

**Private and Confidential**

Mrs Jane Harrington  
Drs Koh and Trory - The Health Centre  
Victoria Road  
Hartlepool  
TS26 8DB

## **Improving Practice Questionnaire Report**

Drs Koh and Trory - The Health Centre

November 2016



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

Mrs Jane Harrington  
Drs Koh and Trory - The Health Centre  
Victoria Road  
Hartlepool  
TS26 8DB

t 01392 823766  
f 01392 824767

e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

24 November 2016

Dear Mrs Harrington

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=195717>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

# 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 current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

### Supporting documents

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

## Introduction

### About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

## Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	1	7	42	42	46	1
Q2 Telephone access	7	23	38	33	38	0
Q3 Appointment satisfaction	3	19	35	29	53	0
Q4 See practitioner within 48hrs	13	28	34	34	27	3
Q5 See practitioner of choice	5	18	44	35	35	2
Q6 Speak to practitioner on phone	2	17	46	31	22	21
Q7 Comfort of waiting room	8	27	52	30	20	2
Q8 Waiting time	11	34	49	27	12	6
Q9 Satisfaction with visit	2	5	24	39	66	3
Q10 Warmth of greeting	1	3	25	43	66	1
Q11 Ability to listen	2	3	22	37	71	4
Q12 Explanations	0	7	20	50	59	3
Q13 Reassurance	1	6	25	47	58	2
Q14 Confidence in ability	1	5	17	41	73	2
Q15 Express concerns/fears	1	5	28	37	64	4
Q16 Respect shown	1	5	20	39	69	5
Q17 Time for visit	2	7	20	45	62	3
Q18 Consideration	1	3	32	41	57	5
Q19 Concern for patient	2	2	23	39	66	7
Q20 Self care	1	4	27	40	59	8
Q21 Recommendation	2	3	18	40	72	4
Q22 Reception staff	0	5	20	45	68	1
Q23 Respect for privacy/confidentiality	2	6	20	44	64	3
Q24 Information of services	1	11	24	39	58	6
Q25 Complaints/compliments	1	7	35	38	42	16
Q26 Illness prevention	2	8	36	43	42	8
Q27 Reminder systems	5	6	37	39	39	13
Q28 Second opinion / comp medicine	2	8	33	33	35	28

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	73		69	23	64	68	73	92
Q2 Telephone access	63		62	13	53	63	71	92
Q3 Appointment satisfaction	70		68	23	63	68	74	92
Q4 See practitioner within 48hrs	56		62	18	54	62	70	96
Q5 See practitioner of choice	64		58	22	48	57	65	95
Q6 Speak to practitioner on phone	61		61	25	54	61	67	92
Q7 Comfort of waiting room	55		66	27	60	66	71	90
Q8 Waiting time	49		56	25	50	56	62	90
About the practitioner								
Q9 Satisfaction with visit	80		80	41	76	81	85	97
Q10 Warmth of greeting	81		82	45	78	82	86	96
Q11 Ability to listen	82		82	46	78	83	87	97
Q12 Explanations	80		81	42	77	81	85	97
Q13 Reassurance	78		79	41	75	80	84	98
Q14 Confidence in ability	83		82	43	79	83	87	99
Q15 Express concerns/fears	79		80	45	76	81	85	96
Q16 Respect shown	82		84	49	80	85	88	98
Q17 Time for visit	79		79	38	75	80	84	96
Q18 Consideration	78		79	41	75	79	83	98
Q19 Concern for patient	81		80	43	76	80	84	97
Q20 Self care	79		79	38	75	79	83	97
Q21 Recommendation	83		81	41	78	82	86	99
About the staff								
Q22 Reception staff	82		76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	80		76	43	72	76	80	96
Q24 Information of services	77		73	29	68	73	77	96
Finally								
Q25 Complaints/compliments	73		66	31	62	66	70	96
Q26 Illness prevention	72		69	34	64	68	72	96
Q27 Reminder systems	70		68	27	63	68	72	96
Q28 Second opinion / comp medicine	70		67	30	62	67	71	96
Overall score	74		73	35	69	73	77	95

