

# 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	1	11	34	27	22	2
Q2 Telephone access	2	31	33	15	15	1
Q3 Appointment satisfaction	0	12	30	29	24	2
Q4 See practitioner within 48hrs	9	29	26	16	14	3
Q5 See practitioner of choice	13	25	25	17	11	6
Q6 Speak to practitioner on phone	7	16	30	19	14	11
Q7 Comfort of waiting room	1	15	34	25	21	1
Q8 Waiting time	8	27	38	9	9	6
Q9 Satisfaction with visit	0	1	15	28	51	2
Q10 Warmth of greeting	0	3	10	26	58	0
Q11 Ability to listen	0	1	12	26	57	1
Q12 Explanations	0	2	11	29	54	1
Q13 Reassurance	0	3	10	27	54	3
Q14 Confidence in ability	0	2	8	23	61	3
Q15 Express concerns/fears	0	2	5	30	59	1
Q16 Respect shown	0	2	7	23	62	3
Q17 Time for visit	0	2	12	33	49	1
Q18 Consideration	1	3	10	30	47	6
Q19 Concern for patient	0	5	10	24	52	6
Q20 Self care	0	3	12	28	48	6
Q21 Recommendation	0	3	11	23	54	6
Q22 Reception staff	0	6	15	37	34	5
Q23 Respect for privacy/confidentiality	2	4	21	32	33	5
Q24 Information of services	1	10	17	31	33	5
Q25 Complaints/compliments	0	8	30	28	21	10
Q26 Illness prevention	0	4	34	27	23	9
Q27 Reminder systems	1	6	19	35	26	10
Q28 Second opinion / comp medicine	0	7	23	24	21	22

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

Your patient feedback

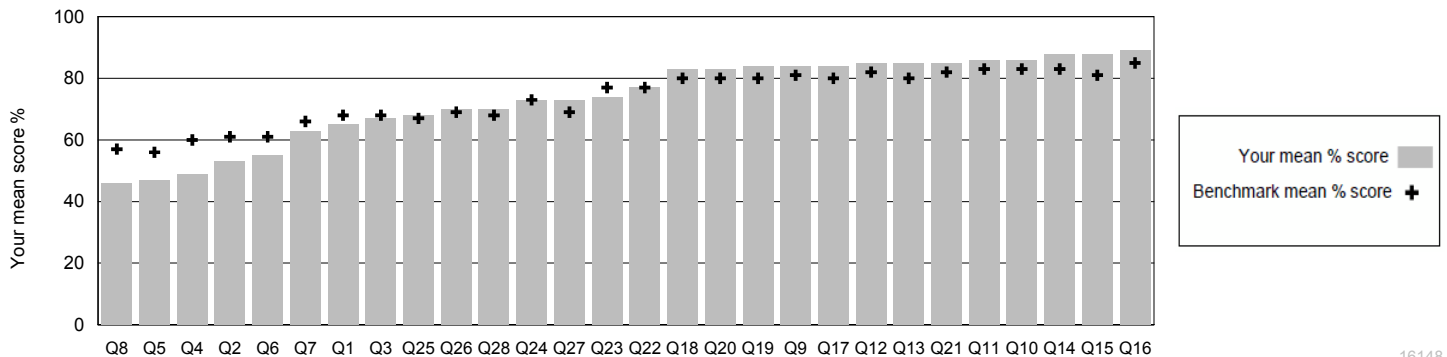
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	65	68	44	64	68	73	92
Q2 Telephone access	53	61	21	51	62	71	97
Q3 Appointment satisfaction	67	68	36	63	68	74	96
Q4 See practitioner within 48hrs	49	60	24	52	60	68	98
Q5 See practitioner of choice	47	56	24	47	56	65	97
Q6 Speak to practitioner on phone	55	61	27	54	61	67	89
Q7 Comfort of waiting room	63	66	38	61	66	72	89
Q8 Waiting time	46	57	28	50	56	63	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	81	49	77	82	86	97
Q10 Warmth of greeting	86	83	49	79	83	87	98
Q11 Ability to listen	86	83	50	79	84	88	98
Q12 Explanations	85	82	51	78	82	87	98
Q13 Reassurance	85	80	50	76	81	86	97
Q14 Confidence in ability	88	83	51	79	84	88	98
Q15 Express concerns/fears	88	81	50	77	82	86	97
Q16 Respect shown	89	85	51	81	85	89	98
Q17 Time for visit	84	80	47	76	81	85	97
Q18 Consideration	83	80	50	75	80	85	96
Q19 Concern for patient	84	80	50	76	81	85	97
Q20 Self care	83	80	50	76	80	84	95
Q21 Recommendation	85	82	48	78	83	87	98
<b>About the staff</b>							
Q22 Reception staff	77	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	74	77	52	72	76	81	98
Q24 Information of services	73	73	47	69	73	78	95
<b>Finally</b>							
Q25 Complaints/compliments	68	67	41	62	67	72	91
Q26 Illness prevention	70	69	45	65	69	73	94
Q27 Reminder systems	73	69	43	63	69	73	93
Q28 Second opinion / comp medicine	70	68	43	63	68	72	92
Overall score	74	73	49	69	74	78	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

