

# *Certificate of Completion*

This is to certify that

**Bampton Surgery**

Landells  
Bampton  
OXFORD  
OX18 2LJ

**Practice List Size: 8159**

**Surveys Completed: 206**

has completed the

## **Improving Practice Questionnaire**

Approved for the PE2 Quality Indicator of the GMS Contract

Completed on 20 October 2008



**Michael Greco**  
Director

**Private and Confidential**

Mrs Sue Gooding  
Bampton Surgery  
Landells  
Bampton  
OXFORD  
OX18 2LJ

# Improving Practice Questionnaire Report

Bampton Surgery

October 2008



Innovation Centre  
University of Exeter  
P O Box 51  
Exeter  
EX4 4WT

t 01392 252740  
f 01392 256289

e [enquiries@cfep.co.uk](mailto:enquiries@cfep.co.uk)

Mrs Sue Gooding  
Bampton Surgery  
Landells  
Bampton  
OXFORD  
OX18 2LJ

17 November 2008

Dear Mrs Gooding

Please find enclosed your practice report outlining patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. In addition, there is an authorised certificate of completion which you can show your PCO as evidence of the PE2 Quality indicator.

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

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

Please contact Matthew Taylor on 01392 252740 or [matthew.taylor@cfep.co.uk](mailto:matthew.taylor@cfep.co.uk) if you require further information about your report or would like electronic versions of the supporting documentation. If you have ordered a results poster, it will arrive within the next 15 days. Please note, a request for replacement results will attract a fee of £17.50 inc. VAT.

Yours sincerely



Helen Powell  
Data Manager

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## Evaluation question ratings and scores

Table 1: Distribution and frequency of ratings

	Blank	Poor	Fair	Good	Very Good	Excellent
Q 1 Opening hours satisfaction	6	7	37	78	55	23
Q 2 Telephone access	3	0	19	65	66	53
Q 3 Appointment satisfaction	2	4	14	60	72	54
Q 4 See practitioner within 48hrs	5	7	27	69	61	37
Q 5 See practitioner of choice	8	5	35	79	53	26
Q 6 Speak to practitioner on phone	17	1	18	73	69	28
Q 7 Comfort of waiting room	7	1	12	74	75	37
Q 8 Waiting time	13	6	37	73	55	22
Q 9 Satisfaction with visit	7	0	8	35	78	78
Q 10 Warmth of greeting	10	0	6	31	73	86
Q 11 Ability to listen	9	2	1	33	65	96
Q 12 Explanations	11	2	3	38	71	81
Q 13 Reassurance	15	2	6	41	68	74
Q 14 Confidence in ability	12	1	4	28	81	80
Q 15 Express concerns	10	1	7	39	63	86
Q 16 Respect shown	9	0	0	33	56	108
Q 17 Time for visit	14	1	8	52	71	60
Q 18 Consideration	18	0	6	41	69	72
Q 19 Concern for patient	18	0	4	42	55	87
Q 20 Recommendation	18	1	5	28	64	90
Q 21 Reception staff	4	2	4	47	86	63
Q 22 Respect shown	7	1	9	51	76	62
Q 23 Information of services	16	6	9	55	74	46
Q 24 Complaints/compliments	39	1	15	73	50	28
Q 25 Illness prevention	32	3	17	69	54	31
Q 26 Reminder systems	33	1	19	61	60	32
Q 27 Second opinion / comp medicine	79	1	14	53	34	25

