

Private and Confidential

Mrs Louise Paul
Little London Surgery
Little London
Caldmore
Walsall
West Midlands
WS1 3EP

Improving Practice Questionnaire Report

Little London Surgery

March 2012



1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

Mrs Louise Paul
Little London Surgery
Little London
Caldmore
Walsall
West Midlands
WS1 3EP

t 0845 5197493
f 01392 824767

e enquiries@cfep.co.uk
w www.cfep.co.uk

16 March 2012

Dear Mrs Paul

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.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have 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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

Please contact the office on 0845 5197493 or reports@cfep.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your patient comments	P5

Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire
Feedback form

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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) 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': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

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	3	27	76	79	49	3
Q2 Telephone access	46	61	56	42	27	5
Q3 Appointment satisfaction	8	27	65	82	49	6
Q4 See practitioner within 48hrs	25	53	52	60	42	5
Q5 See practitioner of choice	20	54	66	59	35	3
Q6 Speak to practitioner on phone	38	62	55	30	22	30
Q7 Comfort of waiting room	4	28	83	76	41	5
Q8 Waiting time	16	69	77	51	12	12
Q9 Satisfaction with visit	3	21	48	80	80	5
Q10 Warmth of greeting	1	9	54	80	85	8
Q11 Ability to listen	2	10	53	72	92	8
Q12 Explanations	2	12	56	82	76	9
Q13 Reassurance	2	14	56	84	71	10
Q14 Confidence in ability	1	9	57	68	92	10
Q15 Express concerns/fears	2	12	64	78	74	7
Q16 Respect shown	1	8	55	70	94	9
Q17 Time for visit	2	24	50	73	75	13
Q18 Consideration	2	16	66	68	67	18
Q19 Concern for patient	2	14	69	61	69	22
Q20 Self care	2	18	63	69	61	24
Q21 Recommendation	2	14	59	52	90	20
Q22 Reception staff	1	10	48	79	87	12
Q23 Respect for privacy/confidentiality	1	8	51	80	84	13
Q24 Information of services	6	16	61	73	63	18
Q25 Complaints/compliments	5	39	74	60	40	19
Q26 Illness prevention	4	30	76	65	46	16
Q27 Reminder systems	6	33	66	63	50	19
Q28 Second opinion / comp medicine	7	30	77	54	34	35

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

Your patient feedback

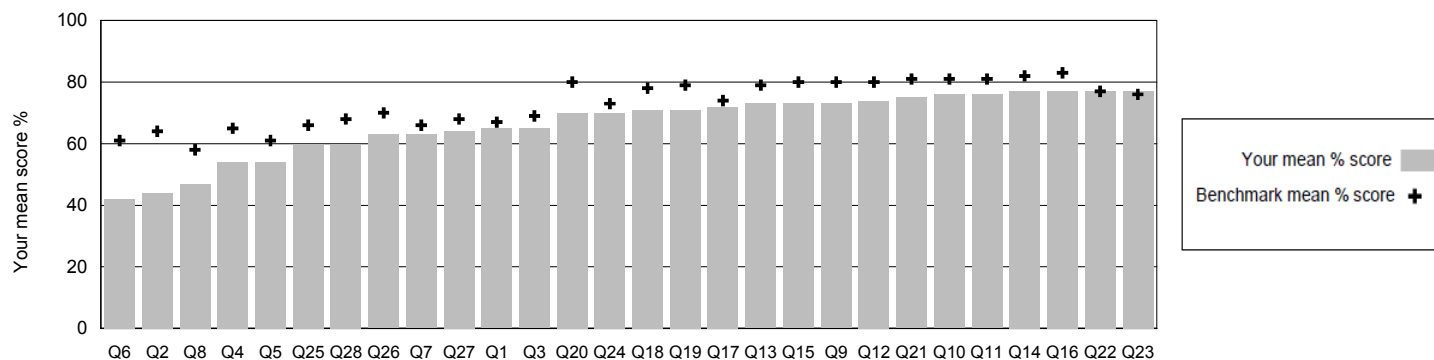
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	65	67	44	62	66	71	99
Q2 Telephone access	44	64	24	56	64	72	99
Q3 Appointment satisfaction	65	69	37	64	69	74	99
Q4 See practitioner within 48hrs	54	65	25	57	65	72	99
Q5 See practitioner of choice	54	61	24	53	60	69	99
Q6 Speak to practitioner on phone	42	61	31	54	61	67	99
Q7 Comfort of waiting room	63	66	31	61	66	72	100
Q8 Waiting time	47	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	73	80	49	76	80	84	99
Q10 Warmth of greeting	76	81	50	78	82	86	99
Q11 Ability to listen	76	81	50	78	82	86	100
Q12 Explanations	74	80	49	77	81	84	100
Q13 Reassurance	73	79	49	75	79	83	100
Q14 Confidence in ability	77	82	50	79	83	86	100
Q15 Express concerns/fears	73	80	50	76	80	84	100
Q16 Respect shown	77	83	50	80	84	88	100
Q17 Time for visit	72	74	46	70	74	79	100
Q18 Consideration	71	78	48	74	78	82	100
Q19 Concern for patient	71	79	48	75	79	83	100
Q20 Self care	70	80	51	78	81	85	99
Q21 Recommendation	75	81	46	77	81	85	100
About the staff							
Q22 Reception staff	77	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	77	76	45	72	76	80	100
Q24 Information of services	70	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	60	66	42	62	66	71	100
Q26 Illness prevention	63	70	46	66	69	73	100
Q27 Reminder systems	64	68	43	63	67	72	99
Q28 Second opinion / comp medicine	60	68	44	63	67	72	99
Overall score	67	73	46	69	73	77	100

