

**Private and Confidential**

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# Improving Practice Questionnaire Report

Orchard House Surgery

March 2013



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11 March 2013

Dear Mrs Harris

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order 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=151168>

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

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## Introduction

### About the IPQ

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

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

Extensive published validation studies (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	13	82	70	48	1
Q2 Telephone access	6	23	68	64	48	5
Q3 Appointment satisfaction	4	32	66	62	48	2
Q4 See practitioner within 48hrs	17	58	62	41	26	10
Q5 See practitioner of choice	25	50	64	41	25	9
Q6 Speak to practitioner on phone	19	40	75	39	23	18
Q7 Comfort of waiting room	2	19	79	63	46	5
Q8 Waiting time	37	68	52	33	19	5
Q9 Satisfaction with visit	1	6	61	81	57	8
Q10 Warmth of greeting	2	11	58	75	61	7
Q11 Ability to listen	1	8	59	67	71	8
Q12 Explanations	1	9	50	83	62	9
Q13 Reassurance	4	6	63	72	61	8
Q14 Confidence in ability	1	9	56	77	67	4
Q15 Express concerns/fears	2	8	65	71	61	7
Q16 Respect shown	2	3	59	65	74	11
Q17 Time for visit	1	11	61	65	68	8
Q18 Consideration	2	8	77	56	58	13
Q19 Concern for patient	2	9	71	60	56	16
Q20 Self care	2	9	70	58	53	22
Q21 Recommendation	2	8	64	59	62	19
Q22 Reception staff	1	7	50	69	75	12
Q23 Respect for privacy/confidentiality	3	10	58	61	65	17
Q24 Information of services	4	13	64	58	54	21
Q25 Complaints/compliments	3	17	81	45	38	30
Q26 Illness prevention	1	21	74	49	43	26
Q27 Reminder systems	1	18	67	45	42	41
Q28 Second opinion / comp medicine	1	17	66	38	35	57

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

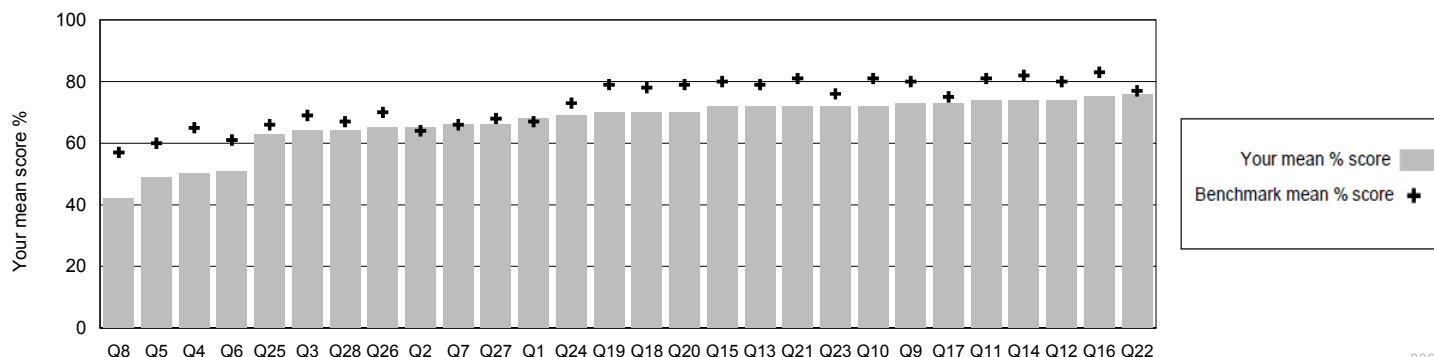
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	68	67	40	63	67	71	99
Q2 Telephone access	65	64	22	55	64	72	99
Q3 Appointment satisfaction	64	69	35	64	69	74	99
Q4 See practitioner within 48hrs	50	65	22	57	64	72	99
Q5 See practitioner of choice	49	60	23	52	60	68	99
Q6 Speak to practitioner on phone	51	61	31	54	61	67	99
Q7 Comfort of waiting room	66	66	21	61	66	72	100
Q8 Waiting time	42	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	73	80	48	76	80	84	99
Q10 Warmth of greeting	72	81	47	78	82	86	99
Q11 Ability to listen	74	81	49	78	82	86	100
Q12 Explanations	74	80	47	76	81	85	100
Q13 Reassurance	72	79	48	75	79	83	100
Q14 Confidence in ability	74	82	47	78	83	86	100
Q15 Express concerns/fears	72	80	48	76	80	84	100
Q16 Respect shown	75	83	45	80	84	88	100
Q17 Time for visit	73	75	45	70	75	79	100
Q18 Consideration	70	78	47	74	78	82	100
Q19 Concern for patient	70	79	43	75	79	83	100
Q20 Self care	70	79	51	75	80	83	99
Q21 Recommendation	72	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	76	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	72	76	42	72	76	80	100
Q24 Information of services	69	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	63	66	38	62	66	70	100
Q26 Illness prevention	65	70	19	66	69	73	100
Q27 Reminder systems	66	68	42	63	67	72	99
Q28 Second opinion / comp medicine	64	67	37	63	67	71	99
Overall score	67	73	44	69	73	77	100

