

Certificate of Completion

This is to certify that

Shay Lane Medical Centre
Drs Kelman, Cranston & Naylor
Shay Lane
Hale Barns
Altrincham
CHESHIRE
WA15 8NZ

Practice List Size: 6400

Surveys Completed: 177

has completed the

Improving Practice Questionnaire
Approved for the PE2 Quality Indicator of the GMS Contract

Completed on 16 January 2009



Michael Greco
Director

Private and Confidential

Mrs Clare Richardson
Shay Lane Medical Centre
Drs Kelman, Cranston & Naylor
Shay Lane
Hale Barns
Altrincham
CHESHIRE
WA15 8NZ

Improving Practice Questionnaire Report

Shay Lane Medical Centre

January 2009



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Mrs Clare Richardson
Shay Lane Medical Centre
Drs Kelman, Cranston & Naylor
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Hale Barns
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CHESHIRE
WA15 8NZ

30 April 2009

Dear Mrs Richardson


Please find enclosed your practice report outlining 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. In addition, there is an authorised certificate of completion which you can show your PCO as evidence of the PE2 Quality indicator.

I hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with some basis for reflection. Also enclosed is material to help you with the PE6 Quality Indicator in the GMS contract. We would be grateful if you could consider returning a copy of these forms to the office. In order for us to improve our services, please could you complete and return the enclosed feedback form in the envelope provided.

The IPQ report has been updated in order to further improve the clarity of the feedback provided. As a result the ordering of the report has changed slightly from the previous version.

Please contact Matthew Taylor on 01392 252740 or matthew.taylor@cfep.co.uk if you require further information about your report or would like electronic versions of the supporting documentation. If you have ordered a results poster, it will arrive within the next 15 days. Please note, a request for replacement results will attract a fee of £15 + VAT.

Yours sincerely



Helen Powell
Data Manager

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Score Explanation

Sample questionnaire

Interpersonal skills ready reckoner

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Evaluation question ratings and scores

Table 1: Distribution and frequency of ratings

	Blank	Poor	Fair	Good	Very Good	Excellent
Q 1 Opening hours satisfaction	9	5	22	69	58	14
Q 2 Telephone access	3	3	17	62	53	39
Q 3 Appointment satisfaction	1	7	31	54	48	36
Q 4 See practitioner within 48hrs	3	9	36	57	31	41
Q 5 See practitioner of choice	2	12	41	51	42	29
Q 6 Speak to practitioner on phone	25	12	37	65	29	9
Q 7 Comfort of waiting room	6	1	12	74	58	26
Q 8 Waiting time	5	10	55	68	31	8
Q 9 Satisfaction with visit	2	4	5	40	64	62
Q 10 Warmth of greeting	4	3	9	34	58	69
Q 11 Ability to listen	4	3	5	44	55	66
Q 12 Explanations	6	2	5	50	52	62
Q 13 Reassurance	6	2	6	54	56	53
Q 14 Confidence in ability	4	2	7	41	47	76
Q 15 Express concerns	10	1	10	38	53	65
Q 16 Respect shown	8	0	7	33	58	71
Q 17 Time for visit	9	1	21	50	58	38
Q 18 Consideration	12	2	9	53	53	48
Q 19 Concern for patient	10	1	13	45	59	49
Q 20 Recommendation	8	3	10	37	53	66
Q 21 Reception staff	4	3	7	50	64	49
Q 22 Respect shown	5	4	9	60	53	46
Q 23 Information of services	7	5	10	62	46	47
Q 24 Complaints/compliments	25	6	14	73	38	21
Q 25 Illness prevention	15	4	17	73	51	17
Q 26 Reminder systems	15	12	23	61	46	20
Q 27 Second opinion / comp medicine	52	3	15	48	41	18

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

Evaluation question ratings and scores

Table 2: Mean percentage scores and benchmarks

	Your mean score (%)	National mean (%)*	National quartiles (%)*				
			Min	Q1	Q2 Median	Q3	Max
About the practice							
Q 1 Opening hours satisfaction	44	51	31	48	52	55	76
Q 2 Telephone access	54	46	8	44	51	57	83
Q 3 Appointment satisfaction	48	54	30	51	56	60	85
Q 4 See practitioner within 48hrs	45	48	16	44	50	57	87
Q 5 See practitioner of choice	40	41	11	39	45	51	84
Q 6 Speak to practitioner on phone	30	44	17	41	45	50	78
Q 7 Comfort of waiting room	52	52	24	49	54	58	80
Q 8 Waiting time	28	40	12	36	40	46	75
About the practitioner							
Q 9 Satisfaction with visit	67	71	47	68	72	75	89
Q 10 Warmth of greeting	68	73	49	70	74	77	90
Q 11 Ability to listen	67	74	49	71	75	78	90
Q 12 Explanations	66	72	48	69	72	76	88
Q 13 Reassurance	63	71	46	68	71	74	88
Q 14 Confidence in ability	70	75	50	72	75	78	90
Q 15 Express concerns	67	72	47	69	72	75	88
Q 16 Respect shown	71	77	53	74	77	80	92
Q 17 Time for visit	55	63	40	60	63	67	82
Q 18 Consideration	61	69	45	66	69	73	87
Q 19 Concern for patient	62	70	46	67	71	74	87
Q 20 Recommendation	67	73	47	70	74	77	90
About the staff							
Q 21 Reception staff	62	65	45	64	67	71	89
Q 22 Respect shown	58	64	46	63	66	70	88
Q 23 Information of services	57	61	42	59	62	66	85
Finally							
Q 24 Complaints/compliments	45	52	33	49	53	56	77
Q 25 Illness prevention	46	57	40	55	57	61	80
Q 26 Reminder systems	41	54	36	52	55	59	80
Q 27 Second opinion / comp medicine	48	54	37	52	55	58	79
Overall							
Overall Score	55	61	42	59	62	65	83