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

Evaluation question ratings and scores

Table 2: Mean percentage scores and benchmarks

	Your mean score (%)	National mean (%)*	National quartiles (%)*				
			Min	Q1	Q2 Median	Q3	Max
<b>About the practice</b>							
Q 1 Opening hours satisfaction	42	51	31	48	52	55	76
Q 2 Telephone access	58	46	8	44	51	57	83
Q 3 Appointment satisfaction	59	54	30	51	56	60	85
Q 4 See practitioner within 48hrs	49	48	16	44	50	57	87
Q 5 See practitioner of choice	43	41	11	39	45	51	84
Q 6 Speak to practitioner on phone	52	44	17	41	45	50	78
Q 7 Comfort of waiting room	56	52	24	49	54	58	80
Q 8 Waiting time	42	40	12	36	40	46	75
<b>About the practitioner</b>							
Q 9 Satisfaction with visit	71	71	47	68	72	75	89
Q 10 Warmth of greeting	74	73	49	70	74	77	90
Q 11 Ability to listen	76	74	49	71	75	78	90
Q 12 Explanations	72	72	48	69	72	76	88
Q 13 Reassurance	69	71	46	68	71	74	88
Q 14 Confidence in ability	74	75	50	72	75	78	90
Q 15 Express concerns	72	72	47	69	72	75	88
Q 16 Respect shown	79	77	53	74	77	80	92
Q 17 Time for visit	65	63	40	60	63	67	82
Q 18 Consideration	70	69	45	66	69	73	87
Q 19 Concern for patient	73	70	46	67	71	74	87
Q 20 Recommendation	75	73	47	70	74	77	90
<b>About the staff</b>							
Q 21 Reception staff	67	65	45	64	67	71	89
Q 22 Respect shown	65	64	46	63	66	70	88
Q 23 Information of services	59	61	42	59	62	66	85
<b>Finally</b>							
Q 24 Complaints/compliments	51	52	33	49	53	56	77
Q 25 Illness prevention	51	57	40	55	57	61	80
Q 26 Reminder systems	53	54	36	52	55	59	80
Q 27 Second opinion / comp medicine	51	54	37	52	55	58	79
<b>Overall</b>							
Overall Score	62	61	42	59	62	65	83

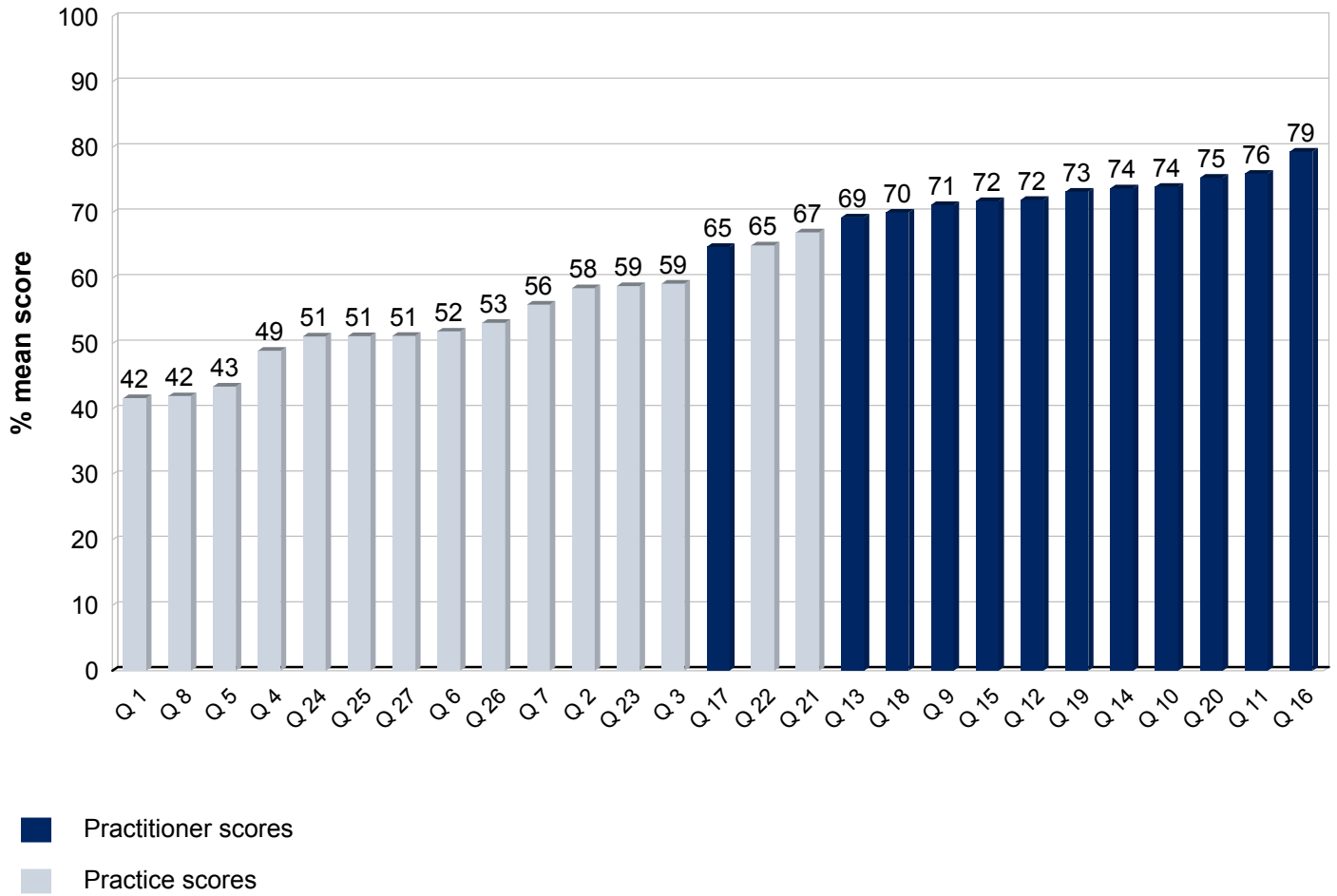
\* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