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

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\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (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	68	67	46	63	67	71	94
Q2 Telephone access	65	65	28	58	66	72	91
Q3 Appointment satisfaction	64	69	43	64	69	74	94
Q4 See practitioner within 48hrs	50	64	27	57	64	72	95
Q5 See practitioner of choice	49	61	29	54	61	67	89
Q6 Speak to practitioner on phone	51	60	33	54	61	67	86
Q7 Comfort of waiting room	66	65	35	60	67	71	96
Q8 Waiting time	42	57	24	51	57	63	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	73	80	53	76	80	84	96
Q10 Warmth of greeting	72	81	52	78	82	85	96
Q11 Ability to listen	74	82	51	78	82	86	95
Q12 Explanations	74	80	51	77	81	84	94
Q13 Reassurance	72	79	52	75	79	83	95
Q14 Confidence in ability	74	82	53	79	83	86	95
Q15 Express concerns/fears	72	80	52	76	80	84	95
Q16 Respect shown	75	84	54	80	84	88	96
Q17 Time for visit	73	75	45	70	75	79	93
Q18 Consideration	70	78	49	74	79	82	94
Q19 Concern for patient	70	79	51	75	80	83	95
Q20 Self care	70	79	58	76	80	84	92
Q21 Recommendation	72	81	51	77	82	85	96
<b>About the staff</b>							
Q22 Reception staff	76	77	53	73	77	81	95
Q23 Respect for privacy/confidentiality	72	76	56	72	76	80	96
Q24 Information of services	69	73	50	70	74	77	95
<b>Finally</b>							
Q25 Complaints/compliments	63	67	46	63	67	71	93
Q26 Illness prevention	65	70	50	66	70	73	94
Q27 Reminder systems	66	68	48	64	68	72	95
Q28 Second opinion / comp medicine	64	68	45	64	68	71	93
Overall score	67	73	51	69	73	77	94