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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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



Your patient feedback

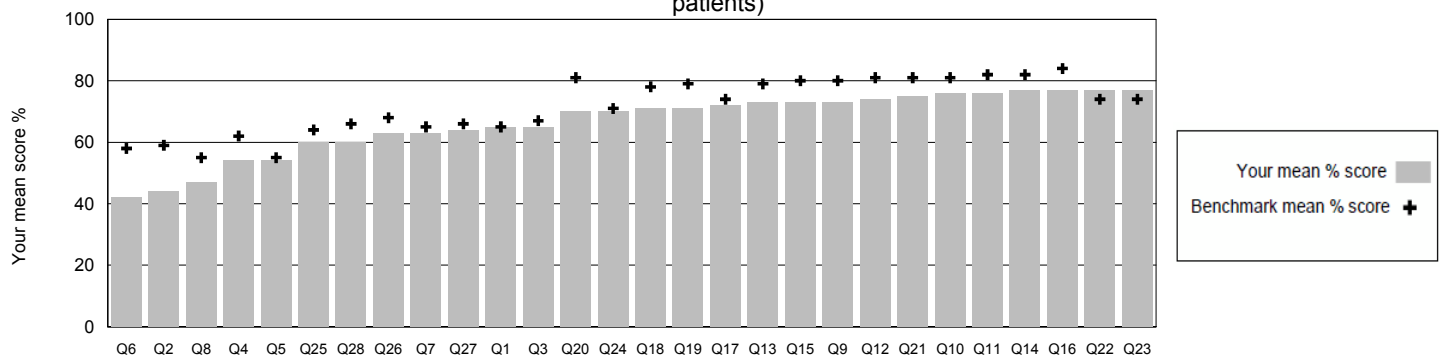
Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	65	65	50	62	66	69	94
Q2 Telephone access	44	59	31	53	61	67	93
Q3 Appointment satisfaction	65	67	49	62	67	71	92
Q4 See practitioner within 48hrs	54	62	38	56	62	68	90
Q5 See practitioner of choice	54	55	31	50	55	60	87
Q6 Speak to practitioner on phone	42	58	37	54	59	63	91
Q7 Comfort of waiting room	63	65	41	61	65	70	89
Q8 Waiting time	47	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	73	80	58	77	80	84	94
Q10 Warmth of greeting	76	81	60	78	82	85	93
Q11 Ability to listen	76	82	59	79	83	86	94
Q12 Explanations	74	81	57	77	81	85	93
Q13 Reassurance	73	79	58	76	80	83	92
Q14 Confidence in ability	77	82	59	80	83	86	93
Q15 Express concerns/fears	73	80	60	77	81	84	92
Q16 Respect shown	77	84	51	81	85	88	94
Q17 Time for visit	72	74	53	70	74	78	91
Q18 Consideration	71	78	57	75	78	82	93
Q19 Concern for patient	71	79	58	76	80	83	92
Q20 Self care	70	81	72	78	82	85	91
Q21 Recommendation	75	81	56	78	82	85	91
About the staff							
Q22 Reception staff	77	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	77	74	57	71	74	77	86
Q24 Information of services	70	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	60	64	50	61	64	68	94
Q26 Illness prevention	63	68	55	65	68	71	88
Q27 Reminder systems	64	66	51	63	66	69	91
Q28 Second opinion / comp medicine	60	66	48	63	66	69	94
Overall score	67	72	56	68	72	75	91

