

**Private and Confidential**

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# Improving Practice Questionnaire Report

Townsend House Medical Centre

February 2013



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07 February 2013

Dear Mrs Potter

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=141406>

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	2	20	80	89	51	3
Q2 Telephone access	7	33	70	84	49	2
Q3 Appointment satisfaction	4	17	60	98	64	2
Q4 See practitioner within 48hrs	5	30	65	78	62	5
Q5 See practitioner of choice	7	33	76	73	51	5
Q6 Speak to practitioner on phone	5	19	90	61	44	26
Q7 Comfort of waiting room	2	14	69	101	54	5
Q8 Waiting time	4	36	73	84	42	6
Q9 Satisfaction with visit	0	6	34	73	125	7
Q10 Warmth of greeting	1	3	32	67	136	6
Q11 Ability to listen	1	4	24	78	130	8
Q12 Explanations	0	7	27	85	120	6
Q13 Reassurance	0	8	33	73	126	5
Q14 Confidence in ability	0	5	25	73	136	6
Q15 Express concerns/fears	1	2	35	79	116	12
Q16 Respect shown	1	3	25	67	144	5
Q17 Time for visit	0	7	39	71	122	6
Q18 Consideration	0	6	35	80	113	11
Q19 Concern for patient	0	6	33	74	122	10
Q20 Self care	0	8	35	75	112	15
Q21 Recommendation	0	5	29	65	135	11
Q22 Reception staff	3	8	45	87	96	6
Q23 Respect for privacy/confidentiality	1	7	42	82	101	12
Q24 Information of services	1	11	60	76	84	13
Q25 Complaints/compliments	0	20	64	71	49	41
Q26 Illness prevention	0	16	71	75	56	27
Q27 Reminder systems	1	18	64	76	60	26
Q28 Second opinion / comp medicine	1	14	53	64	50	63

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

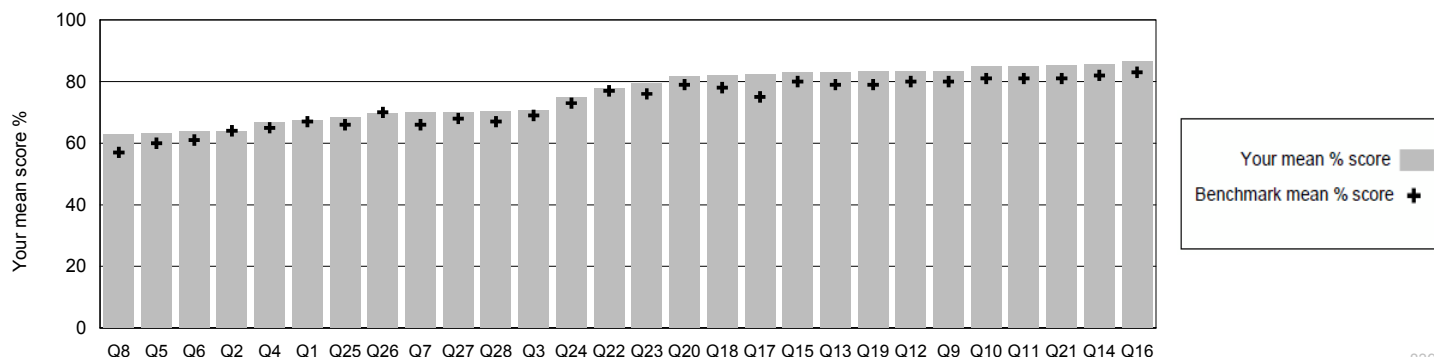
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	67	67	40	63	67	71	99
Q2 Telephone access	64	64	22	55	64	72	99
Q3 Appointment satisfaction	71	69	35	64	69	74	99
Q4 See practitioner within 48hrs	67	65	22	57	64	72	99
Q5 See practitioner of choice	63	60	23	52	60	68	99
Q6 Speak to practitioner on phone	64	61	31	54	61	67	99
Q7 Comfort of waiting room	70	66	21	61	66	72	100
Q8 Waiting time	63	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	83	80	48	76	80	84	99
Q10 Warmth of greeting	85	81	47	78	82	86	99
Q11 Ability to listen	85	81	49	78	82	86	100
Q12 Explanations	83	80	47	76	81	85	100
Q13 Reassurance	83	79	48	75	79	83	100
Q14 Confidence in ability	86	82	47	78	83	86	100
Q15 Express concerns/fears	83	80	48	76	80	84	100
Q16 Respect shown	86	83	45	80	84	88	100
Q17 Time for visit	82	75	45	70	75	79	100
Q18 Consideration	82	78	47	74	78	82	100
Q19 Concern for patient	83	79	43	75	79	83	100
Q20 Self care	82	79	51	75	80	83	99
Q21 Recommendation	85	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	78	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	80	76	42	72	76	80	100
Q24 Information of services	75	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	68	66	38	62	66	70	100
Q26 Illness prevention	70	70	19	66	69	73	100
Q27 Reminder systems	70	68	42	63	67	72	99
Q28 Second opinion / comp medicine	70	67	37	63	67	71	99
Overall score	76	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 (6001-8000 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	67	66	46	62	66	70	84
Q2 Telephone access	64	61	22	54	62	68	85
Q3 Appointment satisfaction	71	67	41	63	68	72	87
Q4 See practitioner within 48hrs	67	62	33	55	63	69	90
Q5 See practitioner of choice	63	57	28	50	57	63	85
Q6 Speak to practitioner on phone	64	59	36	53	59	64	80
Q7 Comfort of waiting room	70	65	36	60	66	71	90
Q8 Waiting time	63	55	25	50	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	83	80	49	76	80	84	93
Q10 Warmth of greeting	85	81	47	78	81	85	94
Q11 Ability to listen	85	82	49	78	82	86	95
Q12 Explanations	83	80	47	77	81	84	94
Q13 Reassurance	83	79	49	76	79	83	92
Q14 Confidence in ability	86	82	47	79	82	86	95
Q15 Express concerns/fears	83	80	50	77	80	84	95
Q16 Respect shown	86	83	45	81	84	87	96
Q17 Time for visit	82	74	47	70	75	79	94
Q18 Consideration	82	78	47	74	78	82	91
Q19 Concern for patient	83	79	50	75	79	83	93
Q20 Self care	82	78	51	76	79	82	92
Q21 Recommendation	85	81	46	78	82	85	95
<b>About the staff</b>							
Q22 Reception staff	78	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	80	74	47	71	75	78	90
Q24 Information of services	75	71	44	68	72	75	88
<b>Finally</b>							
Q25 Complaints/compliments	68	65	43	62	65	68	83
Q26 Illness prevention	70	68	19	65	69	71	84
Q27 Reminder systems	70	66	46	63	66	70	84
Q28 Second opinion / comp medicine	70	66	48	63	66	69	85
Overall score	76	72	46	69	72	75	87