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

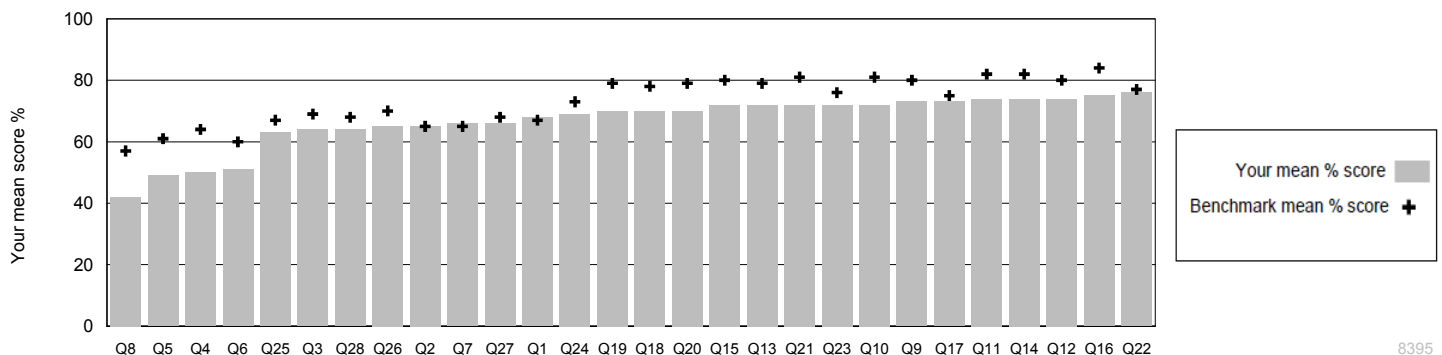
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\*Based on data from 637 practices carrying out 759 surveys between April 2008 and March 2012 with 25 or more responses.

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)



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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (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	17	65	70	43	65	71	76	98
25 - 59	102	64	72	51	68	72	76	94
60 +	75	69	76	53	72	76	80	92
Blank	20	71	71	41	65	72	78	100
<b>Gender</b>								
Female	108	66	72	52	69	73	77	95
Male	81	68	74	48	70	74	78	93
Blank	25	68	71	44	65	72	78	96
<b>Visit usual practitioner</b>								
Yes	134	69	75	53	71	75	79	93
No	38	64	69	45	64	69	74	96
Blank	42	62	71	43	66	71	76	95
<b>Years attending</b>								
< 5 years	17	68	72	46	68	73	77	97
5 - 10 years	21	68	72	37	68	73	77	95
> 10 years	152	66	74	52	70	74	78	93
Blank	24	68	71	42	65	72	78	96

\*Based on data from 637 practices carrying out 759 surveys between April 2008 and March 2012 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	09/01/2012	03/09/2008	15/10/2007
Q1 Opening hours satisfaction	68	65	64	63
Q2 Telephone access	65	62	65	64
Q3 Appointment satisfaction	64	62	63	67
Q4 See practitioner within 48hrs	50	49	52	54
Q5 See practitioner of choice	49	44	38	47
Q6 Speak to practitioner on phone	51	50	50	52
Q7 Comfort of waiting room	66	68	70	76
Q8 Waiting time	42	46	48	53
Q9 Satisfaction with visit	73	72	69	74
Q10 Warmth of greeting	72	72	71	75
Q11 Ability to listen	74	74	72	75
Q12 Explanations	74	74	72	74
Q13 Reassurance	72	71	70	72
Q14 Confidence in ability	74	75	74	76
Q15 Express concerns/fears	72	73	70	73
Q16 Respect shown	75	76	74	76
Q17 Time for visit	73	74	67	67
Q18 Consideration	70	71	69	71
Q19 Concern for patient	70	70	70	72
Q20 Self care	70	72	--	--
Q21 Recommendation	72	74	71	75
Q22 Reception staff	76	81	78	75
Q23 Respect for privacy/confidentiality	72	78	74	73
Q24 Information of services	69	74	73	71
Q25 Complaints/compliments	63	64	64	63
Q26 Illness prevention	65	66	68	68
Q27 Reminder systems	66	66	67	66
Q28 Second opinion / comp medicine	64	63	66	64
Overall score	67	67	66	68

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

\*Dates in the table relate to date of application to carry out the survey.

