

Private and Confidential

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Improving Practice Questionnaire Report

Bovey Tracey & Chudleigh Practice

January 2017



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06 January 2017

Dear Mrs Coleridge

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

A guidance template for discussion of these local survey findings and an action plan have also been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=195861>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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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	14	67	66	38	0
Q2 Telephone access	3	30	66	52	33	2
Q3 Appointment satisfaction	8	13	66	44	50	5
Q4 See practitioner within 48hrs	26	42	43	36	30	9
Q5 See practitioner of choice	19	43	47	40	27	10
Q6 Speak to practitioner on phone	2	25	54	52	45	8
Q7 Comfort of waiting room	2	17	58	65	42	2
Q8 Waiting time	7	32	70	49	26	2
Q9 Satisfaction with visit	0	1	32	55	97	1
Q10 Warmth of greeting	0	3	29	51	100	3
Q11 Ability to listen	0	1	25	52	106	2
Q12 Explanations	0	1	29	55	97	4
Q13 Reassurance	0	0	35	61	86	4
Q14 Confidence in ability	0	0	31	55	97	3
Q15 Express concerns/fears	0	2	29	54	95	6
Q16 Respect shown	0	0	25	44	112	5
Q17 Time for visit	0	7	31	51	93	4
Q18 Consideration	0	0	36	49	93	8
Q19 Concern for patient	0	1	34	53	91	7
Q20 Self care	0	2	36	55	81	12
Q21 Recommendation	0	1	28	51	98	8
Q22 Reception staff	2	2	46	65	59	12
Q23 Respect for privacy/confidentiality	1	12	45	58	60	10
Q24 Information of services	0	10	59	55	45	17
Q25 Complaints/compliments	3	14	63	42	34	30
Q26 Illness prevention	3	14	63	56	33	17
Q27 Reminder systems	6	14	58	50	37	21
Q28 Second opinion / comp medicine	1	8	53	31	33	60

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

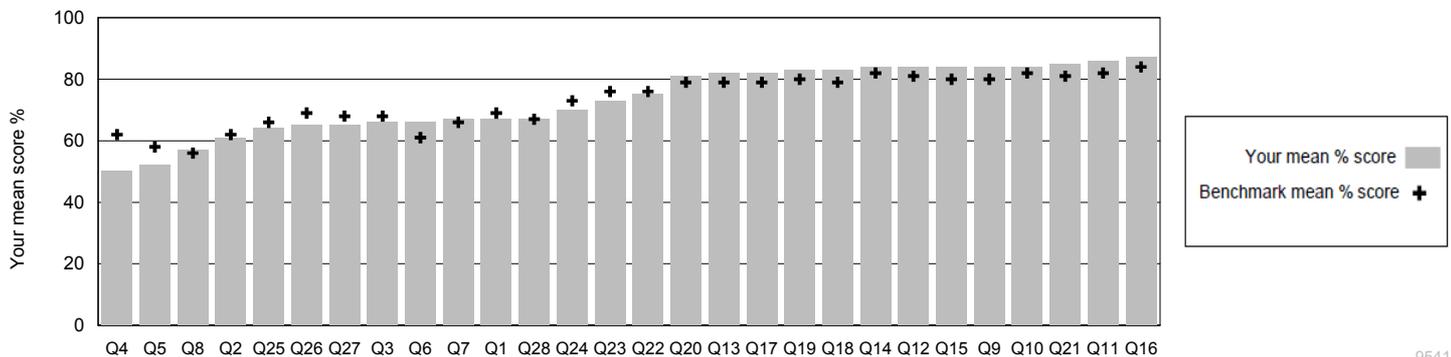
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	69	23	64	68	73	92
Q2 Telephone access	61	62	13	53	63	71	92
Q3 Appointment satisfaction	66	68	23	63	68	74	92
Q4 See practitioner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