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

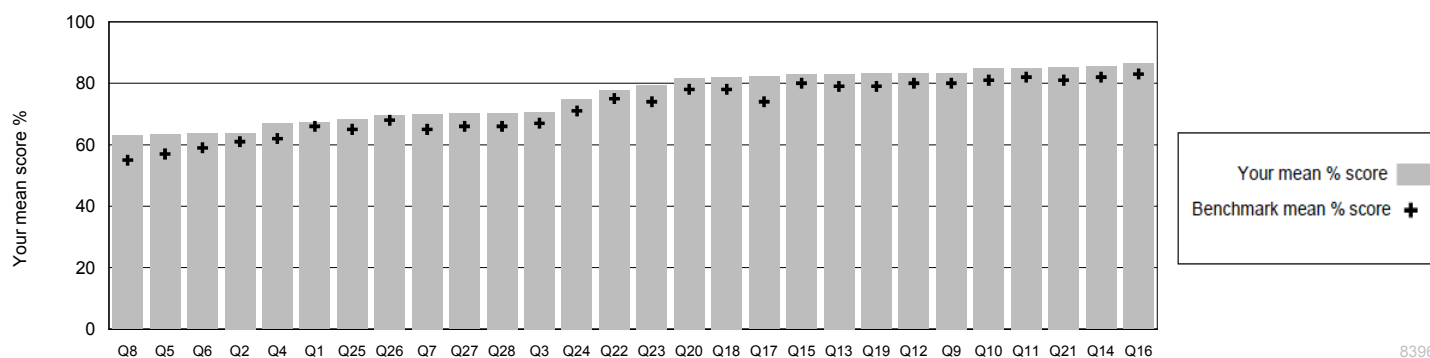
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\*Based on data from 532 practices carrying out 665 surveys between April 2008 and March 2012 with 25 or more responses.

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 (6001-8000 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 (6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

### Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	13	67	69	45	65	70	74	90
25 - 59	77	74	71	48	67	71	75	85
60 +	138	79	75	38	71	75	78	93
Blank	17	73	70	39	65	70	75	95

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	137	76	71	44	68	72	75	87
Male	91	76	73	50	70	73	77	88
Blank	17	74	70	39	65	71	76	94

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	166	77	74	39	71	74	77	88
No	50	73	68	37	64	69	72	84
Blank	29	75	70	45	66	70	75	93

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	39	69	72	43	68	72	76	90
5 - 10 years	39	75	71	52	67	72	75	87
> 10 years	153	78	72	50	69	73	76	88
Blank	14	75	70	30	65	71	75	92

\*Based on data from 532 practices carrying out 665 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

