

Private and Confidential

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Improving Practice Questionnaire Report

Bovey Tracey & Chudleigh Practice

February 2018



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06 February 2018

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=212188>

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	4	14	67	67	27	1
Q2 Telephone access	4	27	71	47	29	2
Q3 Appointment satisfaction	6	24	57	54	37	2
Q4 See practitioner within 48hrs	35	47	42	30	22	4
Q5 See practitioner of choice	24	52	58	26	15	5
Q6 Speak to practitioner on phone	9	17	51	57	41	5
Q7 Comfort of waiting room	1	9	66	68	36	0
Q8 Waiting time	10	42	64	41	16	7
Q9 Satisfaction with visit	1	3	26	56	92	2
Q10 Warmth of greeting	0	2	22	52	100	4
Q11 Ability to listen	0	3	20	42	114	1
Q12 Explanations	0	3	23	47	104	3
Q13 Reassurance	0	4	28	51	95	2
Q14 Confidence in ability	0	2	22	44	107	5
Q15 Express concerns/fears	0	3	29	38	99	11
Q16 Respect shown	0	3	17	42	117	1
Q17 Time for visit	1	4	24	51	93	7
Q18 Consideration	0	4	27	51	92	6
Q19 Concern for patient	0	3	23	49	99	6
Q20 Self care	0	1	28	49	92	10
Q21 Recommendation	0	2	20	47	103	8
Q22 Reception staff	3	8	30	81	57	1
Q23 Respect for privacy/confidentiality	2	9	30	82	53	4
Q24 Information of services	2	8	43	64	49	14
Q25 Complaints/compliments	3	12	61	53	29	22
Q26 Illness prevention	3	10	56	61	38	12
Q27 Reminder systems	4	11	50	41	61	13
Q28 Second opinion / comp medicine	4	11	42	41	28	54

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

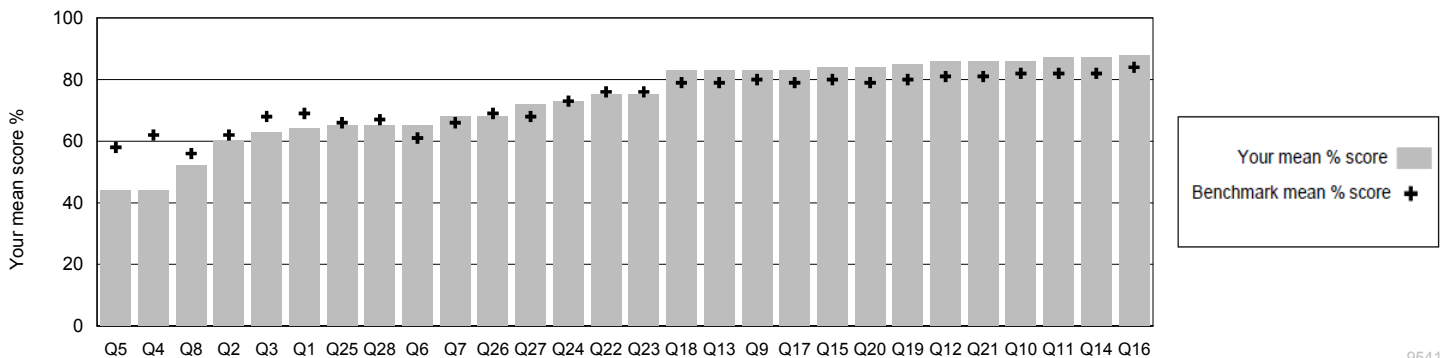
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	60	62	13	53	63	71	92
Q3 Appointment satisfaction	63	68	23	63	68	74	92
Q4 See practitioner within 48hrs	44	62	18	54	62	70	96
Q5 See practitioner of choice	44	58	22	48	57	65	95
Q6 Speak to practitioner on phone	65	61	25	54	61	67	92
Q7 Comfort of waiting room	68	66	27	60	66	71	90
Q8 Waiting time	52	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	83	80	41	76	81	85	97
Q10 Warmth of greeting	86	82	45	78	82	86	96
Q11 Ability to listen	87	82	46	78	83	87	97
Q12 Explanations	86	81	42	77	81	85	97
Q13 Reassurance	83	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	83	79	38	75	80	84	96
Q18 Consideration	83	79	41	75	79	83	98
Q19 Concern for patient	85	80	43	76	80	84	97
Q20 Self care	84	79	38	75	79	83	97
Q21 Recommendation	86	81	41	78	82	86	99
About the staff							
Q22 Reception staff	75	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	75	76	43	72	76	80	96
Q24 Information of services	73	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	65	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	72	68	27	63	68	72	96
Q28 Second opinion / comp medicine	65	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

