

**Private and Confidential**

Miss Julia Steele  
Willington Medical Group  
The Surgery  
Chapel Street  
Willington  
Crook  
County Durham  
DL15 0EQ

# Improving Practice Questionnaire Report

Willington Medical Group

September 2016



1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

Miss Julia Steele  
Willington Medical Group  
The Surgery  
Chapel Street  
Willington  
Crook  
County Durham  
DL15 0EQ

t 01392 823766  
f 01392 824767

e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

26 September 2016

Dear Miss Steele

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.

A guidance template for discussion of these local survey findings and an action plan have also 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=192367>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

# Report Contents

## Introduction

### Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

### Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

## Introduction

### About the IPQ

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

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

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

### About the benchmarks

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

### Your feedback

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

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

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

## Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	0	13	72	72	51	1
Q2 Telephone access	10	53	64	43	36	3
Q3 Appointment satisfaction	4	16	67	67	54	1
Q4 See practitioner within 48hrs	13	35	61	49	47	4
Q5 See practitioner of choice	9	39	59	49	46	7
Q6 Speak to practitioner on phone	17	32	63	42	27	28
Q7 Comfort of waiting room	0	11	61	78	56	3
Q8 Waiting time	3	43	67	55	33	8
Q9 Satisfaction with visit	0	7	40	56	103	3
Q10 Warmth of greeting	1	4	37	57	108	2
Q11 Ability to listen	2	2	35	47	120	3
Q12 Explanations	1	6	41	50	106	5
Q13 Reassurance	3	6	38	50	104	8
Q14 Confidence in ability	2	6	31	56	111	3
Q15 Express concerns/fears	1	7	40	51	102	8
Q16 Respect shown	2	5	28	52	119	3
Q17 Time for visit	4	9	37	52	104	3
Q18 Consideration	2	5	51	45	102	4
Q19 Concern for patient	2	5	50	41	106	5
Q20 Self care	1	8	46	48	98	8
Q21 Recommendation	0	10	34	39	117	9
Q22 Reception staff	3	12	54	66	73	1
Q23 Respect for privacy/confidentiality	3	16	54	59	74	3
Q24 Information of services	1	17	60	57	65	9
Q25 Complaints/compliments	1	19	58	60	48	23
Q26 Illness prevention	0	11	64	64	54	16
Q27 Reminder systems	3	12	70	48	67	9
Q28 Second opinion / comp medicine	1	14	60	46	46	42

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

Your patient feedback

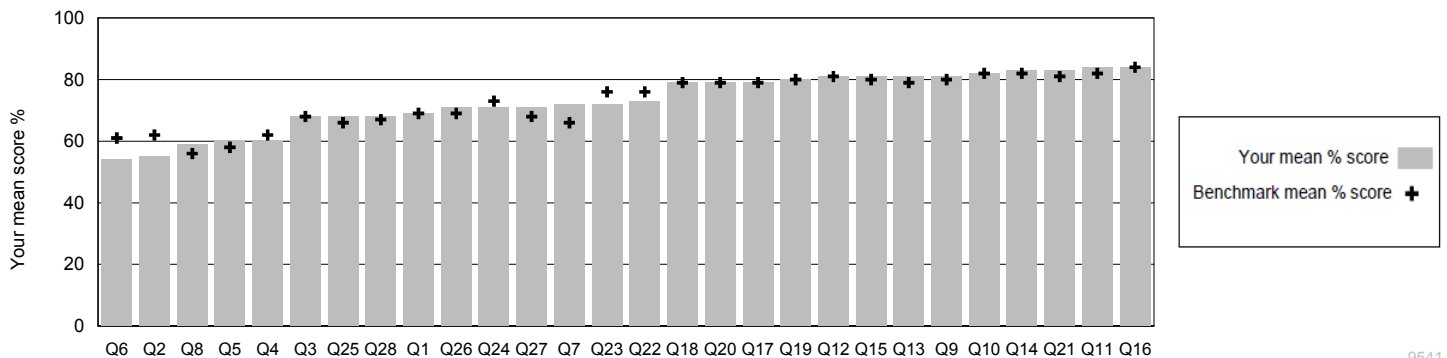
Table 2: Your mean percentage scores and benchmarks from all participating practices