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Your patient feedback

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

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	45	64	67	71	78
Q2 Telephone access	61	53	15	46	52	60	77
Q3 Appointment satisfaction	66	64	33	60	64	69	81
Q4 See practitioner within 48hrs	50	56	23	50	56	63	80
Q5 See practitioner of choice	52	48	22	41	48	55	83
Q6 Speak to practitioner on phone	66	57	31	51	57	63	76
Q7 Comfort of waiting room	67	62	47	57	63	68	83
Q8 Waiting time	57	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	84	80	60	76	80	84	94
Q10 Warmth of greeting	84	81	62	78	81	85	95
Q11 Ability to listen	86	82	65	78	82	86	96
Q12 Explanations	84	80	63	76	81	85	95
Q13 Reassurance	82	79	61	75	80	83	94
Q14 Confidence in ability	84	82	65	79	83	86	95
Q15 Express concerns/fears	84	80	62	76	80	84	94
Q16 Respect shown	87	84	68	80	84	87	95
Q17 Time for visit	82	78	59	74	79	83	93
Q18 Consideration	83	78	59	74	78	82	92
Q19 Concern for patient	83	79	60	75	79	83	93
Q20 Self care	81	78	61	74	78	82	92
Q21 Recommendation	85	81	60	78	81	85	95
About the staff							
Q22 Reception staff	75	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	73	72	51	69	72	76	83
Q24 Information of services	70	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	64	62	34	58	62	66	76
Q26 Illness prevention	65	65	42	62	65	68	79
Q27 Reminder systems	65	64	38	60	64	68	80
Q28 Second opinion / comp medicine	67	63	42	60	63	67	77
Overall score	74	70	48	67	70	74	86

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

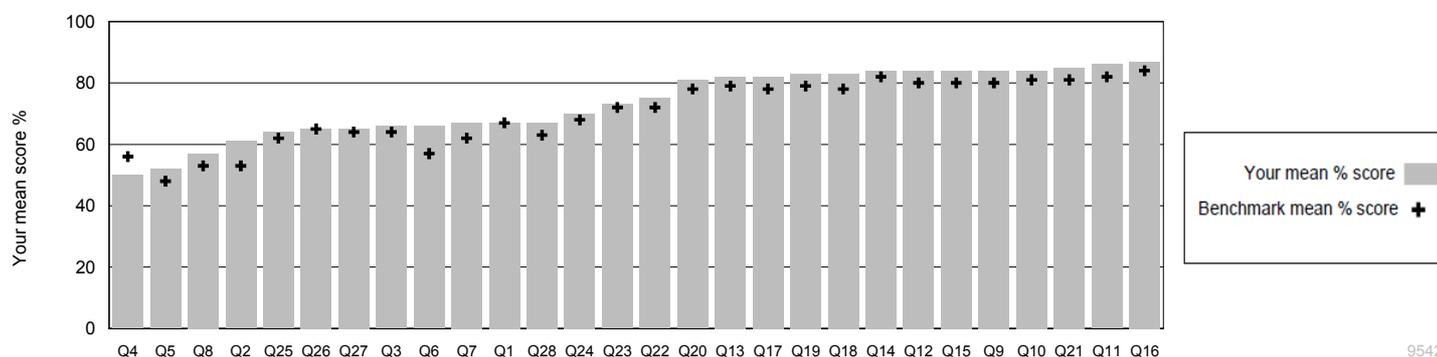
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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 (>12000 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 (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	9	74	69	50	65	70	74	83
25 - 59	68	71	70	47	66	70	74	87
60 +	92	75	72	50	69	72	75	85
Blank	17	73	69	51	64	69	74	89
Gender								
Female	125	73	70	48	67	70	74	86
Male	44	75	72	49	68	72	75	84
Blank	17	76	69	49	65	69	74	85
Visit usual practitioner								
Yes	77	75	73	53	70	73	76	86
No	77	72	68	44	64	68	72	84
Blank	32	76	69	47	65	69	74	86
Years attending								
< 5 years	36	70	71	47	67	72	74	88
5 - 10 years	31	74	70	47	66	71	75	86
> 10 years	99	74	71	49	67	71	75	85
Blank	20	76	69	50	64	69	73	85