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*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	64	67	45	64	67	71	78
Q2 Telephone access	60	53	15	46	52	60	77
Q3 Appointment satisfaction	63	64	33	60	64	69	81
Q4 See practitioner within 48hrs	44	56	23	50	56	63	80
Q5 See practitioner of choice	44	48	22	41	48	55	83
Q6 Speak to practitioner on phone	65	57	31	51	57	63	76
Q7 Comfort of waiting room	68	62	47	57	63	68	83
Q8 Waiting time	52	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	83	80	60	76	80	84	94
Q10 Warmth of greeting	86	81	62	78	81	85	95
Q11 Ability to listen	87	82	65	78	82	86	96
Q12 Explanations	86	80	63	76	81	85	95
Q13 Reassurance	83	79	61	75	80	83	94
Q14 Confidence in ability	87	82	65	79	83	86	95
Q15 Express concerns/fears	84	80	62	76	80	84	94
Q16 Respect shown	88	84	68	80	84	87	95
Q17 Time for visit	83	78	59	74	79	83	93
Q18 Consideration	83	78	59	74	78	82	92
Q19 Concern for patient	85	79	60	75	79	83	93
Q20 Self care	84	78	61	74	78	82	92
Q21 Recommendation	86	81	60	78	81	85	95
About the staff							
Q22 Reception staff	75	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	75	72	51	69	72	76	83
Q24 Information of services	73	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	65	62	34	58	62	66	76
Q26 Illness prevention	68	65	42	62	65	68	79
Q27 Reminder systems	72	64	38	60	64	68	80
Q28 Second opinion / comp medicine	65	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

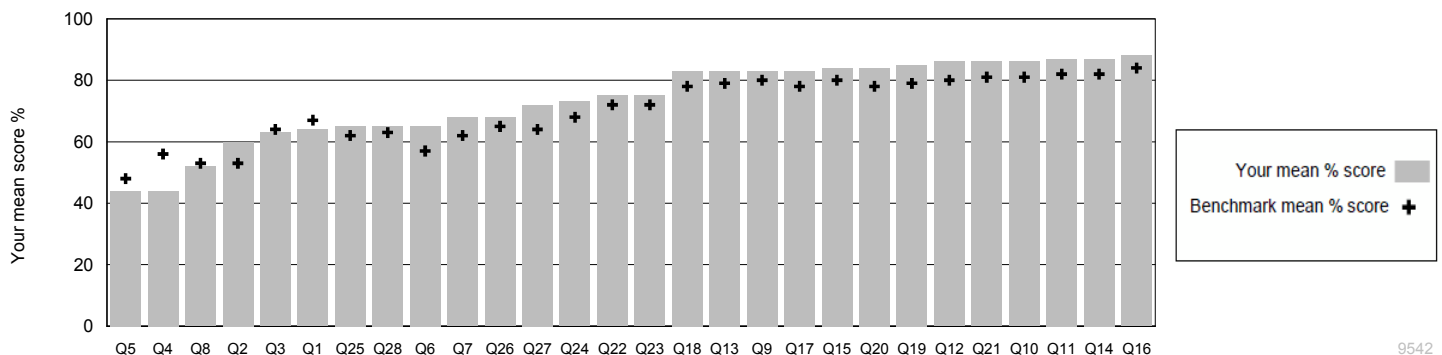
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*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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	15	73	69	50	65	70	74	83
25 - 59	74	74	70	47	66	70	74	87
60+	85	73	72	50	69	72	75	85
Blank	6	66	69	51	64	69	74	89
Gender								
Female	127	74	70	48	67	70	74	86
Male	42	73	72	49	68	72	75	84
Blank	11	71	69	49	65	69	74	85
Visit usual practitioner								
Yes	92	76	73	53	70	73	76	86
No	61	69	68	44	64	68	72	84
Blank	27	73	69	47	65	69	74	86
Years attending								
Less than 5 years	40	79	71	47	67	72	74	88
5 - 10 years	30	72	70	47	66	71	75	86
More than 10 years	98	72	71	49	67	71	75	85
Blank	12	72	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	21/12/2016	12/01/2016	06/11/2014
Q1 Opening hours satisfaction	64	67	61	57
Q2 Telephone access	60	61	50	45
Q3 Appointment satisfaction	63	66	62	54
Q4 See practitioner within 48hrs	44	50	44	35
Q5 See practitioner of choice	44	52	43	37
Q6 Speak to practitioner on phone	65	66	63	57
Q7 Comfort of waiting room	68	67	68	67
Q8 Waiting time	52	57	54	53
Q9 Satisfaction with visit	83	84	79	79
Q10 Warmth of greeting	86	84	82	80
Q11 Ability to listen	87	86	82	80
Q12 Explanations	86	84	81	80
Q13 Reassurance	83	82	79	78
Q14 Confidence in ability	87	84	82	80
Q15 Express concerns/fears	84	84	78	79
Q16 Respect shown	88	87	83	83
Q17 Time for visit	83	82	77	76
Q18 Consideration	83	83	79	77
Q19 Concern for patient	85	83	79	77
Q20 Self care	84	81	78	76
Q21 Recommendation	86	85	80	79
Q22 Reception staff	75	75	72	63
Q23 Respect for privacy/confidentiality	75	73	71	63
Q24 Information of services	73	70	68	61
Q25 Complaints/compliments	65	64	59	55
Q26 Illness prevention	68	65	65	59
Q27 Reminder systems	72	65	66	61
Q28 Second opinion / comp medicine	65	67	61	58
Overall score	74	74	70	66