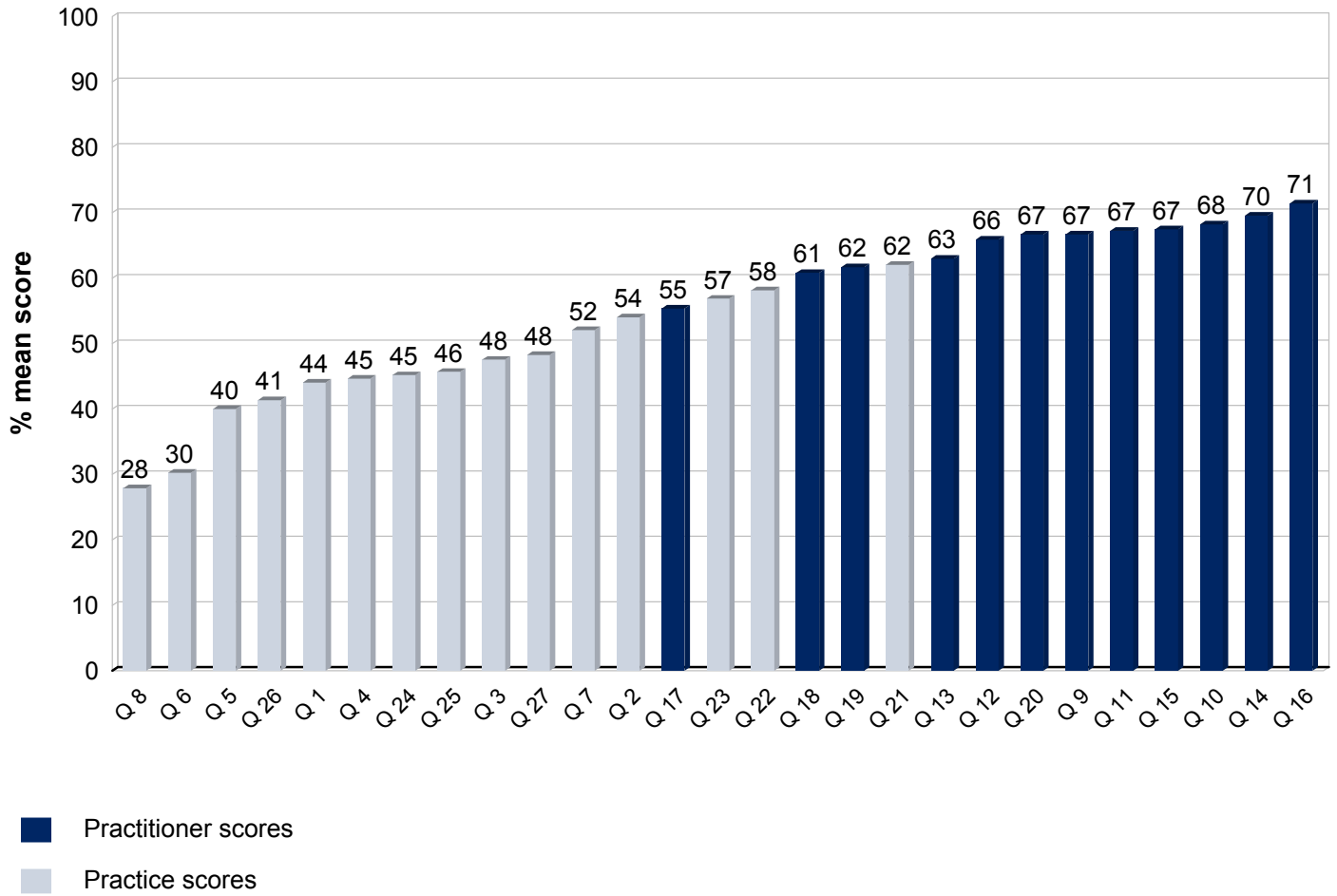
* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

See score explanation for percentage score calculation and quartile information

Outliers (+/-1%) have been removed

Evaluation question ratings and scores

Graph 1: Mean percentage scores in ascending order of performance



Scores according to patient demographic category: age, gender, visit type and years attending

Table 3: Number of patient responses by category, mean scores and national benchmarks by list size

Number of Responses	Your mean score (%)	National mean scores (%) by practice list size				
		All practices	< 3000	3 - 6000	6 - 12000	> 12000