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

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

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 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	69	67	49	64	68	71	76
Q2 Telephone access	55	57	22	51	59	64	78
Q3 Appointment satisfaction	68	66	39	62	67	71	79
Q4 See practitioner within 48hrs	60	59	29	53	59	67	80
Q5 See practitioner of choice	60	53	26	47	54	59	78
Q6 Speak to practitioner on phone	54	59	36	54	60	65	78
Q7 Comfort of waiting room	72	64	42	59	64	68	82
Q8 Waiting time	59	54	30	49	55	59	72
<b>About the practitioner</b>							
Q9 Satisfaction with visit	81	80	51	76	81	84	92
Q10 Warmth of greeting	82	81	52	78	82	86	95
Q11 Ability to listen	84	82	52	79	83	87	95
Q12 Explanations	81	81	52	77	81	85	94
Q13 Reassurance	81	79	52	76	80	84	94
Q14 Confidence in ability	83	82	53	79	83	86	95
Q15 Express concerns/fears	81	80	52	76	81	85	95
Q16 Respect shown	84	84	53	80	85	88	95
Q17 Time for visit	79	79	48	75	80	83	91
Q18 Consideration	79	78	51	75	79	83	96
Q19 Concern for patient	80	79	51	76	80	84	95
Q20 Self care	79	78	52	75	79	83	94
Q21 Recommendation	83	81	51	78	82	86	95
<b>About the staff</b>							
Q22 Reception staff	73	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	72	74	50	71	74	77	85
Q24 Information of services	71	70	49	68	71	74	82
<b>Finally</b>							
Q25 Complaints/compliments	68	64	43	61	64	68	75
Q26 Illness prevention	71	67	47	65	67	71	79
Q27 Reminder systems	71	66	47	63	66	70	77
Q28 Second opinion / comp medicine	68	65	44	63	65	68	81
Overall score	73	72	49	69	73	76	83

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

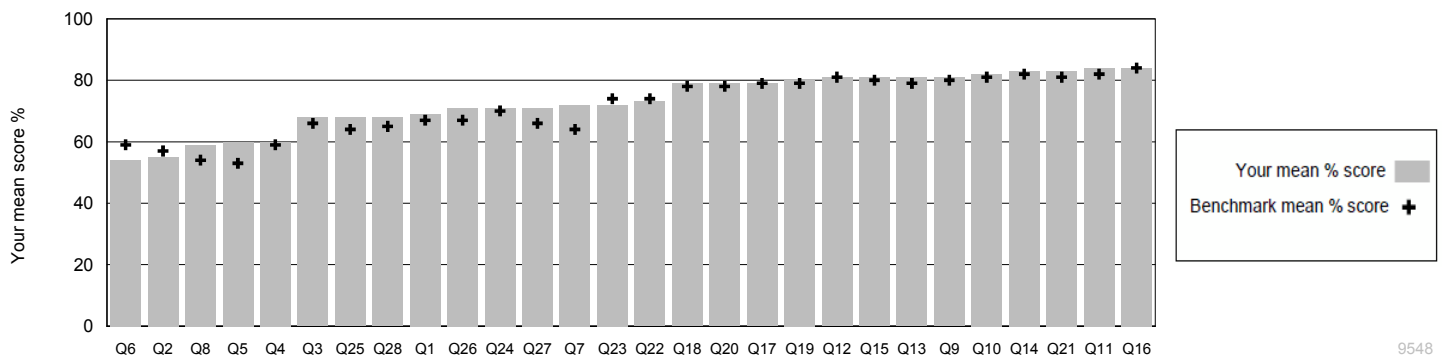
9548

\*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (8001-10000 patients)



9548



## Your patient feedback

Table 4: Your patient demographics  
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	9	75	70	41	66	71	75	90
25 - 59	92	72	71	50	68	72	75	81
60 +	104	74	73	49	70	74	77	88
Blank	4	-	-	-	-	-	-	-
<b>Gender</b>								
Female	114	73	71	49	68	72	75	83
Male	88	74	73	48	70	74	76	83
Blank	7	61	70	50	65	71	75	92
<b>Visit usual practitioner</b>								
Yes	155	75	74	51	71	75	77	85
No	38	69	69	43	65	69	73	80
Blank	16	69	71	49	67	71	75	86
<b>Years attending</b>								
< 5 years	38	78	72	45	68	73	76	82
5 - 10 years	21	65	71	48	67	71	75	83
> 10 years	144	74	72	51	69	73	76	85
Blank	6	64	70	51	65	71	74	89