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 find it almost impossible to see the doctor I am register with which is frustrating.
- It all seems to run very smoothly.
- Contacting the practice early morning has been difficult on most times.
- Reduction of waiting time for appointments.
- Unless you make a double appointment when you feel it is necessary you feel rushed. There is not enough time and I forget to mention symptoms which may be important.
- Opening hours at weekends. Less holding time when call for an appointment. Perhaps diverting to an answering phone after 10 minutes of being in queue.
- If we can get in faster when we call.
- Waited 25 minutes.
- In general, I have received very good treatment at this practice, though it is clear with many elderly patients and more new houses being built that the doctors are swamped. I had to wait 4 weeks for what was a non urgent appointment, but have been seen at once for an urgent problem. I no longer try to phone for an appointment - prefer to go to the surgery.
- It is difficult to understand why first appointment quite often runs late. This is frustrating when you need to get to work and an early appointment was made to achieve this.
- Telephone appointments should be a maximum of 24 hours ahead - not 2 weeks or more. Home visits for very elderly/sick should be an option if absolutely necessary.
- Stagger lunch break to enable surgery to remain open all day enabling more people to be seen.
- Automatic doors to the doctors' rooms (off the waiting room).
- Very good overall.
- I have on a number of occasions found the reception staff rude and unhelpful. One incident resulted in me having to go to an emergency clinic where staff were disgusted with receptionists' attitude and disregard for my medical issue which needed immediate attention. Sometimes I feel reception staff refuse appointments that need urgent attention and act as if medically trained and do not listen to views and needs of patient.
- Sometimes you cannot get an appointment for three weeks. This could be improved.
- Able to get appointments sooner and reduce waiting time once appointment has been arranged (in waiting room).
- Obviously there is a huge workload and I think more people should be made aware of the other forms of advice available to them. Education forums with advice on prevention of certain illnesses because not all people are literate or by degeneration from age, etc, able to understand the ways to be healthy.
- Communication with pharmacy, waited three and a half months to get a prescription of increased dosage to collect from pharmacy as reception wouldn't let me book an appointment and for numerous attempts this was unsuccessful until I had another appointment with doctor.
- Don't see how it can, have always had every help and assistance when required.
- Longer hours to enable appointments out of my working day. Ability to book more than two weeks ahead for routine appointments.
- Telephone service could be answered quicker.
- Excellent service, particularly the website and newsletters. It is not about the doctor, but the availability for appointments and in non-urgent cases, to wait for a phone call I find very disappointing, as it might not be urgent, the long wait for advice, or direct medication it is a long wait (sometimes painful!). I am aware it must be frustrating for staff too - I do feel once the attention is given, all is being done to give comfort and pain relief.
- More heating in the waiting room - especially in the winter months.

