring, giving very good advice.
- No necessary. I was completely satisfied by my consultation.
- No improvements necessary.
- No, excellent.
- The doctor treated my child brilliantly. She is now his favourite doctor.
- One doctor is by far the best GP I have had.
- None - one doctor is the best! Cannot fault him.
- The nurse was very good when she saw my grandchild today. Well please thank you.
- I doubt if any better quality available elsewhere. Top marks!
- I don't know how? Pretty good as it is. Space and cash unavailable to improve the waiting room seating.

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 = 242

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	11	86	85	55	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (11 \times 25) + (86 \times 50) + (85 \times 75) + (55 \times 100)}{(242 - 4)} = 16,450/238$$

Your mean percentage score for Q1 = 69%

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	69	23	64	68	73	92

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

9541

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
--	--	--	---

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: 10600

Surveys Completed: 242

has completed the

Improving Practice Questionnaire

Completed November 2015



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.