Age

Age Group	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Under 25	3	30	58	62	58	57	56
25 - 59	89	53	59	65	61	59	56
60 +	77	57	66	71	68	65	63
Not specified	8	-	-	-	-	-	-

Gender

Gender	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Female	121	56	60	66	62	60	58
Male	47	51	63	68	65	62	60
Not specified	9	-	-	-	-	-	-

Visit Usual Practitioner

Visit Usual Practitioner	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Usual practitioner	117	58	64	68	65	64	62
Not usual practitioner	45	44	55	61	57	55	54
Not specified	15	-	-	-	-	-	-

Years Attending

Years Attending	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
< 5 years	21	52	61	65	62	60	59
5 - 10 years	33	46	60	66	62	59	57
> 10 years	116	58	62	68	64	61	59
Not specified	7	-	-	-	-	-	-

Overall

Overall Score	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Overall Score	177	55	61	66	63	61	58

* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

-- If there is only one response in any category for anonymity breakdown of scores is not reported

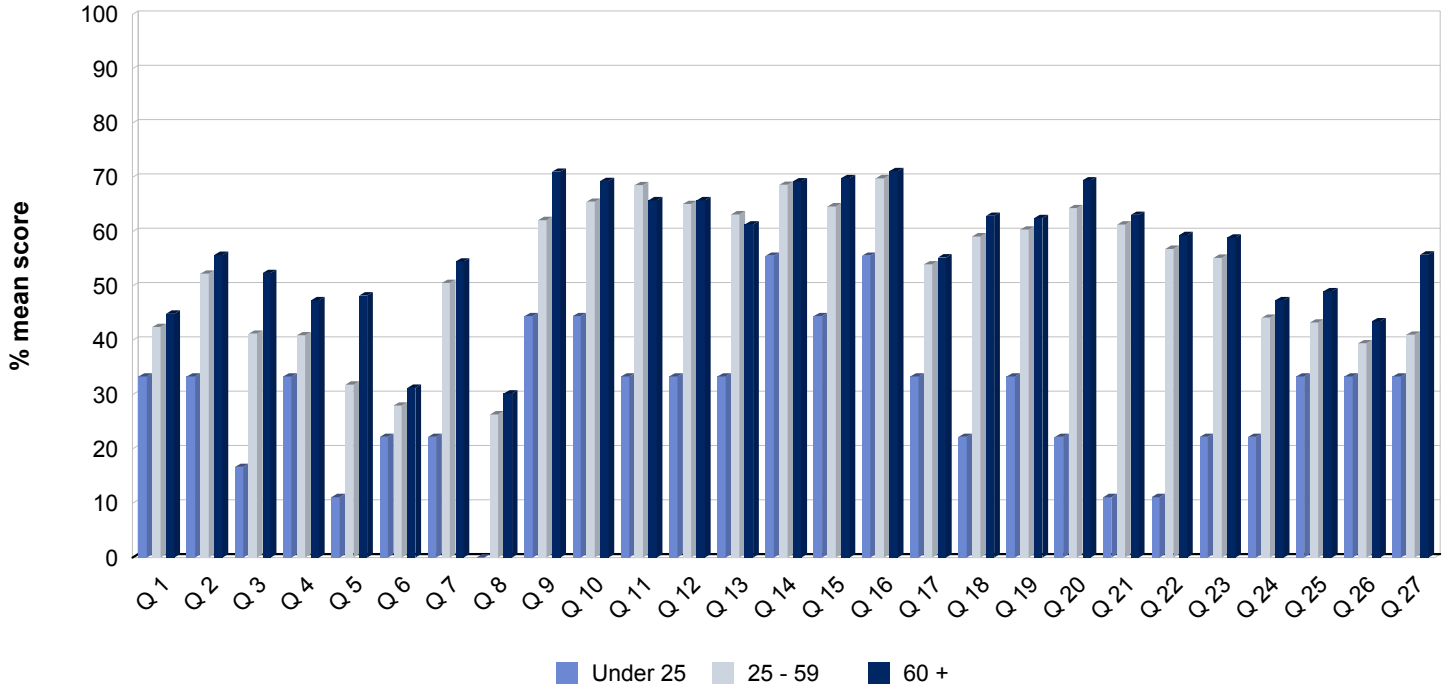
- Data not reported

Statistical reliability cannot be guaranteed for small numbers but act as a guide

