

Private and Confidential

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Improving Practice Questionnaire Report

Dr Lawton & Partners (Sidley Surgery)

November 2012



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07 November 2012

Dear Ms Muggridge

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=140218>

Please contact the office on 0845 5197493 or reports@cfep.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

Report Contents

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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	1	2	37	67	199	2
Q2 Telephone access	13	19	59	41	174	2
Q3 Appointment satisfaction	2	8	40	65	190	3
Q4 See practitioner within 48hrs	4	19	42	54	183	6
Q5 See practitioner of choice	4	11	43	63	182	5
Q6 Speak to practitioner on phone	3	10	40	56	180	19
Q7 Comfort of waiting room	1	4	43	72	184	4
Q8 Waiting time	3	9	46	72	176	2
Q9 Satisfaction with visit	0	4	30	60	208	6
Q10 Warmth of greeting	0	5	31	52	215	5
Q11 Ability to listen	1	7	26	54	215	5
Q12 Explanations	0	5	31	54	211	7
Q13 Reassurance	2	6	32	47	214	7
Q14 Confidence in ability	1	6	25	44	226	6
Q15 Express concerns/fears	2	8	23	48	218	9
Q16 Respect shown	0	6	22	42	232	6
Q17 Time for visit	1	10	25	57	207	8
Q18 Consideration	1	6	32	61	197	11
Q19 Concern for patient	1	6	31	62	194	14
Q20 Self care	1	5	36	51	202	13
Q21 Recommendation	1	4	32	39	220	12
Q22 Reception staff	1	1	32	47	223	4
Q23 Respect for privacy/confidentiality	0	7	25	50	216	10
Q24 Information of services	1	6	35	46	210	10
Q25 Complaints/compliments	1	6	40	60	180	21
Q26 Illness prevention	0	5	50	50	190	13
Q27 Reminder systems	3	8	44	45	195	13
Q28 Second opinion / comp medicine	0	5	44	40	187	32

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

Your patient feedback

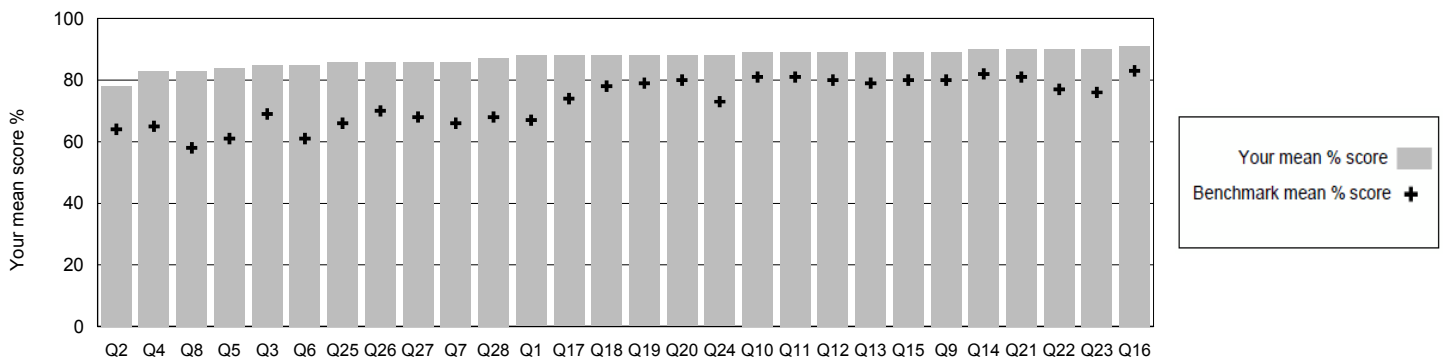
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	88	67	44	62	66	71	99
Q2 Telephone access	78	64	24	56	64	72	99
Q3 Appointment satisfaction	85	69	37	64	69	74	99
Q4 See practitioner within 48hrs	83	65	25	57	65	72	99
Q5 See practitioner of choice	84	61	24	53	60	69	99
Q6 Speak to practitioner on phone	85	61	31	54	61	67	99
Q7 Comfort of waiting room	86	66	31	61	66	72	100
Q8 Waiting time	83	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	89	80	49	76	80	84	99
Q10 Warmth of greeting	89	81	50	78	82	86	99
Q11 Ability to listen	89	81	50	78	82	86	100
Q12 Explanations	89	80	49	77	81	84	100
Q13 Reassurance	89	79	49	75	79	83	100
Q14 Confidence in ability	90	82	50	79	83	86	100
Q15 Express concerns/fears	89	80	50	76	80	84	100
Q16 Respect shown	91	83	50	80	84	88	100
Q17 Time for visit	88	74	46	70	74	79	100
Q18 Consideration	88	78	48	74	78	82	100
Q19 Concern for patient	88	79	48	75	79	83	100
Q20 Self care	88	80	51	78	81	85	99
Q21 Recommendation	90	81	46	77	81	85	100
About the staff							
Q22 Reception staff	90	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	90	76	45	72	76	80	100
Q24 Information of services	88	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	86	66	42	62	66	71	100
Q26 Illness prevention	86	70	46	66	69	73	100
Q27 Reminder systems	86	68	43	63	67	72	99
Q28 Second opinion / comp medicine	87	68	44	63	67	72	99
Overall score	87	73	46	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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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



