

**Private and Confidential**

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# Improving Practice Questionnaire Report

Golden Valley Practice

January 2014



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09 January 2014

Dear Mrs Price

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).

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. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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=153222>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.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 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': 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	1	10	70	59	28	6
Q2 Telephone access	2	9	57	59	45	2
Q3 Appointment satisfaction	1	8	47	65	51	2
Q4 See practitioner within 48hrs	4	22	46	46	40	16
Q5 See practitioner of choice	6	23	54	40	26	25
Q6 Speak to practitioner on phone	4	16	48	37	37	32
Q7 Comfort of waiting room	0	14	46	63	49	2
Q8 Waiting time	10	30	51	46	33	4
Q9 Satisfaction with visit	1	1	26	51	94	1
Q10 Warmth of greeting	0	2	21	53	97	1
Q11 Ability to listen	1	0	17	55	100	1
Q12 Explanations	0	2	23	55	92	2
Q13 Reassurance	2	0	29	48	93	2
Q14 Confidence in ability	1	1	20	48	103	1
Q15 Express concerns/fears	0	3	29	52	85	5
Q16 Respect shown	0	0	16	46	111	1
Q17 Time for visit	1	3	28	42	99	1
Q18 Consideration	0	2	30	44	86	12
Q19 Concern for patient	0	3	29	45	93	4
Q20 Self care	1	2	32	44	82	13
Q21 Recommendation	1	0	23	49	96	5
Q22 Reception staff	1	4	40	62	60	7
Q23 Respect for privacy/confidentiality	1	7	40	55	63	8
Q24 Information of services	2	8	45	52	56	11
Q25 Complaints/compliments	5	7	51	42	37	32
Q26 Illness prevention	4	10	48	58	36	18
Q27 Reminder systems	6	11	52	41	37	27
Q28 Second opinion / comp medicine	0	11	40	28	29	66