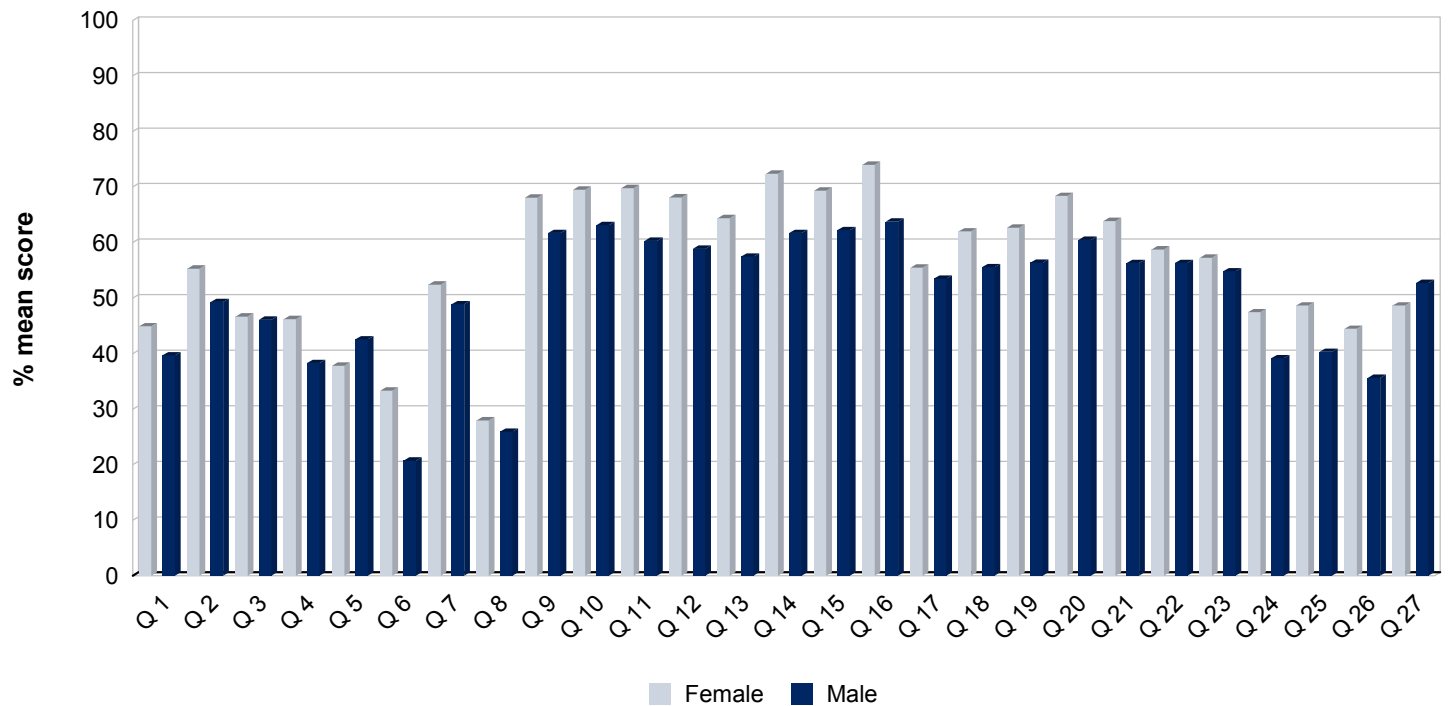
Scores according to patient demographic category: age, gender, visit type and years attending

Graphs: 2,3,4 & 5 Mean percentage score by question for each demographic category