Your patient feedback

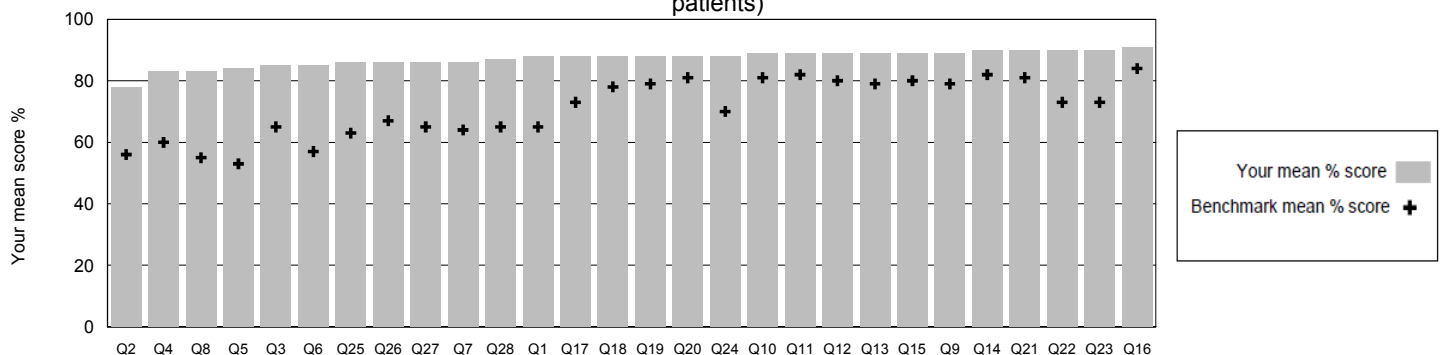
Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	88	65	52	61	65	69	82
Q2 Telephone access	78	56	25	49	58	63	79
Q3 Appointment satisfaction	85	65	44	61	66	70	81
Q4 See practitioner within 48hrs	83	60	35	54	61	67	82
Q5 See practitioner of choice	84	53	28	47	53	59	81
Q6 Speak to practitioner on phone	85	57	37	52	58	63	85
Q7 Comfort of waiting room	86	64	41	60	64	69	80
Q8 Waiting time	83	55	31	49	55	59	73
About the practitioner							
Q9 Satisfaction with visit	89	79	66	76	80	83	90
Q10 Warmth of greeting	89	81	68	78	81	84	92
Q11 Ability to listen	89	82	68	78	82	85	93
Q12 Explanations	89	80	68	77	80	83	91
Q13 Reassurance	89	79	65	76	79	82	91
Q14 Confidence in ability	90	82	70	79	82	85	93
Q15 Express concerns/fears	89	80	66	77	80	83	90
Q16 Respect shown	91	84	71	81	84	87	93
Q17 Time for visit	88	73	58	69	73	77	89
Q18 Consideration	88	78	63	74	78	81	91
Q19 Concern for patient	88	79	63	75	79	82	91
Q20 Self care	88	81	75	77	81	84	88
Q21 Recommendation	90	81	68	77	81	84	93
About the staff							
Q22 Reception staff	90	73	55	70	74	76	93
Q23 Respect for privacy/confidentiality	90	73	60	70	73	75	88
Q24 Information of services	88	70	57	67	70	73	87
Finally							
Q25 Complaints/compliments	86	63	51	60	63	66	78
Q26 Illness prevention	86	67	52	64	67	70	78
Q27 Reminder systems	86	65	51	62	65	68	78
Q28 Second opinion / comp medicine	87	65	53	62	65	67	79
Overall score	87	71	58	67	71	74	81