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

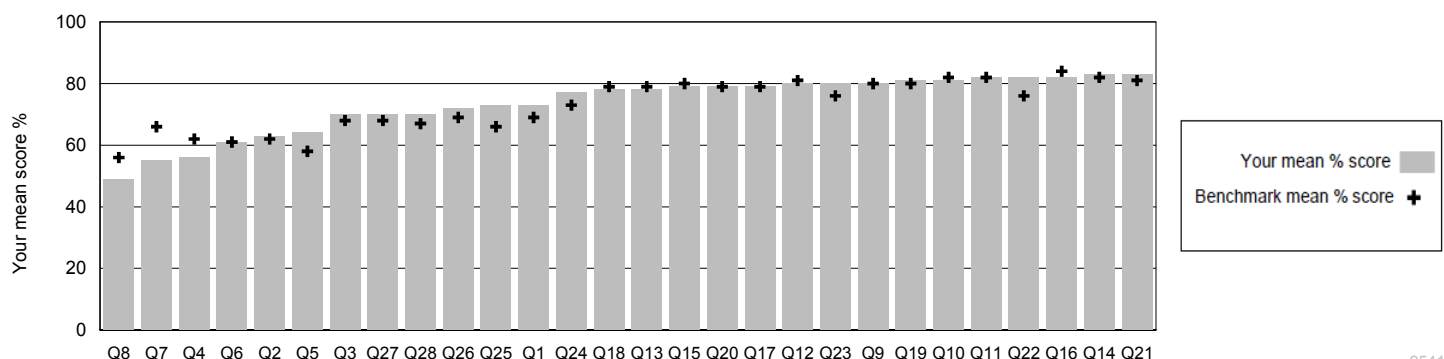
9541

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



9541

## Your patient feedback

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

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	73	69	50	65	69	73	88
Q2 Telephone access	63	65	29	58	66	73	86
Q3 Appointment satisfaction	70	69	45	64	70	75	89
Q4 See practitioner within 48hrs	56	63	31	55	63	71	89
Q5 See practitioner of choice	64	59	32	51	60	66	87
Q6 Speak to practitioner on phone	61	61	35	55	61	68	86
Q7 Comfort of waiting room	55	66	42	60	66	72	86
Q8 Waiting time	49	55	26	49	56	61	83
About the practitioner							
Q9 Satisfaction with visit	80	80	59	76	81	85	93
Q10 Warmth of greeting	81	82	62	78	83	87	94
Q11 Ability to listen	82	82	61	78	83	87	94
Q12 Explanations	80	81	61	77	81	86	92
Q13 Reassurance	78	79	59	75	80	84	92
Q14 Confidence in ability	83	82	62	78	83	87	93
Q15 Express concerns/fears	79	80	59	76	81	85	92
Q16 Respect shown	82	84	64	80	85	88	94
Q17 Time for visit	79	79	56	75	80	84	91
Q18 Consideration	78	79	58	75	80	84	91
Q19 Concern for patient	81	79	57	75	80	84	91
Q20 Self care	79	78	58	74	79	84	90
Q21 Recommendation	83	81	59	77	82	86	92
About the staff							
Q22 Reception staff	82	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	80	76	58	73	77	80	91
Q24 Information of services	77	73	55	69	74	77	90
Finally							
Q25 Complaints/compliments	73	66	43	62	68	71	85
Q26 Illness prevention	72	69	47	65	70	73	87
Q27 Reminder systems	70	68	44	64	69	73	86
Q28 Second opinion / comp medicine	70	67	45	63	68	72	86
Overall score	74	73	53	70	74	78	88