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?

- 2-3 weeks to see a doctor is too long. Improve lighting in waiting room (dull).
- The usual grumble about length of time it takes to see doctor of my choice.
- A weight loss service would be useful. Just a fortnightly weigh in with a nurse/medical assistant. Dietary advice if needed. We are constantly told how much obesity costs the NHS, so any help in reducing that must be a good thing. I asked about this earlier in the year and was told by a receptionist to "go to Weight Watchers".
- Ability to make appointment more quickly - closer to time of ringing - would make it excellent all round!
- The various less than excellent scores in the 'about the practice' boxes are due, I believe, to work pressures on the practice and not due to any inefficiency of the excellent, helpful and friendly staff.
- Shorter waiting times for appointments, I had to wait 3 weeks.
- It would be great to be able to see a doctor without having to wait such a long time for a routine appointment, but I appreciate with restricted funding and increasing patient numbers, this isn't always possible. Generally, everything seems to be working well with the practice, in my opinion.
- Appointments earlier than a month wait.
- None, excellent practice.
- Feel it's doing its best under difficult circumstances.
- Reception staff are of course busy people and cannot always stop what they are doing to attend to patients at the desk. But a simple, courteous acknowledgement - a smile, a sign/word to suggest, "sorry, we'll be with you in two minutes" would change the experience from being ignored ("we're too busy to serve you") to being welcomed.
- Available appointments.
- Only complaint - length of time kept waiting beyond appointment slot.
- Would be a good idea to open during the lunchtime. Do not expect to see a doctor or nurse but it would be good to be able to pop in with queries, etc.
- Early morning or later evenings.
- More entertainment waiting (music, television, magazines for younger people).
- Radio in waiting room?
- To have a woman doctor qualified to do minor surgery.
- Other people have complained but I personally cannot. Always efficient as possible.
- Shorter waiting times for an appointment, on average it is 2 weeks.
- A water dispenser in waiting room.
- Appointments available are sometimes a two week wait!

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?

- They all seem very efficient.
- All staff at this practice are excellent and despite an overload of patients, I have never felt rushed. More staff would seem the obvious answer to the doctor/nurses' workload.
- I feel very fortunate to be a part of this surgery.
- None. Excellent manner.
- I was satisfied with my treatment.
- My condition is perhaps related to my lifestyle, I need to be physically active. No questions were asked in relation to this.
- No!
- Mostly the doctors do a wonderful job, but please be aware of some people being nervous, shy, embarrassed or even hard of hearing. It's helpful if the professionals speak clearly and not too fast. Fortunately, today I was with a doctor who covers all these aspects excellently.
- Brilliant on the occasion but worry because of a previous bad experience.
- Perfect as it stands at this present time. A huge thank you to the GPs and all the staff at Tower House Surgery.
- This doctor is always excellent. A very caring doctor.
- The doctors here are simply fabulous - we are very, very lucky. Please doctors, don't move away!
- They are excellent, no improvement required.
- Not at all! She was excellent!
- This doctor is amazing. She is always there for me and I truly have never had a better doctor. She is absolutely brilliant.
- No, everything about her is everything I would want in a doctor.
- She was excellent.
- To be here at Tower House more often. She's so wonderful and very popular.
- None - this doctor is an excellent GP and I cannot thank her enough for her support and care and genuine concern for me as her patient.
- In my opinion I have the very best attention you could have. Many thanks to the doctor.
- All doctors in this practice are excellent in every way.
- To smile more!
- None. This doctor is so very kind, caring and listens.
- A kind and empathetic 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 = 180

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	14	67	67	27	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (14 \times 25) + (67 \times 50) + (67 \times 75) + (27 \times 100)}{(180 - 1)} = 11,425/179$$

Your mean percentage score for Q1 = 64%

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	64

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

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*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"/>	<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

Bovey Tracey & Chudleigh Practice

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

Practice List Size: 14580

Surveys Completed: 180

has completed the

Improving Practice Questionnaire

Completed February 2018



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.