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

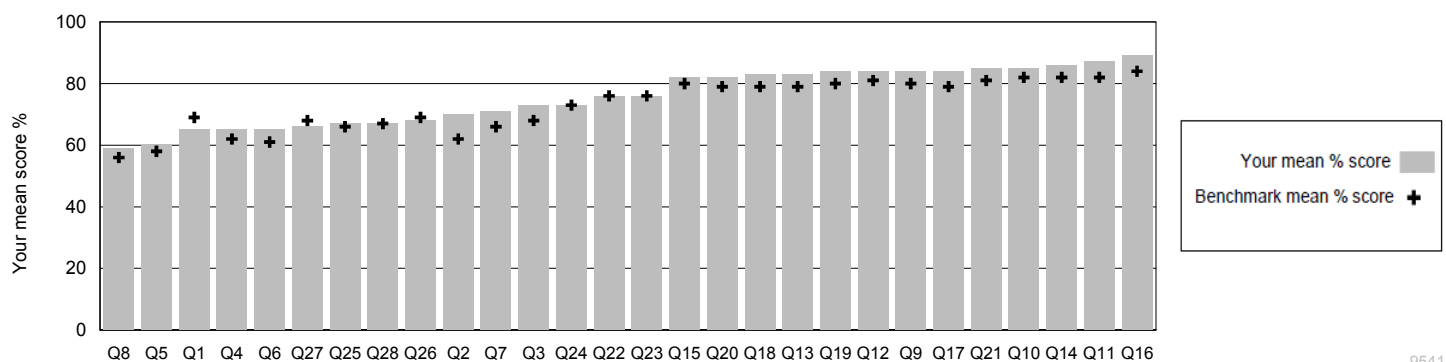
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	65	69	23	64	68	73	92
Q2 Telephone access	70	62	13	53	63	71	92
Q3 Appointment satisfaction	73	68	23	63	68	74	92
Q4 See practitioner within 48hrs	65	62	18	54	62	70	96
Q5 See practitioner of choice	60	58	22	48	57	65	95
Q6 Speak to practitioner on phone	65	61	25	54	61	67	92
Q7 Comfort of waiting room	71	66	27	60	66	71	90
Q8 Waiting time	59	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	41	76	81	85	97
Q10 Warmth of greeting	85	82	45	78	82	86	96
Q11 Ability to listen	87	82	46	78	83	87	97
Q12 Explanations	84	81	42	77	81	85	97
Q13 Reassurance	83	79	41	75	80	84	98
Q14 Confidence in ability	86	82	43	79	83	87	99
Q15 Express concerns/fears	82	80	45	76	81	85	96
Q16 Respect shown	89	84	49	80	85	88	98
Q17 Time for visit	84	79	38	75	80	84	96
Q18 Consideration	83	79	41	75	79	83	98
Q19 Concern for patient	84	80	43	76	80	84	97
Q20 Self care	82	79	38	75	79	83	97
Q21 Recommendation	85	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	76	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	76	76	43	72	76	80	96
Q24 Information of services	73	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	67	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	66	68	27	63	68	72	96
Q28 Second opinion / comp medicine	67	67	30	62	67	71	96
Overall score	76	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
<b>About the practice</b>							
Q1 Opening hours satisfaction	65	69	50	65	69	73	88
Q2 Telephone access	70	65	29	58	66	73	86
Q3 Appointment satisfaction	73	69	45	64	70	75	89
Q4 See practitioner within 48hrs	65	63	31	55	63	71	89
Q5 See practitioner of choice	60	59	32	51	60	66	87
Q6 Speak to practitioner on phone	65	61	35	55	61	68	86
Q7 Comfort of waiting room	71	66	42	60	66	72	86
Q8 Waiting time	59	55	26	49	56	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	59	76	81	85	93
Q10 Warmth of greeting	85	82	62	78	83	87	94
Q11 Ability to listen	87	82	61	78	83	87	94
Q12 Explanations	84	81	61	77	81	86	92
Q13 Reassurance	83	79	59	75	80	84	92
Q14 Confidence in ability	86	82	62	78	83	87	93
Q15 Express concerns/fears	82	80	59	76	81	85	92
Q16 Respect shown	89	84	64	80	85	88	94
Q17 Time for visit	84	79	56	75	80	84	91
Q18 Consideration	83	79	58	75	80	84	91
Q19 Concern for patient	84	79	57	75	80	84	91
Q20 Self care	82	78	58	74	79	84	90
Q21 Recommendation	85	81	59	77	82	86	92
<b>About the staff</b>							
Q22 Reception staff	76	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	76	76	58	73	77	80	91
Q24 Information of services	73	73	55	69	74	77	90
<b>Finally</b>							
Q25 Complaints/compliments	67	66	43	62	68	71	85
Q26 Illness prevention	68	69	47	65	70	73	87
Q27 Reminder systems	66	68	44	64	69	73	86
Q28 Second opinion / comp medicine	67	67	45	63	68	72	86
Overall score	76	73	53	70	74	78	88

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

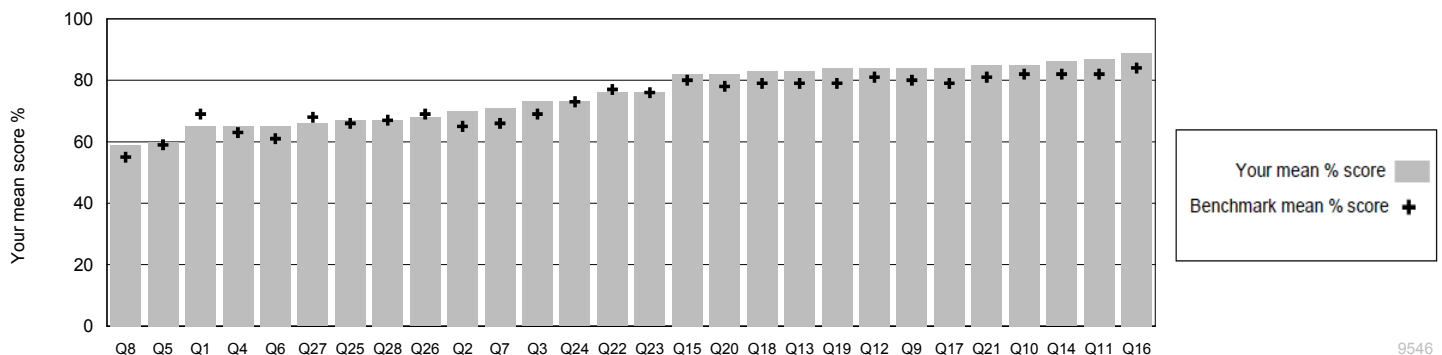
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\*Based on data from 184 practices carrying out 263 surveys between April 2010 and March 2013 with 25 or more responses.