See score explanation for percentage score calculation and quartile information

Outliers (+/-1%) have been removed

Evaluation question ratings and scores

Graph 1: Mean percentage scores in ascending order of performance



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

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

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

**Age**

Age Group	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Under 25	14	59	58	62	58	57	56
25 - 59	86	62	59	65	61	59	56
60 +	95	62	66	71	68	65	63
Not specified	11	-	-	-	-	-	-

**Gender**

Gender	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Female	123	59	60	66	62	60	58
Male	68	66	63	68	65	62	60
Not specified	15	-	-	-	-	-	-

**Visit Usual Practitioner**

Visit Usual Practitioner	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Usual practitioner	131	63	64	68	65	64	62
Not usual practitioner	51	56	55	61	57	55	54
Not specified	24	-	-	-	-	-	-

**Years Attending**

Years Attending	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
< 5 years	27	66	61	65	62	60	59
5 - 10 years	29	66	60	66	62	59	57
> 10 years	136	60	62	68	64	61	59
Not specified	14	-	-	-	-	-	-

**Overall**

Overall Score	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Overall Score	206	62	61	66	63	61	58

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

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

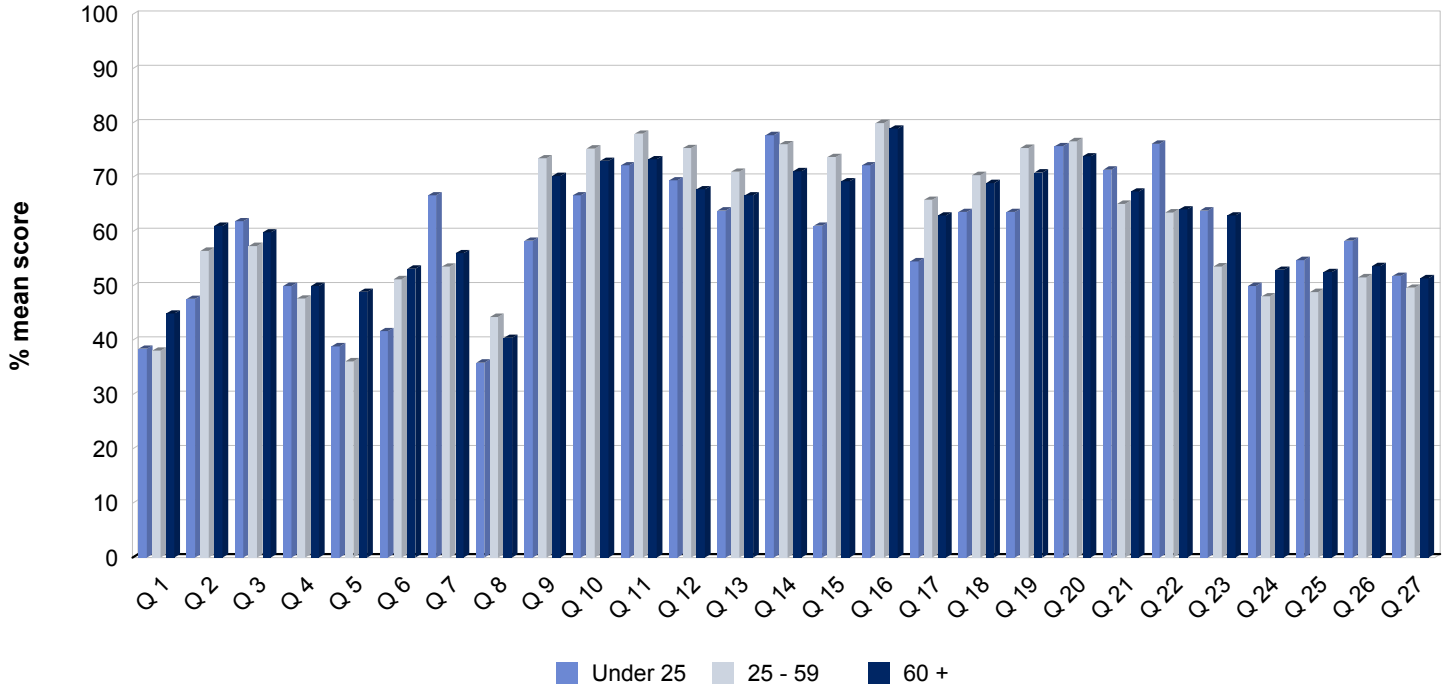
- Data not reported

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

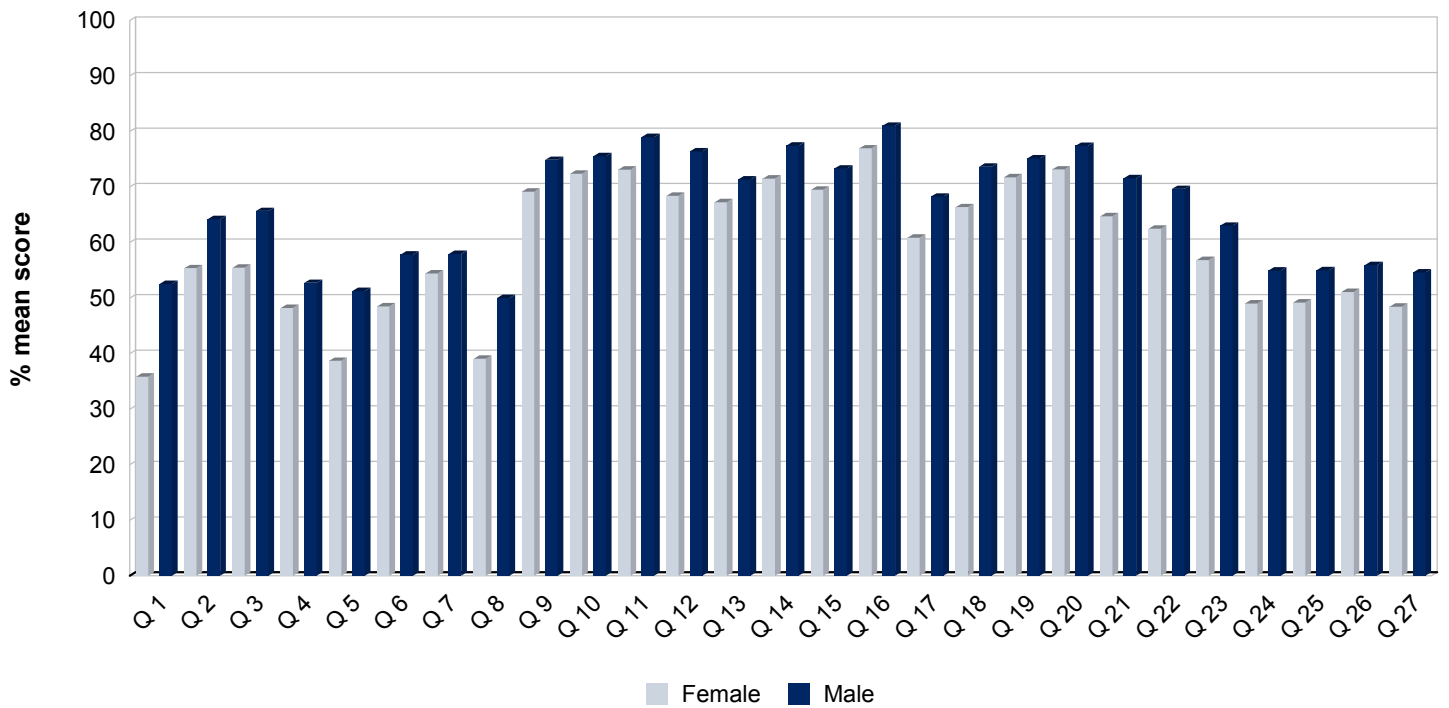
## Scores according to patient demographic category: age, gender, visit type and years attending