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

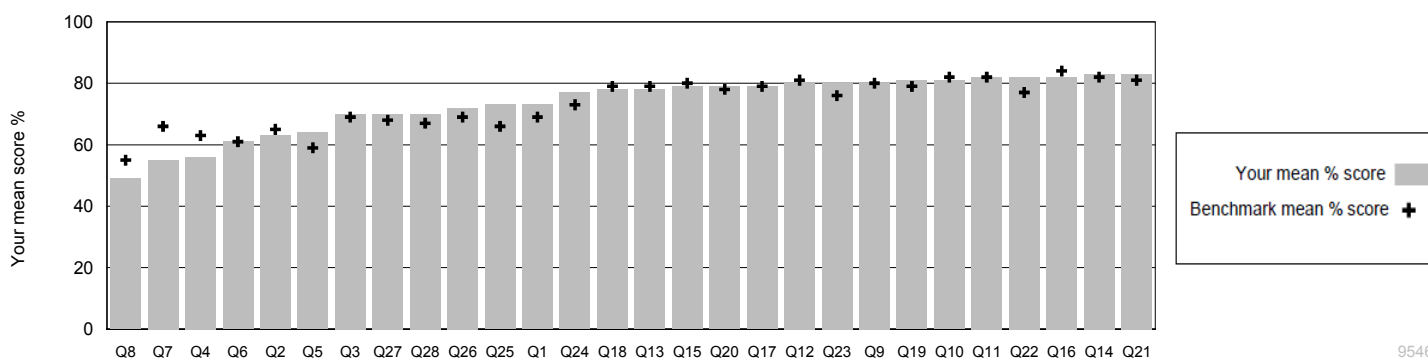
9546

\*Based on data from 184 practices carrying out 263 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 report will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (4001-6000 patients)



9546



## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (4001-6000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	9	74	71	46	65	71	76	90
25 - 59	66	74	73	52	68	74	78	87
60 +	59	73	75	51	72	76	79	89
Blank	5	65	71	39	66	72	76	100
Gender								
Female	91	74	73	53	70	74	78	89
Male	40	74	74	52	70	75	79	87
Blank	8	65	72	44	66	72	78	98
Visit usual practitioner								
Yes	86	76	75	57	72	76	80	90
No	40	73	70	48	65	70	75	88
Blank	13	61	72	48	67	72	77	93
Years attending								
< 5 years	12	66	73	52	68	73	78	94
5 - 10 years	7	80	72	52	68	74	78	87
> 10 years	112	75	74	53	71	75	78	91
Blank	8	65	71	43	66	71	78	92

\*Based on data from 184 practices carrying out 263 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.

9546

## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	21/01/2016	18/12/2014	07/10/2013
Q1 Opening hours satisfaction	73	72	76	72
Q2 Telephone access	63	66	69	64
Q3 Appointment satisfaction	70	74	75	74
Q4 See practitioner within 48hrs	56	66	69	63
Q5 See practitioner of choice	64	70	72	71
Q6 Speak to practitioner on phone	61	64	63	60
Q7 Comfort of waiting room	55	60	62	57
Q8 Waiting time	49	56	57	57
Q9 Satisfaction with visit	80	81	82	84
Q10 Warmth of greeting	81	82	83	84
Q11 Ability to listen	82	84	84	86
Q12 Explanations	80	83	82	84
Q13 Reassurance	78	83	81	84
Q14 Confidence in ability	83	84	85	85
Q15 Express concerns/fears	79	83	82	83
Q16 Respect shown	82	85	84	85
Q17 Time for visit	79	82	81	82
Q18 Consideration	78	79	79	83
Q19 Concern for patient	81	80	80	83
Q20 Self care	79	79	79	81
Q21 Recommendation	83	82	83	84
Q22 Reception staff	82	81	80	81
Q23 Respect for privacy/confidentiality	80	80	82	81
Q24 Information of services	77	77	79	77
Q25 Complaints/compliments	73	72	71	70
Q26 Illness prevention	72	71	72	71
Q27 Reminder systems	70	71	72	70
Q28 Second opinion / comp medicine	70	70	71	71
Overall score	74	76	76	76

## 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?

Been with this practice for years, the only real issue is how long it takes them to answer the phone, sometimes it has rung for 10 minutes.