\*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



Your patient feedback

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

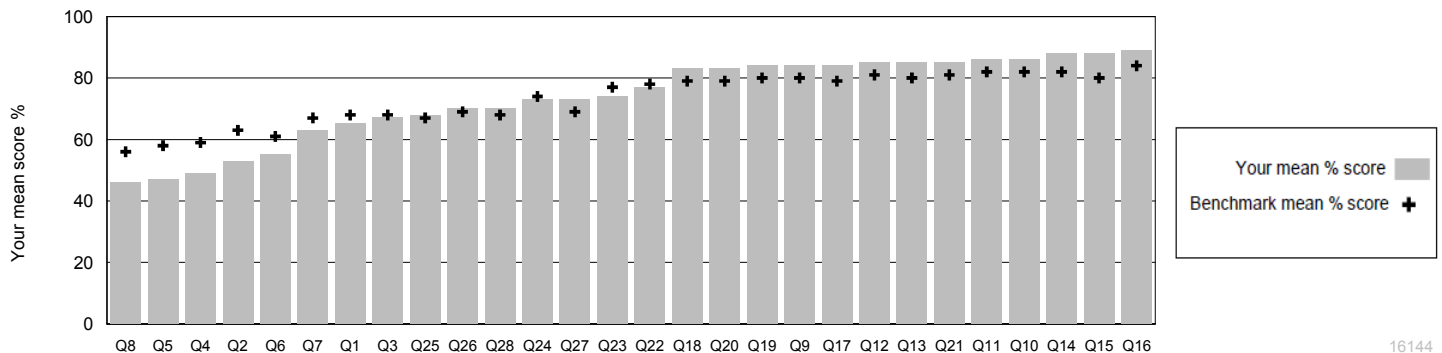
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	65	68	44	63	69	73	90
Q2 Telephone access	53	63	27	55	64	72	90
Q3 Appointment satisfaction	67	68	39	62	69	74	91
Q4 See practitioner within 48hrs	49	59	24	51	60	68	91
Q5 See practitioner of choice	47	58	27	49	58	65	91
Q6 Speak to practitioner on phone	55	61	27	55	61	67	89
Q7 Comfort of waiting room	63	67	38	61	67	73	88
Q8 Waiting time	46	56	29	50	56	62	86
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	54	76	81	86	96
Q10 Warmth of greeting	86	82	57	78	83	87	96
Q11 Ability to listen	86	82	59	78	83	88	95
Q12 Explanations	85	81	58	77	82	86	95
Q13 Reassurance	85	80	57	75	81	85	93
Q14 Confidence in ability	88	82	59	78	83	88	95
Q15 Express concerns/fears	88	80	59	76	81	85	95
Q16 Respect shown	89	84	62	81	85	89	97
Q17 Time for visit	84	79	55	75	80	85	95
Q18 Consideration	83	79	51	74	80	84	94
Q19 Concern for patient	84	80	57	75	81	85	95
Q20 Self care	83	79	56	75	80	84	94
Q21 Recommendation	85	81	57	77	82	87	95
<b>About the staff</b>							
Q22 Reception staff	77	78	56	74	78	82	92
Q23 Respect for privacy/confidentiality	74	77	57	73	77	81	91
Q24 Information of services	73	74	55	70	74	78	91
<b>Finally</b>							
Q25 Complaints/compliments	68	67	46	62	68	72	89
Q26 Illness prevention	70	69	51	65	70	74	91
Q27 Reminder systems	73	69	47	64	70	74	91
Q28 Second opinion / comp medicine	70	68	50	63	69	73	89
Overall score	74	73	54	69	74	78	90

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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\*Benchmarks are based on data from 294 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 42,772 patient questionnaires. 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	12	72	72	43	66	73	78	98
25 - 59	55	75	73	52	68	74	78	91
60+	24	73	75	54	71	76	80	90
Blank	6	63	71	41	64	72	78	95
<b>Gender</b>								
Female	62	75	73	51	68	74	78	89
Male	29	71	74	49	70	75	80	92
Blank	6	72	71	40	66	72	78	95
<b>Visit usual practitioner</b>								
Yes	52	76	75	55	71	76	80	90
No	36	70	69	46	65	70	75	86
Blank	9	74	72	47	67	73	78	94
<b>Years attending</b>								
Less than 5 years	12	74	74	39	68	75	79	93
5 - 10 years	27	71	72	49	68	73	78	90
More than 10 years	53	75	74	50	70	75	79	89
Blank	5	74	72	42	67	72	78	95

\*Benchmarks are based on data from 294 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 42,772 patient questionnaires.