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

* Based on data from 391 practices surveyed between April 2008 and February 2011 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 (8001-10000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	25	58	70	51	66	70	74	91
25 - 59	112	64	71	56	67	71	74	91
60 +	81	72	74	55	72	75	78	93
Blank	19	73	70	45	65	71	75	90

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	125	66	71	55	68	72	75	91
Male	83	67	73	52	70	73	76	91
Blank	29	67	70	49	65	71	76	100

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	130	72	74	58	71	74	77	92
No	69	57	68	51	65	68	72	90
Blank	38	63	70	50	67	70	74	86

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	39	63	72	52	69	72	76	90
5 - 10 years	47	66	71	54	67	71	74	91
> 10 years	124	68	72	57	69	72	76	92
Blank	27	63	70	45	66	71	75	90

* Based on data from 391 practices surveyed between April 2008 and February 2011 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.

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.

Comments about how the practice could improve

- I like this practice very much and the receptionists are excellent and polite.
- More telephone lines to get through to reception to book appointments. Sometimes you can be ringing for 20 minutes.
- For the receptionist to be more helpful and polite and not to always say that there's a '3 week waiting list to see doctor'. Also, not to discuss about any patients that they have spoken to on phone (I have heard it happen).
- The practice is very good. I'd like to see more opening hours. Maybe 2 afternoons and 2 evenings a week.
- Only the telephone is a problem. Otherwise all doctors and nurses and reception staff give good services at all times.
- Would like to be able to do repeat prescriptions over the phone. Just have a number different from surgery number.
- More phone lines.
- Address problem with patients abusing system, same faces seen regularly.
- Spelling mistakes in rolling appointment screen! Everything here is so much better than my last practice!
- Only negative is that the phone line is constantly engaged.
- Overall this is an excellent practice.
- I'm very pleased with this practice of doctors and nurses and especially reception staff. All are very polite and treat us with respect.
- Getting repeat prescriptions signed in time, or me being contacted if there's a problem/delay. More people answering the phones, I have spent up to 2 hours trying to get through.
- Need to improve telephone system, can take hours to get through to get appointment.
- Open Saturday morning.
- The building could do with updating - privacy at the desk needs improving, if I ask something all can hear.
- Staff to man phones only for appointments, would free up staff talking to patients at window, where there are long queues. It takes on average a dozen tries over days to get through. Can repeat prescriptions be checked to see if they are still needed and not wasted.
- To get through on phone for appointment is a joke.
- More seating space, can be difficult with pushchair to open doors.
- My only criticism would being able to get through to the surgery via the phone, it's always difficult to get through. More phone lines would be an advantage.
- Help you see right person or see the person you want within the week.
- The nurses and doctors working in the surgery are the best judges.
- I like the best thing about this surgery we get to see doctors whenever we need. They are all very good doctors and staff is also very helpful.
- They should extend their working hours.
- Phone lines especially early mornings. More information on when routine appointments are and when emergency appointments start. As when I call at 9am I get asked if it's an emergency.
- More time with patient. After care arrangements i.e. physio info on other services i.e. acupuncture - pain.
- How it is just improve more.
- Difficult to get through on phone. Appointments difficult to get same week. Child health visitors - extremely hard to get hold of, calls rarely returned. Have had extreme difficulty in getting referral for child paediatrician, requiring many appointments with separate doctors.

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.