Better/more appointments.

Better time with appointments and management. Never on time.

Perfect as it is.

More active phone lines/reception staff as I often have to ring about 3-4 times (get a phone busy tone) until I get through to staff. Nb: not more active staff just more receptionists in general for busier times.

Recently moved practice due to unhappiness with another practice. This practice and doctors have been excellent!

I count myself really fortunate all the care I have received in many years at this practice, in one case prompt action by a doctor resulted in surgery for cancer and to a successful outcome.

It's excellent.

Decorate the waiting room. Better books to read.

Sometimes you have to phone a few times before you get through to the receptionist.

This is an excellent surgery all round.

Weekend/evening appointments.

Make sure appointments are on time not 25-30 minutes later than booked.

Service is excellent - no problems when requesting an appointment or repeat prescription.

Improve telephone service/response.

They never answer phone.

Excellent all round.

I have been with this practice for many years and have always felt that I have been well taken care of. Thank you.

One doctor could work more hours.

Later appointments for people who work long days out of town. Saturday morning appointments.

Get a couple of arm dining style chairs for arthritic people.

I don't think it could improve. I think it is the best practice in the town and recommended by family. Excellent service from doctors, nurses, reception are always available.

Improve waiting times.

Appointments after 17:00 or before 08:30 as I have to take time off of work to attend appointments. More reading material.

Waiting area no music or magazines or TV.

All the staff are so helpful.

Re Q25 and Q28 - I cannot answer as I have never had cause to complain about my care or the services given to me at my practice. Nor have I discussed complimentary medicine or needed a second opinion. The waiting area and general decor throughout could be updated. The surgery looks dated and very tired. However, the level of care and attention is exemplary.

Everything satisfactory.

## 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?

When I hear of other peoples' problems trying to get an appointment with their doctor - I realise how fortunate we are in this practice - I have been with you now for many years and have never had any problems - well done!

Very satisfied with practice.

Shorter waiting times for appointment. Make it easier to contact surgery by phone.

Some basic toys in the waiting room for children. Sometimes it's difficult to get through on the phone - another phone line perhaps. Doctors are great and all staff. Maybe a redecorate.

You cannot improve on perfection.

A children's area would be helpful. Up to date magazines for adults.

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

Always had a good experience at this surgery.

Treat a person as a being with feelings.

Perhaps training in LGBT community/'unconventional' lifestyles with regards to sexual health.

Excellent service, excellent people.

Both ok.

Nothing to improve.

Service is excellent - no problem when attending.

He was a total professional.

None whatsoever.

You have been such a supportive doctor I can't thank you enough.

This doctor is an excellent doctor.

No suggestions. My doctor was empathetic, reassuring and overall, professional. I am incredibly lucky to have a doctors practice that has such a wealth of friendly and qualified personnel. Thank you!

Everything satisfactory.

No! So pleased you do not want to merge with other practices. Nurses are really good too.

You cannot improve on perfection.

Excellent doctor in this practice.

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 = 139

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	7	42	42	46	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (7 \times 25) + (42 \times 50) + (42 \times 75) + (46 \times 100)}{(139 - 1)} = 10,025/138$$

Your mean percentage score for Q1 = 73%

## 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	73

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

9541

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

### Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

### Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

### Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

### Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

### Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.



# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this ☒ with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<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.*

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
--	--	--	---

**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**Drs Koh and Trory - The Health Centre**

Victoria Road  
Hartlepool  
TS26 8DB

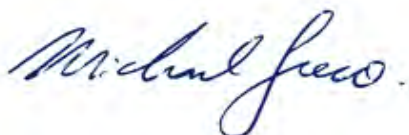
**Practice List Size: 5563**

**Surveys Completed: 139**

has completed the

**Improving Practice Questionnaire**

Completed November 2016



**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.