Graph 2: Age



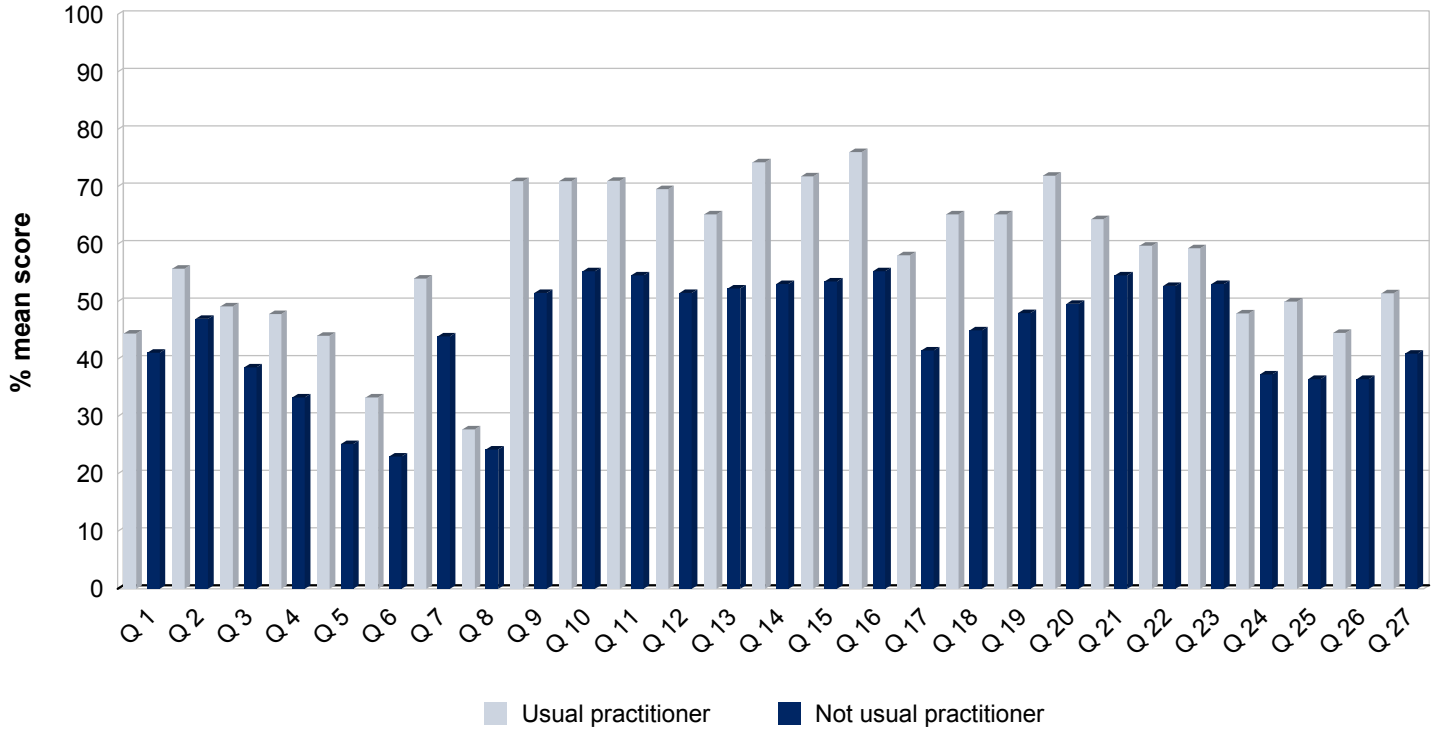
Graph 3: Gender



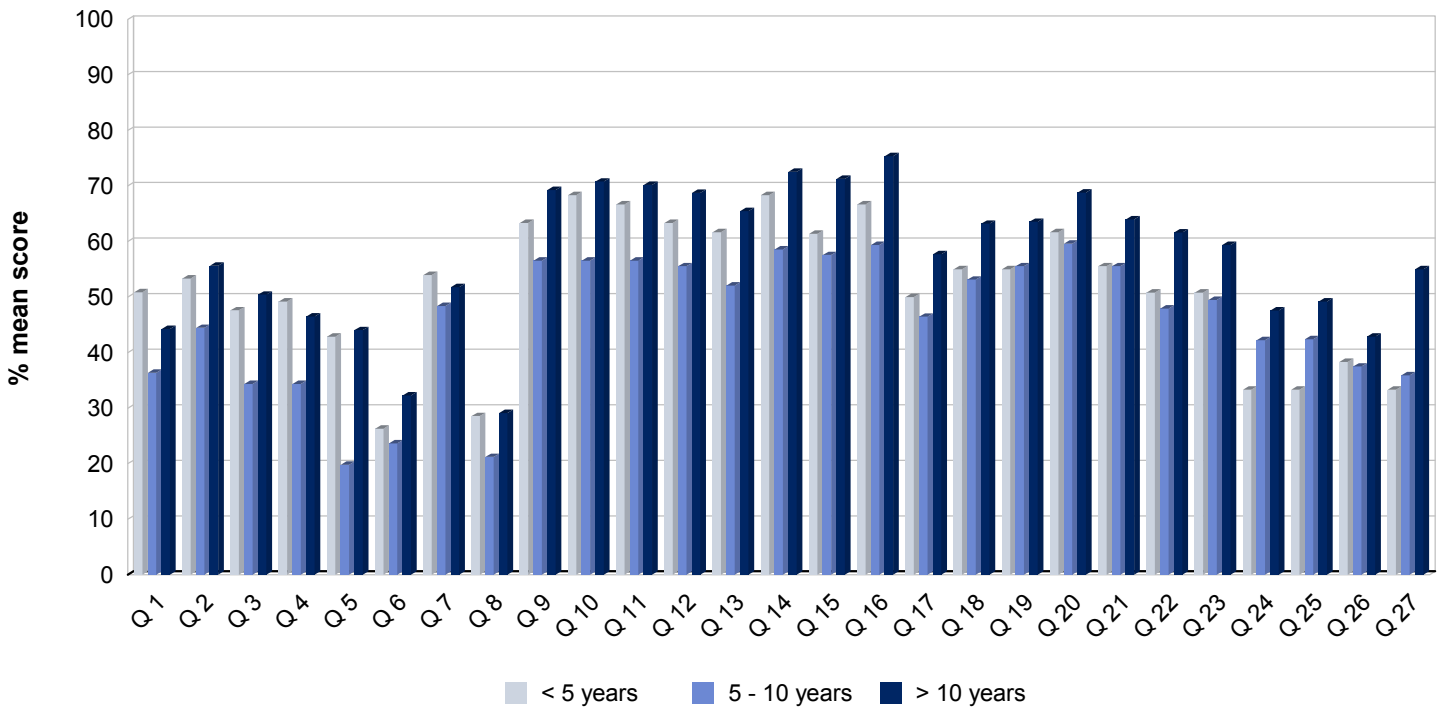
Statistical reliability cannot be guaranteed for small numbers but act as a guide
 If there is only one response in any category for anonymity breakdown of scores is not reported

Scores according to patient demographic category: age, gender, visit type and years attending

Graph 4: Visit usual practitioner



Graph 5: Years Attending



Statistical reliability cannot be guaranteed for small numbers but act as a guide
 If there is only one response in any category for anonymity breakdown of scores is not reported