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

Graph 2: Age



Graph 3: Gender

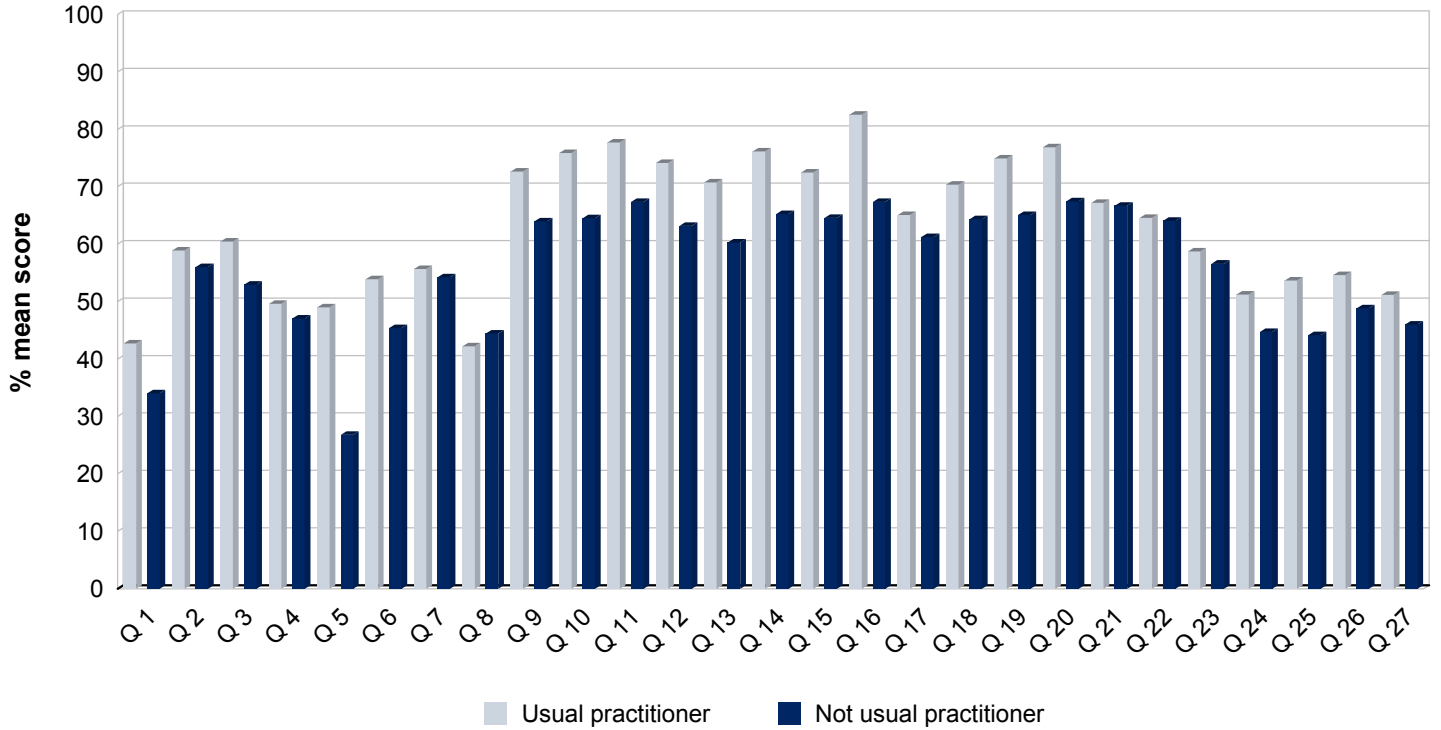


Statistical reliability cannot be guaranteed for small numbers but act as a guide