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

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?

- Parking shocking.
- This is top surgery. So busy because all GPs are excellent.
- I've had to wait over half an hour for my appointment and I arrived here early.
- TV in waiting room.
- Children's play area toys to cope with long wait.
- Better waiting area - cramped.
- None. Always satisfied with the service we receive.
- Late nights were very good especially for self-employed people. Not telling patients they should call before/at a time when it's not possible.
- I struggle to get appointments when I am really poorly as an emergency.
- Sometimes you want to see your doctor but it may mean you are waiting two to three weeks. You feel comfortable being able to wait a week at the longest for an appointment but you can't get one. So you have one on the day (this is a good service) but it may be the locum, which you have no past relationship with and end up making another appointment with your own doctor and waiting. Also I have less trust in the locums. Able to make an appointment no longer than one week away with chosen clinician would be an improvement to the practice.
- I feel that privacy is an issue with the reception being so close to the other patients. Sometimes it's hard to get past the reception staff to even see your GP.
- It should be easier to make an appointment.
- Less time to wait for appointments, realise this is a national problem.
- Re: Q2 - After several attempts came to practice. Re: Q3 - Difficult to get an appointment, waited four weeks. Re: Q8 - It would appear another person went in on the 4:00pm appointment, booked in at 3:45pm - seen at 4:30pm.
- In an ideal world - more doctors and staff.
- Reception staff and nursing staff - reception staff say no appointments even though nursing staff say must have one.
- No. This is the best practice I have ever used. The staff are second to none.
- No, always excellent service, very helpful and attentive.
- Updates when appointments are running late, never been on time with our appointments.
- Car parking.
- The practice is so welcoming, my partner and I have been registered here for a while and we love it, thank you.
- More/quicker appointments with one particular doctor!
- Need more information about out of hours help for babies! Didn't know what to do when I rang with a concern with my child.
- Receptionist, doctors, nurses always give full thought and care for every patient.
- Excellent practice with a top doctor.
- Nope, Mary Poppins "practically perfect in every way".
- Weekend opening hours.
- Need magazines to read. Chairs do not need to be facing toilet.



## 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 appointments available on the day. Very hard to get seen if you work full-time. More info when waiting times are long.
- I had to wait four weeks for this appointment, even after that time I am waiting over 30 minutes after the allotted time, where do you think this could be improved? Absolutely shocking service, this happens every time.
- Very good practice.
- Very good.
- Excellent practice.
- Seeing the same doctor each time would be helpful. Have no problem with any of the doctors but never see the same one.

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

- Not at all, very good.
- Each visit I have ever made has been dealt with care, understanding, patience and sympathy.
- The doctors and nurses are all excellent here and extremely friendly. I saw one member of staff today and I would definitely recommend them, they're very friendly.
- No. They are lovely.
- My doctor is excellent. I have seen all of the GPs at this practice and all have been excellent. However the last couple of years I have seen one particular doctor who has been amazing and is currently helping me through a very tough period in my life.
- No. Always received the best of help from all the doctors.
- No, very happy with the service and advice given.
- One doctor has been great with my kids.
- Can't fault anything.
- No improvements needed, everybody so nice, thank you.
- Overworked GPs due to the underfunded NHS do their jobs to the best of their ability. I, for one, appreciate their dedication under these conditions.
- Nope, excellent.
- Seen this doctor a few times and very pleased.
- Very happy with doctor.

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 = 97

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	11	34	27	22	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (11 \times 25) + (34 \times 50) + (27 \times 75) + (22 \times 100)}{(97 - 2)} = 6,200/95$$

Your mean percentage score for Q1 = 65%

### 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

Question	Your mean score (%)
Q1 Opening hours satisfaction	65

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	64	68	73	92

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\*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

## 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

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

**Baddeley Green Surgery**

988 Leek New Road  
Baddeley Green  
Stoke-on-Trent  
ST9 9PD

**Practice List Size: 5638**

**Surveys Completed: 97**

has completed the

## Improving Practice Questionnaire

Completed July 2019



**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.