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

- When sending in repeat prescriptions via website, there is no acknowledgement and one occasion recently was out of antibiotics (strong ones) because of an apparent delay in actioning instructions from hospital doctor.
- Parking?
- For this doctor not to retire.
- Get decent seats in the Seaton surgery - bad for peoples backs.
- It's fine.
- None - satisfied at present.
- Doctors very good. There is a need to see doctor on the day you're ill not 2 weeks before.
- In morning - have more than 1 line to receive calls (between 8:30am - 9:15am).
- Non Saturday opening? I feel there should be am.
- I would love to see 7 day coverage. The doctors work on a rota system. It's very stressful to be taken ill on the weekend or on a Friday even when you know you can only contact duty doctor who is extremely busy and doesn't know you or your history.
- How about a 'clock' in the waiting room.
- I am more than satisfied with the service received in this practice.
- Go back to the old appointment system. There is only one receptionist who appears to know what they are doing. To wait for weeks for an appointment because of the worried well is appalling!
- Extremely well.
- Personally, and I speak for my partner and child also, we have never had such a good relationship and attention from any other practice.
- I phoned requesting an appointment 'anytime today' urgent cases only. Phone call from doctor 'sometime'. Partner phoned 10 minutes later and was offered an appointment at 9:20. I would not request an appointment if it wasn't required.
- More privacy and personal attention by receptionist (varies). Not real problem.
- One of your staff on desk sometimes can come over rather rude. Needs checking?
- Shorter wait for appointment with my doctor of choice.
- Cannot be improved!
- Overall very good.
- In this day and age it's about time it was operating on a 7 days a week basis. People become ill 7 days a week especially the old (Seaton has a high proportion of elderly).
- Carry on as now.
- Water in waiting room.
- Don't change the way it is.
- All gloriously wonderful. (If it wasn't 'urgent' I would not be here).
- Better parking!
- Very good service for repeat prescriptions online excellent.
- Not necessary.

## 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

- Answer phone, tried all morning Monday, constantly engaged. More staff maybe to answer phone at start of week! Like almost all doctors so not too worried who I see!
- All very good.
- More opening hours.
- Having a separate telephone number for appointments. Difficulty in phoning am on Mondays for appointments. Staff questioning your choice of doctor when ringing for appointments e.g. telling you that your doctor is! A clock in the waiting room would be useful.
- Follow up and act upon setting up and a continuation of treatment and services an individual was receiving for primary health care trust, when having moved, and thus become new to the practice!
- A queue system on the phone line, as can take a long time to get through as phone so busy in mornings.
- Excellent service - best we have ever known.
- Could not improve - excellent.
- My doctor is always kind and caring. Can always bring my history to mind. They never hesitate to arrange further tests if necessary. I like the fact that they are always prepared to speak to me over the telephone.
- Stay open at lunch time.
- More courtesy shown to patients by reception - we aren't feeling well, that is why we are here, don't shout at us! More than 1 receptionist on duty if busy with long complicated patient issue.
- Car parking a problem!
- A short piece of jagged metal stump, some 4"-5" high on the edge of grassy area, left hand side adjacent to can park should be removed as soon as possible. An accident waiting to happen, perhaps by some unseeing person as they alight their car and walk on. Could leave you vulnerable to exploitation by no win no fee solicitors. Yours sincerely. No offence meant.
- It would be good not to have to wait 10 days for an appointment! One cannot always plan one's illness!
- Sometimes 30 minutes - 45 minutes wait.
- Your receptionists need to be more polite when answering the phones, they can be very rude. That needs to be sorted.
- The reception staff are excellent, a big change from when I lived in the West Midlands!
- Pleased to comment, this surgery is excellent.

## 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 doctor/nurse could improve

- An email response or phone call to explain delay/reason for not issuing repeat on this occasion?
- This doctor has always treated me with respect and listened to my concerns.
- He will be sadly missed.
- Too late since this doctor is leaving, but I guess it's fair to say they're completely brilliant when the hard times come, perhaps a bit less interested in 'ordinary' aches and pains!
- None - shame they're about to retire!
- No they're excellent.
- No. All is very good. Thank you!
- None. Pay them for minor A&E!
- Extremely well.
- Review reception staff attitude, it varies!
- Very satisfied.
- Excellent.
- This doctor I believe to be an excellent doctor.
- When people who are ill can see their own doctor when they can not get appointment because they are work at short notice they will be a good help.
- Perfection personified (or very near it).
- None. My doctor's very good.
- Thank you.
- No. Excellent doctor.
- This doctor is fantastic, caring and listens and looks you in the eye. Their treatment, if required, is carefully considered and discussed with me.
- Excellent doctor/doctors.
- No concerns.
- I believe my doctor is excellent in their professional manner and particularly in the concern they show for my health, which I am sure is genuine.

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 = 245

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	20	80	89	51	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (20 \times 25) + (80 \times 50) + (89 \times 75) + (51 \times 100)}{(245 - 3)} = 16,275/242$$

Your mean percentage score for Q1 = 67%

### 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	67

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

**Townsend House Medical Centre**

49 Harepath Road  
Seaton  
Devon  
EX12 2RY

**Practice List Size: 6800**

**Surveys Completed: 245**

has completed the

## Improving Practice Questionnaire

Completed on 07 February 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.