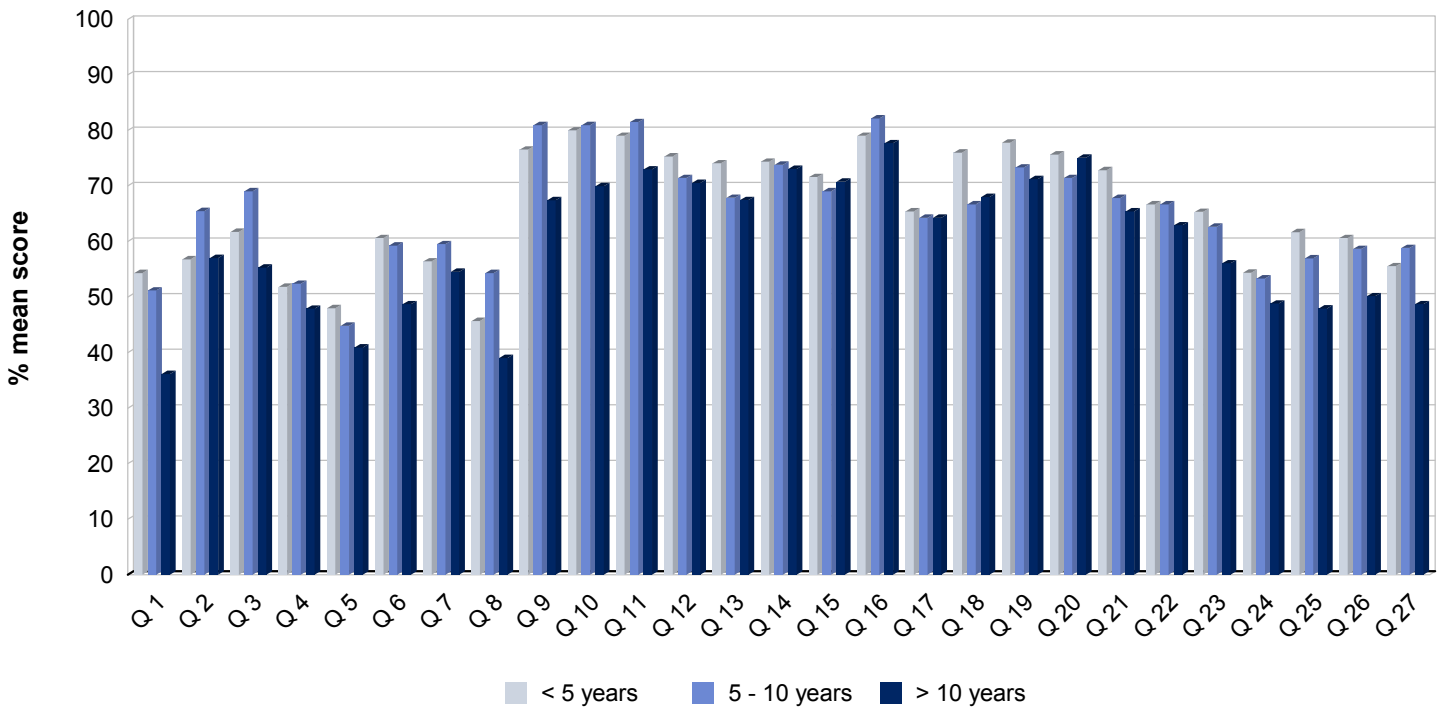
If there is only one response in any category for anonymity breakdown of scores is not reported

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

Graph 4: Visit usual practitioner



Graph 5: Years Attending



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

Scores from previous IPQ survey(s)

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

	<b>06/06/08 24124</b>	<b>25/07/07 20697</b>	<b>15/09/06 17165</b>	<b>14/11/05 14142</b>
Q 1 Opening hours satisfaction	42	40	43	50
Q 2 Telephone access	58	56	59	55
Q 3 Appointment satisfaction	59	56	57	52
Q 4 See practitioner within 48hrs	49	48	51	50
Q 5 See practitioner of choice	43	47	43	43
Q 6 Speak to practitioner on phone	52	51	50	51
Q 7 Comfort of waiting room	56	60	62	65
Q 8 Waiting time	42	41	42	45
Q 9 Satisfaction with visit	71	74	79	82
Q 10 Warmth of greeting	74	77	81	82
Q 11 Ability to listen	76	78	82	82
Q 12 Explanations	72	74	75	77
Q 13 Reassurance	69	74	75	78
Q 14 Confidence in ability	74	80	82	86
Q 15 Express concerns	72	77	78	80
Q 16 Respect shown	79	82	83	84
Q 17 Time for visit	65	63	66	70
Q 18 Consideration	70	73	76	74
Q 19 Concern for patient	73	74	77	77
Q 20 Recommendation	75	79	80	83
Q 21 Reception staff	67	66	67	61
Q 22 Respect shown	65	65	66	66
Q 23 Information of services	59	60	58	57
Q 24 Complaints/compliments	51	51	50	53
Q 25 Illness prevention	51	55	54	59
Q 26 Reminder systems	53	52	53	55
Q 27 Second opinion / comp medicine	51	53	53	55
Overall	62	63	65	66