Scores from previous IPQ survey(s)

Table 4: Comparison of mean percentage scores from previous survey(s)

	21/07/08 24730	21/08/07 21847	02/10/06 17254	01/06/05 11912
Q 1 Opening hours satisfaction	44	45	53	52
Q 2 Telephone access	54	57	57	56
Q 3 Appointment satisfaction	48	56	61	56
Q 4 See practitioner within 48hrs	45	45	55	50
Q 5 See practitioner of choice	40	42	51	47
Q 6 Speak to practitioner on phone	30	35	40	36
Q 7 Comfort of waiting room	52	53	58	58
Q 8 Waiting time	28	31	32	30
Q 9 Satisfaction with visit	67	69	72	70
Q 10 Warmth of greeting	68	70	71	68
Q 11 Ability to listen	67	70	73	71
Q 12 Explanations	66	70	72	68
Q 13 Reassurance	63	68	68	67
Q 14 Confidence in ability	70	72	74	71
Q 15 Express concerns	67	69	70	68
Q 16 Respect shown	71	73	75	74
Q 17 Time for visit	55	57	59	58
Q 18 Consideration	61	67	69	66
Q 19 Concern for patient	62	68	70	68
Q 20 Recommendation	67	70	73	71
Q 21 Reception staff	62	67	65	66
Q 22 Respect shown	58	64	63	65
Q 23 Information of services	57	59	59	56
Q 24 Complaints/compliments	45	49	50	46
Q 25 Illness prevention	46	49	53	51
Q 26 Reminder systems	41	46	51	46
Q 27 Second opinion / comp medicine	48	52	52	44
Overall	55	59	61	59

Patient comments

From the free text component of the questionnaire categorised according to age, gender and visit type

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

Practice comment

Usual practitioner

25 - 59	Female	Better attitude on the telephone. The receptionists are overprotective and often rude when an emergency appointment is required, and this is very rare for our family.
25 - 59	Female	Saturday morning surgery. Please ask reception to not ask why you need to see the doctor, as this is humiliating, especially when a telephone call is being overheard.
25 - 59	Female	The reception staff are more than helpful. They always try to put themselves out.
25 - 59	Female	Faster phone answering. Better follow-up on paperwork and referrals. Better magazines!
25 - 59	Female	Overall the practice is good. I find that the nurses have more time to offer reassurance. However the doctors have you in and out very quickly, sometimes too quickly, and I realise that this is a common practice, as they have so many people to see!
25 - 59	Female	Later nights would be appreciated, as well as weekends please.
25 - 59	Female	This practice makes every effort to provide excellent quality care. Over the last year I have had many personal and physical issues, and have felt listened to and cared for, and I am very grateful.
25 - 59	Female	Excellent.
25 - 59	Female	More car parking is needed.
25 - 59	Female	Although I didn't use it very often, I do miss the Saturday opening of the practice. Otherwise at weekends you're left to see someone completely unknown.
25 - 59	Female	More availability for complementary medicine.
25 - 59	Female	Update the toilet facilities, for example, provide a hand dryer and paper towels, provide hand-wash or soap, and repair the toilet roll holders etc.
25 - 59	Female	Brilliant. Thank you.
25 - 59	Female	As I work full-time, it would be a great help to be able to see a doctor either before 8.30am or between 12.00pm and 2.00pm, or after 6.00pm, or on a Saturday or Sunday.
-	-	Find a way to keep the appointments on schedule. One doctor always seems to be running very late.
-	-	Perhaps the policy on repeat prescriptions might be better managed.
60 +	Female	Saturday morning and weekend cover by the practice doctors is essential.
60 +	Female	Saturday morning opening. Start the clinic on time. On-site complementary medicine. Coordination of information for patients.
60 +	Female	The surgery could open a bit later on Fridays and for two hours on Saturday mornings.
60 +	Female	Highly satisfactory in its present state.
60 +	Female	Parking is sometimes a problem.
60 +	Female	Saturday opening for collecting and leaving prescriptions.
60 +	Female	Quicker appointments.
60 +	Male	Answering the telephone quicker. Earlier and later opening hours. Buzzer at reception. Ensuring times for doctors' appointments are adhered to.

Patient comments

From the free text component of the questionnaire categorised according to age, gender and visit type

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

Practice comment

60 +	Male	At least one night per week available for appointments after 6.00pm. Saturday morning practice to be open for patients unable to attend due to business or work commitments during the week. (As available at a group practice nearby. The services of a sister/nurse to be able to take blood samples, as is available at a nearby practice three times a week. The hospital should carry out advanced liquid drink test for diabetes (currently only available at a large hospital out of the area).
60 +	Male	Some surgeries are advising the use of 'TENSE' machines. My spouse has found that the use of electro-analgesia system is good for serious back pain.
60 +	Male	Overall, I rate the practice. Doctors and staff as excellent, but perhaps a Saturday morning surgery would make it even better.
60 +	Male	Very happy.
60 +	Male	I don't understand the system for booking appointments. It took five days before I could make an appointment to see my usual doctor, but I did manage to get one on the day I wanted.