## Your patient feedback

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

## Comments about how the practice could improve

- Have to wait a long time for appointments, take a long time to answer phone.
- One doctor takes too long with patients, talking about non-medical things - 1 1/2 hours.
- One doctor takes too long.
- I find the practice tends to all my needs.
- I would like to be able to E-mail my repeat prescriptions, instead of talking to an answering machine.
- As a person who works sometimes getting an appointment that fits a working day can be difficult.
- Orchard House is an excellent surgery with lovely staff.
- Length of time to see one doctor is sometimes far too long.
- More appointments available.
- This practice couldn't be better.
- I do not feel the reception area is adaptable for a private conversation, so therefore this area is hard to improve. Should the patients be giving private or confidential information to the reception staff.
- To be able to see the doctor you choose sooner within 24/48 hours. Not days or even weeks.
- Better reading materials in the waiting area.
- I don't think there is enough privacy at the reception desk. Everyone can hear everything you are saying.
- Waiting time in between appointments.
- I am quite happy with this surgery.
- Open on weekends as it's hard to fit in appointments through week due to occupation.
- I am happy with all aspects of the service for both myself and my son. Thank you.
- Piped music in waiting area. Wider variety of reading material in waiting room. Be proactive in advertising the many strengths of the practice - this is limited by an unwillingness to allocate the necessary funding - large, bold, vibrant exposure!
- Perhaps water in the waiting room?
- Should be able to book appointment for week ahead instead of just the day.
- All satisfactory - pleasant and efficient service.
- Nothing.
- Always happy with service.
- No comment - no problems.
- Better appointment system.
- One doctor leaving patients waiting for 2 hours who are already ill is disturbing. Especially for babies waiting, plus spending 45 minutes with a lengthy explanation once seen is not relevant and makes you feel more ill.
- The waiting time between appointments.
- Terrible waiting times -needs to be addressed. Otherwise good service provided.
- Doctors and reception staff excellent. No improvement needed.
- Higher chairs to sit on.

## Your patient feedback

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

## Comments about how the practice could improve

- Ok at the present.
- They went above and beyond to help me. Made me feel welcome, also looked after me when I felt dizzy.

## Comments about how the doctor/nurse could improve

- They are fine how they are.
- Doctors/nurses always provide excellent service.
- Two doctors both very good but cannot get appointment to see them.
- Nurses have always been excellent. Doctors are great, but one doctors 'bedside manner' could improve. Most people like eye contact in 2013.
- All the doctors, male and female are nice.
- I find one doctor is excellent, they listen to you and explain everything to you very clearly. No comments regarding the other doctors.
- Don't just say you're fat offer appropriate advice alongside, otherwise don't say anything.
- No, doctors in the surgery are all very good and offer good explanations and alternative solutions for issues.
- I have no complaints at all, quite satisfied.
- Appointment times are sometimes not met but for positive reasons - the doctor gives you the time you need as an individual. Not a complaint/criticism.
- Doctor always takes the time to listen but also takes the time to explain what they mean. I have complete confidence in their ability. Thank you.
- No problem areas whatsoever - thank you for your attention.
- Already excellent.
- No problems.
- Be more efficient sticking to time schedule and a quick explanation. Seeking other course of treatment i.e. seeing specialist instead of prescribing medication for years, with no solution.
- Really bad past experiences when help was needed. Need to be more understanding and less professional at times.
- Ok.

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 = 214

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	13	82	70	48	1

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

$$\frac{\text{(number of Poor ratings x 0) + (number of Fair ratings x 25) + (number of Good ratings x 50) + (number of Very Good ratings x 75) + (number of Excellent ratings x 100)}}{\text{(Total number of patient responses - number of blank/spoilt)}} = \frac{(0 \times 0) + (13 \times 25) + (82 \times 50) + (70 \times 75) + (48 \times 100)}{(214 - 1)} = 14,475/213$$

Your mean percentage score for Q1 = 68%

### 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	68

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
40	63	67	71	99

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\*Based on data from 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 with 25 or more responses.

## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

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

### Page 2

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

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

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

### Page 3

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

### Page 4

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

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

### Page 5

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

### Page 6

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

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

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

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

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

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

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶





### About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

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

# *Certificate of Completion*

This is to certify that

**Orchard House Surgery**

South William Street  
Workington  
Cumbria  
CA14 2ED

**Practice List Size: 5270**

**Surveys Completed: 214**

has completed the

## Improving Practice Questionnaire

Completed on 11 March 2013



**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.