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 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 (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
<b>Age</b>								
Under 25	14	77	71	46	65	71	76	90
25 - 59	61	77	73	52	68	74	78	87
60 +	93	76	75	51	72	76	79	89
Blank	6	73	71	39	66	72	76	100
<b>Gender</b>								
Female	100	78	73	53	70	74	78	89
Male	62	73	74	52	70	75	79	87
Blank	12	73	72	44	66	72	78	98
<b>Visit usual practitioner</b>								
Yes	95	77	75	57	72	76	80	90
No	55	75	70	48	65	70	75	88
Blank	24	75	72	48	67	72	77	93
<b>Years attending</b>								
< 5 years	24	79	73	52	68	73	78	94
5 - 10 years	23	78	72	52	68	74	78	87
> 10 years	117	76	74	53	71	75	78	91
Blank	10	72	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.

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## Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	26/11/2007	06/12/2006	02/11/2005
Q1 Opening hours satisfaction	65	63	71	67
Q2 Telephone access	70	76	80	78
Q3 Appointment satisfaction	73	77	80	74
Q4 See practitioner within 48hrs	65	69	72	70
Q5 See practitioner of choice	60	68	69	63
Q6 Speak to practitioner on phone	65	63	68	62
Q7 Comfort of waiting room	71	75	79	79
Q8 Waiting time	59	73	78	70
Q9 Satisfaction with visit	84	87	89	88
Q10 Warmth of greeting	85	86	88	86
Q11 Ability to listen	87	86	88	86
Q12 Explanations	84	85	89	85
Q13 Reassurance	83	85	87	83
Q14 Confidence in ability	86	89	90	87
Q15 Express concerns/fears	82	84	85	83
Q16 Respect shown	89	88	90	87
Q17 Time for visit	84	77	79	77
Q18 Consideration	83	83	84	82
Q19 Concern for patient	84	84	86	83
Q20 Self care	82	--	--	--
Q21 Recommendation	85	86	87	85
Q22 Reception staff	76	78	80	78
Q23 Respect for privacy/confidentiality	76	78	79	77
Q24 Information of services	73	77	76	73
Q25 Complaints/compliments	67	70	71	67
Q26 Illness prevention	68	74	73	72
Q27 Reminder systems	66	74	74	70
Q28 Second opinion / comp medicine	67	72	72	68
Overall score	76	78	80	77

-- no data available, question introduced in October 2009.

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. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

## 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?

- Staff receptionist extremely rude at arrival!
- Same opening hours at both their surgeries.
- Open service on Saturday and/or Sunday.
- I find the staff very helpful for all aspects of mine and my child health.
- In the main I am happy with how the practice functions.
- This is not possible with the present regime for GPs.
- More doctors.
- Owing to a back problem, I personally am unable to stand for long. On occasions when waiting to see a receptionist to collect a prescription I would have welcomed being able to sit down. Therefore the provision of a chair would have been most welcome.
- I do not like the new triage system. I prefer to speak face to face not by telephone.
- The practice is improving all the time. The telephone service and being able to speak to a GP when you need to is a fantastic service. I was telling my sister about this and she just couldn't believe it. She lives in another area. In her practice it would be impossible to speak to a GP on the phone.
- INR results could be improved.
- Personally I find this practice good in every respect.
- Desist from telephone consultations, which reduce patient's confidence.
- With better car parking space.
- Emergency surgery Saturday morning.
- I was going to say the waiting time after seeing doctor, for prescription, but today it was excellent. Sometimes I have waited 20mins or more.
- Both practice numbers should be on appointment card. Also the correct numbers should be used! Opening hours would also be useful.
- Very good practice.
- I have an appointment tomorrow which is dependent on the practice receiving x-ray results. The receptionist told me to ring the x-ray department at Hereford to check because they did not think they were in yet. Hereford tell me they were available online from 29th August and I should not be chasing them the practice should!
- Email reminders for flu jabs etc.
- Large car park.
- Always had a good service. Sometimes had to wait for an appointment (not able to be seen on day of request).
- I regularly hear patients being told prescriptions cannot be completed would they like to take a script elsewhere, this is very inconvenient given the distances to towns.
- Weekend opening. Less locum doctors.
- None whatsoever.
- Should be Saturday morning provision. Electronic system for calling patient to doctor. Better system for collection of prescriptions and making appointments in reception area.
- Less time waiting for prescriptions.
- This practice is excellently run, and doctors and staff are very competent and cheerful!