\*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

954E

## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	26/02/2015	08/01/2014	14/02/2013
Q1 Opening hours satisfaction	69	68	65	66
Q2 Telephone access	55	49	53	59
Q3 Appointment satisfaction	68	69	65	68
Q4 See practitioner within 48hrs	60	61	57	64
Q5 See practitioner of choice	60	61	62	64
Q6 Speak to practitioner on phone	54	57	53	57
Q7 Comfort of waiting room	72	66	62	66
Q8 Waiting time	59	57	55	57
Q9 Satisfaction with visit	81	80	82	78
Q10 Warmth of greeting	82	83	84	81
Q11 Ability to listen	84	84	86	81
Q12 Explanations	81	82	84	79
Q13 Reassurance	81	81	83	78
Q14 Confidence in ability	83	84	85	79
Q15 Express concerns/fears	81	82	83	79
Q16 Respect shown	84	84	86	83
Q17 Time for visit	79	79	82	79
Q18 Consideration	79	79	82	75
Q19 Concern for patient	80	80	82	78
Q20 Self care	79	79	82	75
Q21 Recommendation	83	83	84	79
Q22 Reception staff	73	73	70	70
Q23 Respect for privacy/confidentiality	72	72	68	72
Q24 Information of services	71	70	66	71
Q25 Complaints/compliments	68	64	61	66
Q26 Illness prevention	71	69	67	70
Q27 Reminder systems	71	69	68	68
Q28 Second opinion / comp medicine	68	67	63	66
Overall score	73	73	72	72

## Your patient feedback

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

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

- I can find no fault with the practice apart from the general underfunding by central government to the NHS and the terrible interference of politicians.
- Professional, informative, thorough. One doctor - excellent.
- Your receptionists could be nicer towards patients and help them more.
- Short of sending a taxi for appointments, no.
- I was very impressed with this surgery, another needs to learn from here. Children's play area excellent. No need to improve. Everything excellent, well done.
- Be open from 12-1 hours.
- Perfection is difficult to beat.
- Admin staff are incredibly helpful and caring.
- I am quite happy with everything.
- Perfect.
- Excellent service, appropriate waiting times.
- Availability of booking appointments. Some of reception staff could improve their customer service skills.
- We have had excellent care and service for many years!
- Telephone calls are now worse due to new system. It takes longer to get through for prescriptions.
- Think the old appointment system was better.
- With the new improvements the practice has undertaken, i.e. phone and signing in on the new screen, is great, thank you. I can now manage a lot better. Well done all of you.
- Music to relax you.
- Excellent.
- Lovely staff, very friendly, helpful.
- No, overall very good service.
- I am happy with this practice.
- The practice is run very well.
- Would request further appointments available to people who work and need to make evening appointments. Have to wait a week for nurse appointment.
- No complaints.
- Very good service.
- This is an excellent GP practice, from the reception staff, nurses and doctors - all treat the patients with kindness, politeness and respect.
- It is 100% ok, don't change.
- Ok.
- I have no complaints about this practice. 10 out of 10.
- Excellent service. Dreadful music while waiting on phone.

## Your patient feedback

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

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

- Should be more private when talking to reception, especially when handing in test bottles.
- Better appointment for people who work.
- I have no complaints whatsoever since I changed my doctor.
- None, all very good.
- Spot on.
- Very good service and I can't say anything bad.
- Excellent.
- Main problems have already been improved, i.e. telephone access and self registration on arrival.
- Don't like new phone system.
- None whatsoever. It is the best run service I have ever encountered.
- Have a Saturday morning surgery.
- Happy with this doctor - very good family doctor.

## Your patient feedback

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

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

- Excellent, cannot be improved on.
- Everything is very good.
- No as everyone from the receptionists onwards are very helpful. Mind, some of the patients could do with a bit of advice.
- I'm not a teacher but you deserve a smiley face. Well done.
- I can only comment on one doctor and two nurses and they could not be improved on.
- An excellent service from one practitioner.
- We can all improve but I have no answer to this. I was very happy with my consultation.
- One nurse needs hygiene training!
- One doctor is excellent.
- To be treated more like a human being. A little more respect shown please.
- Doctor is excellent.
- Excellent.
- I am very happy with the doctors and nurses at this practice.
- Length of time to improve on prescription line, waiting too long.
- Excellent.
- None, this practice is one of the best in the area. I have no complaints whatsoever. Keep up the good work.
- It is 100% ok, don't change.
- Ok.
- I have no complaints. 10 out of 10.
- I find everything ok.
- None all very good.
- Not necessary.
- None - excellent doctor.
- Got no problems very good at Willington Medical Group.
- Got no problems very good at Willington Med Group.
- This doctor is a wonderful doctor.
- Staff excellent.
- I have lived in a few different counties and this one is the best by far.
- No - this doctor is very good.