*Based on data from 93 practices carrying out 135 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	12/01/2016	06/11/2014	11/12/2013
Q1 Opening hours satisfaction	67	61	57	57
Q2 Telephone access	61	50	45	41
Q3 Appointment satisfaction	66	62	54	56
Q4 See practitioner within 48hrs	50	44	35	41
Q5 See practitioner of choice	52	43	37	37
Q6 Speak to practitioner on phone	66	63	57	58
Q7 Comfort of waiting room	67	68	67	66
Q8 Waiting time	57	54	53	56
Q9 Satisfaction with visit	84	79	79	75
Q10 Warmth of greeting	84	82	80	76
Q11 Ability to listen	86	82	80	76
Q12 Explanations	84	81	80	75
Q13 Reassurance	82	79	78	73
Q14 Confidence in ability	84	82	80	76
Q15 Express concerns/fears	84	78	79	74
Q16 Respect shown	87	83	83	79
Q17 Time for visit	82	77	76	71
Q18 Consideration	83	79	77	73
Q19 Concern for patient	83	79	77	73
Q20 Self care	81	78	76	72
Q21 Recommendation	85	80	79	75
Q22 Reception staff	75	72	63	65
Q23 Respect for privacy/confidentiality	73	71	63	65
Q24 Information of services	70	68	61	63
Q25 Complaints/compliments	64	59	55	57
Q26 Illness prevention	65	65	59	61
Q27 Reminder systems	65	66	61	62
Q28 Second opinion / comp medicine	67	61	58	58
Overall score	74	70	66	65

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?

- Have another doctor to ease the load on GPs as population expanding.
- The amount of time allowed for a visit is a little short sometimes.
- Sometimes it would be better if you could talk with the doctor sooner. Also staff not to phone on a Friday to say results are in and doctor needs to speak the following week - causes stress.
- Opening throughout the day - some people can only visit or phone the surgery during a lunch break. Extending Saturday clinics?
- Too long to wait for appointments - nearly always.
- No complaints, but with so many houses being built in Bovey a larger surgery and chemist would be good.
- Another doctor or two. The practice has improved over many years.
- Just keep doing what you are and the service you provide.
- It is now impossible to make an appointment to see a GP without telephone triage. This is not always applicable, my wait to see my GP has been three weeks. More GPs are needed. Sometimes 10 minute appointments are too short. 15 minutes should be the norm please.
- Have to wait a long time for an appointment. Telephone consultations usually mean waiting longer for an appointment as telephone consultations not always satisfactory.
- Not having to wait so long for an appointment to see a doctor.
- Have a more holistic approach, i.e. look at the whole body and person in a relaxed manner (not pressurised to 10 minutes). In another country all doctors automatically give you a general checkup before dealing with the specific complaint (part of the body in question).
- Already modifying seating in waiting room to suit those needing higher seats.
- Often tricky to get an appointment within two weeks, but always good once given.
- I am fortunate to not require the services of the doctor very often but when I do I am very impressed all round.
- Answerphone service.
- None. Very pleasant staff as always.
- Late seeing the GP.
- Open all day. Don't close for lunch times. Open Saturdays.
- I am generally satisfied with the service provided by the practice and cannot think of any further improvements at present - the practice strives to keep the patient at the centre of their care and I trust them to continue to do so.
- Great.
- Availability of appointments to see usual clinician when there are ongoing health issues.
- This is the best practice I have used.
- Quicker appointments to see a doctor.
- Open Saturday mornings.
- More evening appointments.
- Not all doctors are as good/understanding as the one visited today. I have found several of the doctors to be rude, impersonal and very difficult with my family - especially my husband who has cancer. I certainly choose the doctor I visit carefully and always ask who we're visiting before confirming the appointment. The phone back service is very difficult and inconvenient to use when you work full time!

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?