Not usual practitioner

25 - 59	Female	I honestly can't think of anything that could improve the service at this practice. I've not had a problem at all.
25 - 59	Female	Improve the waiting times, like the time wasted by waiting in the waiting room for the appointment.
25 - 59	Female	The receptionists are good. Booking appointments is usually useless. Flexibility.
25 - 59	Female	To have more repeat prescription reviews.
25 - 59	Female	Have someone on the reception desks, it is always a long wait, standing, to check in.
25 - 59	Female	Better parking facilities.
25 - 59	Male	I have not had any problems at this practice.
25 - 59	Male	Later opening times. More open to private health care
25 - 59	Male	I had a complaint last year but could not get an opportunity to talk to the practice manager.
60 +	Female	Compared to other practice I have heard about, I rate this practice overall as excellent. I have almost always obtained an appointment when I wanted one, with the doctor of my choice. Keep it up!
60 +	Female	To open for a couple of hours on Saturday mornings, like the old days.
60 +	Male	Availability outside normal hours.
60 +	Male	A quicker response from the reception area.

Not specified

25 - 59	Female	I am concerned about the effect the very large residential home will have on the practice as whole.
25 - 59	Female	By patients being told in the waiting room if there is going to be a long wait, due to emergencies or problems with earlier patients.
60 +	Female	I am quite happy as it is.
60 +	Female	I'm not happy with the out-of-hours 'service. I used it once, and it wasn't a good experience.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

Patient comments

From the free text component of the questionnaire categorised according to age, gender and visit type

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

Doctor/nurse comment

Usual practitioner

25 - 59	Female	There is not enough awareness of past medical conditions that could link my present conditions.
25 - 59	Female	I do not go to see the doctor about my depression, as I find the doctor dismissive on matters of mental health, otherwise an excellent doctor.
25 - 59	Female	The nurse is always reassuring and supportive, and whilst I have no complaints about the doctors, I always choose to see the nurse first, especially for common children's ailments.
25 - 59	Female	Excellent.
25 - 59	Female	I've found them all to be excellent.
-	-	Most are great and have a really helpful attitude. Some doctors however look bored and fed up!
60 +	Female	The doctor I see is excellent. Has excellent knowledge of medicine and will prosper in life. My spouse and I are very happy with the doctor. As a matter of fact we love the doctor very much!
60 +	Female	Excellent current standards.
60 +	Male	I think that PSA tests should be used more for older people. I was nearly overlooked, and I have two serious conditions These could be checked at the same time.
60 +	Male	Could schedule repeat tests, in my case PSA, and perhaps consider more preventative medicine, for example, exercise, weight control, cholesterol monitoring etc.
60 +	Male	Very happy.
-	-	I truly don't think the doctors could improve, as they give an excellent service.

Not usual practitioner

25 - 59	Female	Nothing could improve. I am lucky enough not to have to attend very often, but when I do I've never had a problem. I'm a huge NHS supporter! This practice is an excellent example of the NHS at its best.
25 - 59	Female	More time, less hurried.
25 - 59	Female	The nurses are very poor at this practice.
25 - 59	Female	I feel I was rushed and a prescription was thrust at me.
25 - 59	Male	I was pleased with the visit.
25 - 59	Male	Last year the doctor prescribed the wrong inhaler for my child, and we only found out about it in hospital.
25 - 59	Male	A follow up call to see how the person is after their visit. Get a certain doctor to move here, as this GP can fix anything in an hour.
-	-	How can you improve an already excellent service?
-	-	Completely satisfied.
-	-	The doctors should be available for five full days a week, as well as an out-of-hours' service.
-	-	By being on time with appointments, but I can see that this may not be possible.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

Supporting documents : Score Explanation

Each individual score for the evaluation questions in the IPQ is expressed as a mean (average) for all patients who completed the question. These scores are expressed as a percentage of the maximum possible score, so the best possible score in each case is 100%. Not specified responses (items left blank) are not used in the score calculations. The overall score is the mean percentage score of all 27 questions for all patients who completed the questionnaire.

All questions follow a five point rating scale ranging from -33.3333% to 100%.

	Poor	Fair	Good	Very Good	Excellent	Not Specified
Percentage Score (%)	-33.3333	0	33.3333	66.6667	100	n/a

The following example uses data from your question 1

Number of Patients Surveyed:177

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1 Opening hours satisfaction	5	22	69	58	14	9

$$(5 \times -33.3333) + (22 \times 0) + (69 \times 33.3333) + (58 \times 66.6667) + (14 \times 100)$$

$$177 - 9$$

=44% mean percentage score

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 are a useful measure of the dispersion of a statistical distribution because they are not affected by freak extreme values.

They comprise:

First quartile (designated **Q1**) = lower quartile, below which lies the lowest 25% of the data

Second quartile (designated **Q2**) = the median, cuts the data set in half

Third quartile (designated **Q3**) = upper quartile, above which lies the top 25%.