Comments about how the practice could improve

- Quite happy.
- Trying to get through on the phone for an appointment takes ages.
- Practice is excellent.
- This practice is excellent. Nothing is too much trouble.
- The online appointment booking system is really useful and it would be good if it could be extended to the nurse and other clinics as well.
- Disabled access very restrictive.
- Not enough telephone lines, cannot always get through. Otherwise all services are excellent. Doctors, nurses and reception staff most helpful.
- You could improve this practice if you tried. The clinics you provide to improve your health are excellent. You have even involved the met office for people like me with breathing problems. Thank you. Little London Surgery is excellent. I have ticked excellent on every one because it is the truth.
- Be open Saturdays and Sundays.
- Have a display board on the opposite wall as well.
- None overall this practice is very good.
- Very poor telephone system requiring, on too many occasions, many tens of calls to get through. General health literature is all over the place and not presented well. Really needs rationalising and concentrating topics.
- You can always improve service with little more effort.
- Open earlier.
- The practice would improve if it was bigger plus improved car parking.
- Little London Surgery is a very good surgery.
- Reduce waiting hours. Reception staff could be more helpful.
- Furnishings could do with updating.
- Over the past years the established church in Britain has declined, a new religion has emerged, the National Health Service has replaced it, should anyone dare to speak of change they are the devil incarnate. No organisation will last the test of time, without change it will self destruct.
- Consider opening more flexibly - perhaps an evening or a Saturday morning - even once a month.
- No, satisfied.
- Contact by phone is sometimes difficult - reception is sometimes an issue when queue builds up - often seem to be lots of people behind reception who appear to be doing nothing. Sometimes waiting times when doctors running late are a problem.
- Good as usual.
- Sometimes getting an appointment for a nurse is more difficult than it should be. Patients shouldn't be expected to wait a long time for something as routine as ear syringe. Passing the case to someone else like the drop-in centre doesn't work either.
- Bit higher chairs in waiting room.
- Bring back the magazines.
- Good already.

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.

Comments about how the practice could improve

- Excellent.
- Hard to get through on the phone.
- Staff should definitely get pay rise, I've come to this practice for years and they have consistently been brilliant with their respect and manner over the counter and telephone.
- The only thing that needs to change are all the missed appointments.
- Highly recommend longer opening hours, 8am - 8pm at least on two days a week. 8am - 6pm on other days, all full days.
- Opening a bit earlier.
- Information could be more accessible - difficult to see.
- Bit warmer in waiting room. Physio after care very poor, once a month communication (language poor). Info more accessible please in waiting room.
- Introduce telephone appointments for test results and advice when not particularly necessary to see GP but receive personal service as they have access to history and patient.

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.

Comments about how the doctor/nurse could improve

- There is no complaint.
- No problems with doctor or any nurse that I have seen, always very helpful and put at ease.
- They do a great job under such difficult circumstances.
- They always listen to you.
- Better waiting times.
- Given more time.
- No - always efficient and professional.
- Listening more.
- Doctors and staff are lovely but can never get through on the phone.
- Talk to us get to know us.
- Would help to see doctor of choice as I find you see different doctor each time to build a doctor/patients relationship.
- Doctors are limited by time.
- Please examine patients and give advice and medicine same as condition and health.
- Quicker referrals, more support for families and child health care.
- Quite happy.
- I have always been happy with the GP I have seen, especially one of them.
- Some doctors run late with appointments.
- They always listen to you.
- The doctor is like Mary Poppins, 'practically perfect!'
- I hope they will keep this standard in future too.
- Satisfied.
- Can't fault any of them, doctors or nurses.
- They were already very good.
- No recommendations - already excellent.
- I cannot think of any way the nurse's treatment of me today could have been improved. They were excellent.
- The doctor is the most professional and confident doctor we have ever seen, their services are already 110%.
- Slightly more empathy.
- Excellent.
- They are all around very good at their jobs.
- Further CPD/training could be provided on how to deal with minor ailments.
- Work 1/2 hour later in evenings for workers. Saturday morning surgery.

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 = 237

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	27	76	79	49	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (27 \times 25) + (76 \times 50) + (79 \times 75) + (49 \times 100)}{(237 - 3)} = 15,300/234$$

Your mean percentage score for Q1 = 65%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

Explanation of quartiles

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

Quartiles comprise:

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

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

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	65	44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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

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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a 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"/>

**SAMPLE ONLY
PLEASE DO NOT COPY**

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>
---	---	---	--

Thank you for your time and assistance



Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

Certificate of Completion

This is to certify that

Little London Surgery

Little London
Caldmore
Walsall
West Midlands
WS1 3EP

Practice List Size: 8895

Surveys Completed: 237

has completed the

Improving Practice Questionnaire

Completed on 16 March 2012



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.