- Email consultation/Skype.
- Seemingly length of time to make appointments - phone, doctor and nurse.
- Can't improve practice.
- Had problems with telephone contact over several hours.
- The level of noise in the waiting area. It was like an after school club.
- Give face-to-face consultations if wished rather than telephone consultation.
- More personnel especially during mornings to ease waiting time on phone. This seems to be busy time, extra staff, i.e. until midday, would ease this problem.
- The time taken to obtain an appointment is too long - especially if you wish to see your own doctor.
- All round very good, very happy.
- All okay.
- Very friendly practice.
- It's a very good practice with excellent joined up services. Whenever/whoever you speak to are friendly. On more than one occasion I have discussed things with the doctor I was deeply embarrassed about solely because of his good manner, willingness to listen and give me time. Amazing skills.
- When you know there are appointments spare the next day, but you have to come back the next day.
- It is and always has been an excellent service.
- Two weeks for an appointment is very worrying other than that very well run.
- Water fountain available for patients.
- Brighter lights and clearer speakers in the waiting room.
- A truly excellent practice in every way - no criticisms of any sort. We as patients are indeed extra lucky in view of what I've heard of other practices.
- None, very good practice.
- Better records and reminders about ongoing health checks. Waiting time to see doctor is often long (for an appointment). Waiting time often long before doctor calls appointment.
- Better balance between urgent and non-urgent appointments. Not everything is urgent but equally a 1-2 week wait may be too long.
- Happy not to require Q25.
- I have never had to seek a second opinion but I would assume the same excellent service.
- Longer weekend hours.
- The receptionists are not GPs and should not ask what the problem or illness is. That is not patient confidentiality. They have not taken the Hippocratic oath. They are quite rude when I say I have no wish to tell them.
- Would like to say how the online access system helped me to book telephone conversation with a doctor before opening hours and this sped the system to then get to see a doctor earlier it seemed a lot less of a drain as didn't need to try to get a phone conversation.
- Not really.
- Faster appointments available for seeing a doctor.

Your patient feedback

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

Any comments about how this practice could improve its service?

- Bring back automatic system to call patient for next appointment. It will save time for the doctor.
- The reception area is hardly confidential.
- Include magazines for the younger generation, or add Wi-Fi so younger generations don't worry about appointments/results as much.
- No having to wait for the phone to be answered. No being able to make appointments when needed. If six weeks have to then ring back and hopefully get through, not good at work and need to ring during the day.
- The service seems to work very well. First visit (except for flu injection - given as it happens by same doctor - very good). On this occasion referred by GP to hospital department for further treatment.

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?

- Not really as very pleased with my treatment with the time that they have allocated to each patient.
- Very pleasant and explained fully about the vaccination.
- No absolutely proficient, respectful and caring.
- No - she was excellent!
- None, satisfied (very).
- This doctor is always excellent with me when I visit her.
- I think this doctor just needs to keep doing what she's doing.
- She is wonderful.
- This doctor is an excellent doctor who listens, cares and is very supportive. There are no improvements required.
- Not needing improvement. Excellent.
- No, she was the best.
- This doctor only works some days. There is therefore a potential problem regarding continuity of treatment. This happened previously we understand, when an incoming call for this doctor was not followed up, but left until her return.
- Can't improve her.
- This doctor was excellent saw me at short notice and was very reassuring.
- No, he listens really well, treats me warmly and picks up on anxieties and concerns. Very encouraging and so motivating for me. I feel able to discuss anything with him, that's a massive plus for me.
- Stay as you are.
- Very good and friendly doctor.
- Maintain what he is doing now please.
- None, first visit but made to feel known and understood.
- This doctor was helpful and I felt very comfortable with his service.
- He could not! He is quite perfect! Special mention to all reception staff they are quite brilliant.
- No - he was very good.
- None! Was really nice and reassuring and didn't make me feel silly for coming in for small things.
- The doctor was brilliant. Very calming.
- None - was very pleased with this doctor's attitude and sympathetic to my illness.
- I thought when I said to my family I have made a decision I would stick to it, but then the doctor talks to me and says it's all for this what we know we were having a chat about.

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 = 186

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	14	67	66	38	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (14 \times 25) + (67 \times 50) + (66 \times 75) + (38 \times 100)}{(186 - 0)} = 12,450/186$$

Your mean percentage score for Q1 = 67%

Explanation of quartiles

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

Quartiles comprise:

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

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

Question	Your mean score (%)
Q1 Opening hours satisfaction	67

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
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.

<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

Bovey Tracey & Chudleigh Practice

Riverside Surgery
Le Molay Littry Way
Bovey Tracey
Devon
TQ13 9QP

Practice List Size: 14400

Surveys Completed: 186

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.