	Your mean score (%)
Q 1 Opening hours satisfaction	44

National means and quartiles (%)					
National mean	Min 0	Q1 25%	Q2 50%	Q3 75%	Max 100%
51	31	48	52	55	76

Based on our most current national benchmarks, your mean score of 44% falls between the Minimum and quartile 1 which is the lowest 25% of all means

Interpersonal Skills Ready Reckoner

This table is an easy checklist to help focus your communication skills training on areas measured by the IPQ (Qs 10-19) patient questionnaire.

Once you have taken time to read and reflect on the patient feedback in your report, identify areas on which you can improve. Refer to the table below to find those areas and work your way across it to see the skills you can focus on to improve your performance.

		Communication Skills													
IPQ Interpersonal Skill Items		Your % mean	Eye Contact	Agenda Setting	Common Language	Ask before tell	How does that fit with...?	Attributions and expectations	Empathy	What concerns you most	Interruptions	Touch and join	Names	Personal Information	Voice tone
C/F	Q 10 Warmth of greeting	68	●										●		●
C/F	Q 11 Ability to listen	67		●					●		●				
P	Q 12 Explanations	66			●	●		●							
E	Q 13 Reassurance	63							●	●				●	
P	Q 14 Confidence in ability	70				●	●							●	
E	Q 15 Express concerns	67				●				●		●			
C/F	Q 16 Respect shown	71	●								●				●
C/F	Q 17 Time for visit	55	●	●									●		
P	Q 18 Consideration	61				●	●	●							
E	Q 19 Concern for patient	62							●				●	●	

C/F=connect/friendliness

P=partnership

E=empathy

Please contact us for further information on our communication skills workshops
01392 252740 - enquires@cfep.co.uk - www.cfep.co.uk

Communication Skills Descriptors**Eye contact, etc.**

When greeting the patient, make eye contact, smile, shake hands, position height to align your eyes at the same level as patient's, remove barriers, greet the patient's companion and learn their name and role.

Agenda setting

Acknowledge the reason for the visit given to staff, "What were you hoping to accomplish at this visit today?", "And what else?", summarise patients' concerns, ask patient to prioritise, "What is the one thing you want to make sure happens before you leave here today?" Doctor explains her priorities and suggests a shared agenda.

Common language

Avoid technical terms, use language most patients will understand, use drawings, write down instructions.

Ask before tell

When you have information to give a patient, ask him, "What have you learned so far about lower back pain? What have you already tried? What do you want to learn from me about this?" Before giving a patient advice or information about a disease or treatment, ask his permission, "I have a number of things I'd like to go over with you about the surgery we are considering. Would you have a few more minutes to go over that with me today?"

How does that fit with...?

When giving a patient information about a diagnosis, prognosis, or treatment plan, pause to get her thoughts by asking, "How does that fit with what you've been thinking?"

Attributions and expectations

When discussing symptoms, invite the patient to tell you what he thinks might be causing it. Ask about other people in the patient's life. "When you go home tonight, who will ask you, 'What did the doctor say? What are they concerned about?'" Ask the patient what he thinks should be done to diagnose or treat the problem.

Empathy

Identify feeling, label it, express concern.

What concerns you the most?

Elicit the patient's worries about symptom/disease, "Since you rang the surgery last week to make this appointment, I imagine you've done some thinking about what this pain in your arm might be. What thoughts have concerned you the most?"

Interruptions

Allow the patient to finish her opening statement, after you've asked her to tell you what she hopes to accomplish at the consultation.

Touch and join

When the patient brings up concerns, especially non-medical, empathise with the concern, and then bridge back to the patient's priority items on the agenda you previously set.

Names

Use the patient's name when greeting, and throughout the consultation, as appropriate. Start with his formal name and ask the patient, "How would you prefer to be addressed?" If the patient has a name which you have difficulty pronouncing, acknowledge that difficulty and invite the patient to teach you how to pronounce his name properly.

Personal information

At each visit, invite the patient to tell you about something non-medical in her life. Do not ask about weather or parking. Make a note in your record of the visit. Review the previous visit note before seeing the patient. Mention that personal item at the next visit. "I recall you were taking your grandchildren for a holiday at the seaside. How did that go?"

Voice tone

Tone of voice communicates as much as or more information as the words we use. Make sure your tone of voice is warm, welcoming, and congruent with your words.

Please contact us for further information on our communication skills workshops
01392 252740 - enquires@cfep.co.uk - www.cfep.co.uk

Improving Practice Questionnaire

0003C

000000-00000

Doctors Name

OFFICE USE ONLY	Org ID
	Survey ID
	Doctor ID

You can help this general practice improve its service

- The practice and the doctors at this surgery would welcome your honest feedback
- Please read and complete this survey after you have seen the doctor
- 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 48/24 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 (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor is...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor'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'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'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 was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor's ability is...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor 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 was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶

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About the doctor (continued....)

	Poor	Fair	Good	Very good	Excellent
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"/>
18 This doctor'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'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 recommendation I would give to my friends about this doctor 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
21 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"/>
22 Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23 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
24 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"/>
25 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"/>
26 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"/>
27 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** 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 doctor?</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>	<p>What is the first part of your postcode (e.g. EX12 3)?</p> <p><input type="text"/></p>
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Thank you for your time and assistance