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

* Based on data from 256 practices surveyed between April 2008 and January 2011 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 (10001-12000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	47	91	69	53	65	69	73	86
25 - 59	123	87	70	56	66	70	73	81
60 +	128	87	73	61	70	73	77	84
Blank	10	79	69	47	64	69	74	88
Gender								
Female	176	87	70	57	67	70	74	82
Male	122	88	72	60	69	72	75	82
Blank	10	76	69	46	65	69	74	87
Visit usual practitioner								
Yes	221	89	73	60	70	73	77	84
No	63	84	67	53	63	67	71	79
Blank	24	76	69	51	65	69	73	82
Years attending								
< 5 years	76	88	71	53	68	71	75	85
5 - 10 years	64	91	70	56	67	70	74	83
> 10 years	156	86	71	58	68	71	75	84
Blank	12	74	69	49	65	69	73	96

* Based on data from 256 practices surveyed between April 2008 and January 2011 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.

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	03/09/2012	18/08/2011	28/07/2008	26/09/2007
Q1 Opening hours satisfaction	88	77	79	68
Q2 Telephone access	78	65	79	61
Q3 Appointment satisfaction	85	78	81	71
Q4 See practitioner within 48hrs	83	76	80	69
Q5 See practitioner of choice	84	75	79	68
Q6 Speak to practitioner on phone	85	73	81	64
Q7 Comfort of waiting room	86	80	80	61
Q8 Waiting time	83	73	77	64
Q9 Satisfaction with visit	89	86	86	83
Q10 Warmth of greeting	89	86	86	84
Q11 Ability to listen	89	85	88	84
Q12 Explanations	89	84	88	82
Q13 Reassurance	89	83	87	83
Q14 Confidence in ability	90	85	89	86
Q15 Express concerns/fears	89	83	87	83
Q16 Respect shown	91	87	90	87
Q17 Time for visit	88	83	79	76
Q18 Consideration	88	82	85	80
Q19 Concern for patient	88	83	87	81
Q20 Self care	88	82	--	--
Q21 Recommendation	90	85	89	85
Q22 Reception staff	90	80	87	72
Q23 Respect for privacy/confidentiality	90	80	87	73
Q24 Information of services	88	79	84	72
Q25 Complaints/compliments	86	74	80	68
Q26 Illness prevention	86	76	85	73
Q27 Reminder systems	86	76	84	70
Q28 Second opinion / comp medicine	87	73	83	69
Overall score	87	80	84	75