**Patient comments**

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

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

**Practice comment**

**Usual practitioner**

25 - 59	Female	Saturday surgery.
25 - 59	Female	My spouse doesn't get paid for any sickness and although uses the services very infrequently, finds it hard to get an appointment out of work hours. The surgery used to be open on Saturday but this is no longer. It may be worth considering reinforcing this.
25 - 59	Female	Opening hours, we often travel to a different surgery for an afternoon appointment.
25 - 59	Female	Longer opening hours, for example in the evening.
25 - 59	Female	It is a shame that this surgery is not as good as another surgery.
25 - 59	Female	Opening hours could improve to accommodate everyone.
25 - 59	Female	I would like to see our surgery open more so that we didn't have to travel to another practice for late afternoon and evening appointments.
25 - 59	Female	Please do not start to use the machines to book patients in as this renders the good service of the staff invalid, and you lose the personal touch that makes this surgery so valuable.
25 - 59	Female	Always had an excellent service since I have been living in the area.
25 - 59	Female	I would rather book with a receptionist than with a machine. Sometimes it is annoying when I have to see the doctor weekly and I can't book an appointment, as I leave because the system says there are no appointments.
25 - 59	Female	The pharmacy should stay open until the surgery is closed.
25 - 59	Male	Opening times, for example opening on a Saturday.
25 - 59	Male	Longer opening hours.
60 +	Female	As you will see 100% excellence. However the parking arrangements are horrific as there are big holes in the ground. The front spaces should have a disabled notice. Lots of spaces used for supermarket opposite.
60 +	Female	Would like a Saturday morning and an evening surgery so workers could see a doctor without taking time off work for a daytime appointment.
60 +	Female	Afternoon surgery.
60 +	Female	Opening hours are poor as I feel that a late surgery should be available.
60 +	Female	Longer opening hours.
60 +	Female	I feel opening the surgery more often than just mornings would help a lot. One or two evening surgeries would be more convenient and helpful to patients as not everyone has transport to the other surgery. After all, the surgery started as the 'Health Centre'.
60 +	Female	I wish a local doctor could be available at a weekend and perhaps the practice could open on a Saturday.
60 +	Female	Very satisfactory.
60 +	Female	Well done.
60 +	Male	Couldn't be bettered.
60 +	Male	As a family we are extremely satisfied.
60 +	Male	I believe the practice offers a splendid facility in my area.

**Patient comments**

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

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

**Practice comment**

60 +	Male	I am greatly impressed with the practice.
60 +	Male	I think this is a good practice.
Under 25	Female	Find one of the receptionists quite rude and impatient.
Under 25	Female	Some of the staff in the pharmacy are not always welcoming and helpful.

**Not usual practitioner**

25 - 59	Female	Surgery should be open all day.
25 - 59	Female	Be open some evenings for people who can't get to the other surgery and who work all day.
25 - 59	Female	Longer opening hours so I don't have to take time off work.
25 - 59	Female	Longer opening hours at this location. Always find reception staff very helpful.
25 - 59	Male	Saturday doctor available for people who may live too far away, to get in to the surgery during the day. Local emergency doctor should be provided.
25 - 59	Male	The surgery's opening hours are not flexible enough to accommodate people who work from 9:00am til 5:30pm.
-	-	Would prefer to be called in by my title as well as name, i.e., Mr/Mrs.
60 +	Male	Longer opening hours in the afternoons and evenings.
60 +	Male	Don't change.

**Not specified**

25 - 59	Female	Happy enough.
25 - 59	Female	Very happy with the service.
25 - 59	Female	When waiting room is crowded and sometimes noisy, it is difficult to hear your name being called over the intercom.
25 - 59	Female	We are on holiday from another country and I was very impressed with how quickly we were given an appointment over the phone, and with the fact that you are doing this survey in the first place.
60 +	Female	It is not very professional to hear on occasions the reception staff talking about their own affairs when sitting in the waiting room.
60 +	Female	I have always found visits very easy and everything seems to be done already.
60 +	Male	I have always been satisfied with the service on offer.
60 +	Male	Very good.
-	-	To inform people if a doctor is running late as there is nothing worse than waiting and not knowing how long until you are going to be seen.