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 = 209

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	13	72	72	51	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (13 \times 25) + (72 \times 50) + (72 \times 75) + (51 \times 100)}{(209 - 1)} = 14,425/208$$

Your mean percentage score for Q1 = 69%

### 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	69

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

9541

\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 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>
---	---	---	--

**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**Willington Medical Group**

The Surgery  
Chapel Street  
Willington  
Crook  
County Durham  
DL15 0EQ

**Practice List Size: 9163**

**Surveys Completed: 209**

has completed the

## Improving Practice Questionnaire

Completed September 2016



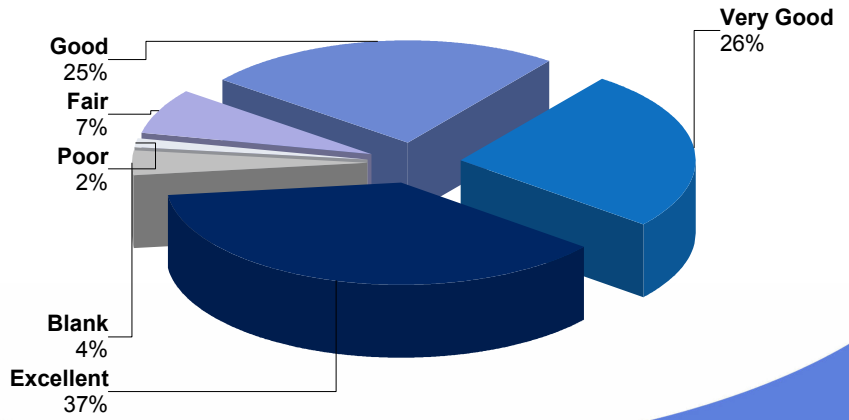
**Michael Greco**  
Director



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.

# 88%

of all patient ratings about this practice were **good, very good or excellent**



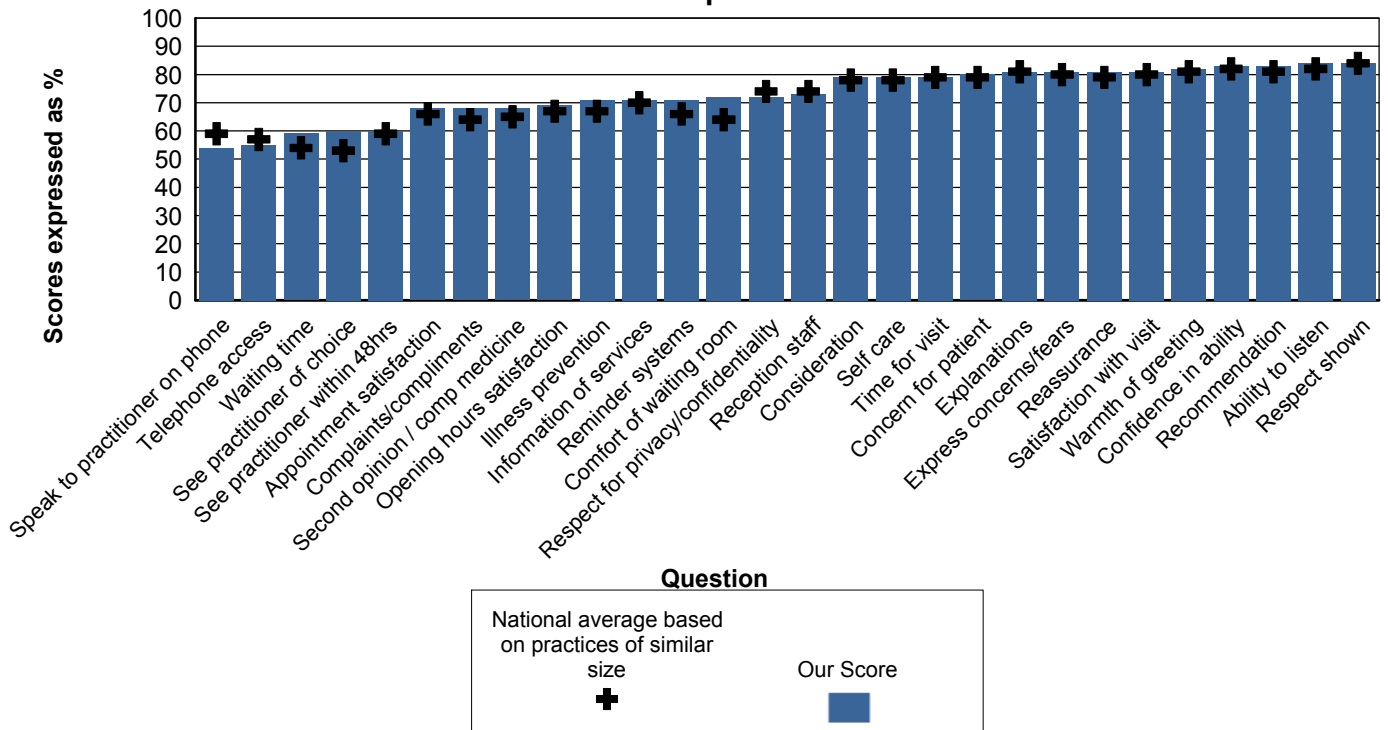
Thank you for your participation in this survey

## Patient Experience Survey Results 2015/2016 Willington Medical Group



# "Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you