-- 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

- More staff as queuing is constantly an issue. Opportunity to see a different doctor is usually frowned upon.
- No, it's rather good. No improvement necessary.
- Don't touch it if it's not broken!
- This practice is really great. You're always welcome.
- Yes by the doctor not saying you can only talk about one thing. To be open on a Saturday for all patients on the day. Two receptionists are the most helpful.
- Surgery telephone number should be an '01' or '0845' not 0844.
- Never seems to be enough nurse appointments.
- To be able to call reception for appointment, get rid of automated service.
- There is a need for two receptionists at the desk at very busy times, i.e. a long queue waiting to speak to the receptionist (I have waited for 20 minutes).
- It is very time consuming to make an appointment at the desk. In our household's experience you have to wait at least a week for any blood tests to be done.
- No, every consideration given.
- Cannot improve, it's already perfect.
- I find telephoning for an appointment can be frustrating - time waiting, etc.
- Maybe a weekend opening, i.e. 2 hours for emergencies rather than having to go through NHS direct.
- If it were possible to increase the size of the car park!
- Very good service.
- This is a model practice very good service all round.
- It's a very well run practice with very nice, friendly staff.
- Provide a seat outside when waiting for the surgery to be open.
- Reception is not friendly enough there's no care just feels like you're on an annoying waiting list, there's no warm greeting.
- This practice in my opinion is second to none, the staff are wonderful, helpful and very kind although remaining very professional.
- Practice is okay!
- Remove expensive phone call for appointments.
- The receptionists very helpful. The district nurses excellent.
- Cheaper calls for appointments.
- Some receptionists need to remember they are here to help. They often make you feel like a real pain.
- None, excellent service.
- Don't change anything please!
- Cheaper better phone and answering service.
- Why is the practice using 0844 telephone number? It should be an '01' telephone number (or 0845).

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

- As I only have a mobile phone the 0844 number is prohibitive which means I probably make more appointments than I would if I could phone a normal landline number.
- One receptionist was talking very loud on the phone about a patient referral. Not very private or confidential.
- Everything is perfect.
- Change the telephone system to a local 01424 number. I have to pay for '0844' numbers.
- Based on current workload, no improvement is possible.
- The long telephone number and subsequent 'options' is a little infuriating especially when the phone number is not to hand. Overall very pleased with the practice.
- Contacting for appointment. Should be improved.
- Very good.
- This is the best practice in the area.
- Have always been treated very well by receptionist and doctor/nurses, long may it continue. Very well done everyone.
- Get rid of automated telephone system and it should not cost anything to call.

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

- The doctor is brilliant and so are all the surgery, are best in town.
- The doctor should not limit you to one thing.
- Listen!
- I could not wish for a better doctor.
- My doctor is the best.
- The doctor is excellent, caring, jovial and kind.
- All very good.
- More female GPs please.
- Excellent service from excellent staff!
- Doctors are always in a hurry.
- I have complete and utter faith in my doctor and in fact all of the doctors that I have had occasion to see at different times over the years.
- Satisfactory.
- Wonderful doctor. No improvement needed.
- Seeing your own GP more. This doctor is our family doctor and they are someone I would highly recommend.
- No, doctor was very good.
- It was my second visit to this doctor for two separate reasons and found them to be very pleasant and helpful in all ways a credit to the practice.
- We are very happy with our GP.
- Service provided is very good.
- Very good.
- It is very frustrating, not being able to voice concerns about more than one ailment, at the time of the visit. This causes more stress, a waste of time, both mine and the doctor's. Especially when I work away and have little time to see my GP.
- The surgery is really good, no one should complain about the service.

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 = 308

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	2	37	67	199	2

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

$$\frac{\text{(number of Poor ratings x 0) + (number of Fair ratings x 25) + (number of Good ratings x 50) + (number of Very Good ratings x 75) + (number of Excellent ratings x 100)}}{\text{(Total number of patient responses - number of blank/spoilt)}} = \frac{(1 \times 0) + (2 \times 25) + (37 \times 50) + (67 \times 75) + (199 \times 100)}{(308 - 2)} = 26,825/306$$

Your mean percentage score for Q1 = 88%

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	88

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	62	66	71	99

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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



PRACTITIONER 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
- 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 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"/>

**SAMPLE ONLY
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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

Dr Lawton & Partners (Sidley Surgery)

44 Turkey Road
Bexhill-on-Sea
EAST SUSSEX
TN39 5HE

Practice List Size: 10196

Surveys Completed: 308

has completed the

Improving Practice Questionnaire

Completed on 07 November 2012



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.