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

**Doctor/nurse comment**

**Usual practitioner**

25 - 59	Female	Excellent all round.
25 - 59	Female	The doctor could make a few more positive comments when I manage to lose a little weight, but overall they have been very supportive.
25 - 59	Female	They do a brilliant job. It is a shame that times are limited but I do understand.
-	-	The doctor could give me more time and chat some more like my previous doctor used to.

**Patient comments**

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

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

**Doctor/nurse comment**

60 +	Female	We are very lucky to have such a fantastic surgery.
60 +	Female	The doctor was excellent.
60 +	Female	Availability locally.
60 +	Female	The doctor is wonderful.
60 +	Male	Be prepared to consider more than one problem per visit for patient's convenience.
60 +	Male	Very efficient.
60 +	Male	The doctor and nursing staff are excellent. Keep up the great work please.
60 +	Male	I don't see how the doctor could improve.
60 +	Male	The doctor has always dealt with me professionally and with a pleasant, understanding manner.
60 +	Male	There has been an incorrect diagnosis now and then but the intentions are always excellent. Difficulties are quickly administered.
60 +	Male	This is the best doctor I have ever had.
60 +	Male	I still think the doctor and I need to know each other more.
-	-	Very satisfied with the service today.
-	-	All the doctors and general staff are very good.

**Not specified**

25 - 59	Female	Happy enough. Went through a serious illness and couldn't praise them enough.
25 - 59	Female	Cannot complain. Very happy with service. Great!
-	-	The doctor has always been excellent and we have recommended new people to them.
-	-	Very good.

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

## Supporting documents : Score Explanation

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

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

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

The following example uses data from your question 1

Number of Patients Surveyed:206

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1 Opening hours satisfaction	7	37	78	55	23	6

$$(7 \times -33.3333) + (37 \times 0) + (78 \times 33.3333) + (55 \times 66.6667) + (23 \times 100)$$

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$$206 - 6$$

=42% mean percentage score

## Explanation of Quartiles

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

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

They comprise:

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

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

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

	Your mean score (%)
Q 1 Opening hours satisfaction	42

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

Based on our most current national benchmarks, your mean score of 42% falls between the Minimum and quartile 1 which is the lowest 25% of all means

## Interpersonal Skills Ready Reckoner

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

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

IPQ Interpersonal Skill Items		Communication Skills													
		Your % mean	Eye Contact	Agenda Setting	Common Language	Ask before tell	How does that fit with...?	Attributions and expectations	Empathy	What concerns you most	Interruptions	Touch and join	Names	Personal Information	Voice tone
C/F	Q 10 Warmth of greeting	74	●										●		●
C/F	Q 11 Ability to listen	76		●					●		●				
P	Q 12 Explanations	72			●	●		●							
E	Q 13 Reassurance	69							●	●				●	
P	Q 14 Confidence in ability	74				●	●							●	
E	Q 15 Express concerns	72				●				●		●			
C/F	Q 16 Respect shown	79	●								●				●
C/F	Q 17 Time for visit	65	●	●									●		
P	Q 18 Consideration	70				●	●	●							
E	Q 19 Concern for patient	73							●				●	●	

C/F=connect/friendliness

P=partnership

E=empathy

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

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

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

**Agenda setting**

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

**Common language**

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

**Ask before tell**

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

**How does that fit with...?**

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

**Attributions and expectations**

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

**Empathy**

Identify feeling, label it, express concern.

**What concerns you the most?**

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

**Interruptions**

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

**Touch and join**

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

**Names**

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

**Personal information**

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

**Voice tone**

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

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

# Improving Practice Questionnaire

0003C

000000-00000

Doctors Name

OFFICE USE ONLY	Org ID
	Survey ID
	Doctor ID

## You can help this general practice improve its service

- The practice and the doctors at this surgery would welcome your honest feedback
- Please read and complete this survey after you have seen the doctor
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

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

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

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48/24 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

Please turn over ↶

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**About the doctor (continued....)**

	Poor	Fair	Good	Very good	Excellent
17 The amount of time given to me for this visit was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18 This doctor's consideration of my personal situation in deciding a treatment or advising me was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 The doctor's concern for me as a person on this visit was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 The recommendation I would give to my friends about this doctor would be...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**About the staff**

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

**Finally**

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

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

Any comments about how the **doctor** could improve?

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

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual doctor?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>	<p>What is the first part of your postcode (e.g. EX12 3)?</p> <p><input type="text"/></p>
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**Thank you for your time and assistance**