## 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?

- Maybe further opening hours i.e. Thursday PM or Saturday AM.
- Longer opening hours for those who work, say once or twice weekly. Don't like the new telephone system.
- Not totally convinced that the new appointment system is beneficial to both sides. Publishing missed appointments might improve patient awareness of the service you provide.
- Excellent.
- Open 24 hours and 7 days per week or, at least, to be able to speak to one of the practice doctors as always used to be the case. It is a very unsatisfactory position for collection of medication (i.e. a cold wall in passage with no seat) queuing behind multiple collections.
- Seven day access to practice.
- In my view, the best thing this practice could do would be to dissolve itself and start again, hopefully not in its present inefficient form.
- Saturday surgery.
- Try to run appointments to time.
- Fantastic!
- Problem not with doctors but organisation of non-clinical staff and management.
- I feel that longer opening hours would give patients more choice in the appointments they make. Also the doctor who I would wish to see is only available on a certain day.
- Less waiting time and more things to read in waiting room.
- It's fine.
- Brought in another doctor for a second opinion. Very reassuring. Great service.
- I have always found this practice to offer first class help and treatment in all ways.

## Your patient feedback

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

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

- Excellent service always.
- She was fine as far as I'm concerned.
- She was excellent.
- She is already as good and a perfect nurse as she can be.
- None - she was excellent!
- I think he is fine as he is. No need to improve.
- I have always been very happy with my treatment here.
- No improvement necessary.
- This doctor a fantastic doctor.
- I honestly don't think this doctor could possibly be any nicer! Excellent 'bedside manner'.
- This doctor was very good on my visit.
- No fine.
- No. They're warm, to the point, willing, listens, kind without sentiment, and a nice person.
- No - I liked their manner very much indeed - all round first class and reassuring visit.
- Excellent.
- Liked no-nonsense approach.
- Visits are almost a pleasure!
- He is apt to run a little late due to his willingness to give his patients plenty of time to discuss their problems. This is an excellent fault!
- Not in any way at all. They're the best GP I've ever had.
- I felt my appointment was somewhat rushed, and she was definitely working to a time limit. My appointment was for a blood test. The needle was put in quite forcibly and was left with a stiffness in my left arm, which remained for 24 hours and blood on my shirt.
- Be more friendly.
- He was excellent.
- The surgery has greatly improved after a succession of locums. The professional standards now are good and a pleasure to experience. Thank you.
- The doctors at this surgery have always offered first class treatment in my opinion.

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 = 174

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	10	70	59	28	6

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (10 \times 25) + (70 \times 50) + (59 \times 75) + (28 \times 100)}{(174 - 6)} = 10,975/168$$

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 (%)
Q1 Opening hours satisfaction	65

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

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

9541

## 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
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**Thank you for your time and assistance**



# *Certificate of Completion*

This is to certify that

**Golden Valley Practice**

The Surgery  
Ewyas Harold  
HEREFORDSHIRE  
HR2 0EU

**Practice List Size: 5951**

**Surveys Completed: 174**

has completed the

## Improving Practice Questionnaire

Completed on 09 January 2014



**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.