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## **Improving Practice Questionnaire Report**

Colne Valley Family Doctors

January 2013



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10 January 2013

Dear Mrs Anderson

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=142011>

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

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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	15	62	56	30	1
Q2 Telephone access	18	34	57	41	15	1
Q3 Appointment satisfaction	6	17	62	49	32	0
Q4 See practitioner within 48hrs	21	26	53	28	35	3
Q5 See practitioner of choice	22	31	60	35	13	5
Q6 Speak to practitioner on phone	4	12	62	36	38	14
Q7 Comfort of waiting room	2	18	72	52	20	2
Q8 Waiting time	9	38	58	39	17	5
Q9 Satisfaction with visit	0	7	34	66	57	2
Q10 Warmth of greeting	1	3	35	60	64	3
Q11 Ability to listen	0	3	33	64	62	4
Q12 Explanations	1	3	33	63	60	6
Q13 Reassurance	1	3	37	62	60	3
Q14 Confidence in ability	1	4	29	58	71	3
Q15 Express concerns/fears	0	4	33	65	59	5
Q16 Respect shown	0	2	32	57	73	2
Q17 Time for visit	0	4	33	63	62	4
Q18 Consideration	1	1	34	62	61	7
Q19 Concern for patient	3	1	36	56	59	11
Q20 Self care	0	2	32	66	52	14
Q21 Recommendation	0	3	30	54	64	15
Q22 Reception staff	0	2	44	49	69	2
Q23 Respect for privacy/confidentiality	0	3	50	51	56	6
Q24 Information of services	0	2	51	48	55	10
Q25 Complaints/compliments	1	7	59	48	33	18
Q26 Illness prevention	0	9	53	50	44	10
Q27 Reminder systems	2	9	45	47	41	22
Q28 Second opinion / comp medicine	2	7	49	43	29	36

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

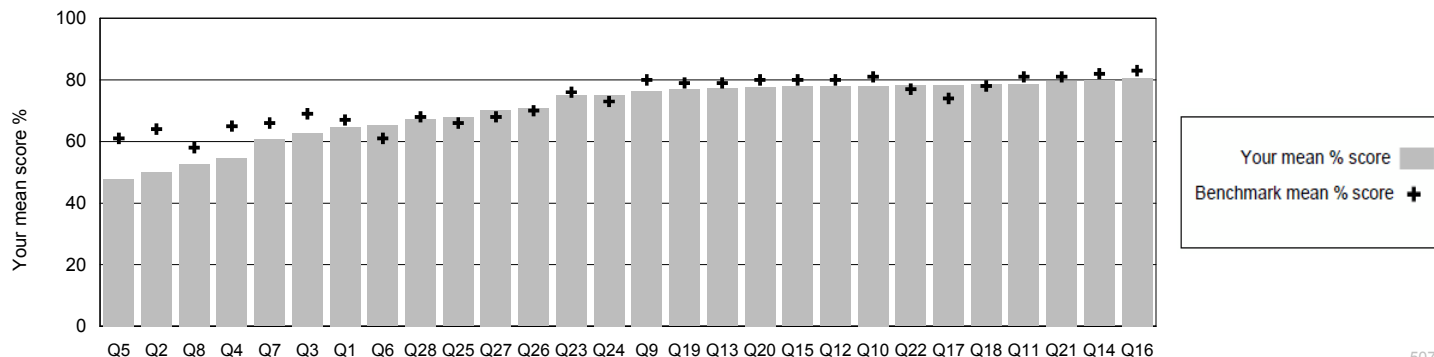
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	65	67	44	62	66	71	99
Q2 Telephone access	50	64	24	56	64	72	99
Q3 Appointment satisfaction	63	69	37	64	69	74	99
Q4 See practitioner within 48hrs	55	65	25	57	65	72	99
Q5 See practitioner of choice	48	61	24	53	60	69	99
Q6 Speak to practitioner on phone	65	61	31	54	61	67	99
Q7 Comfort of waiting room	61	66	31	61	66	72	100
Q8 Waiting time	53	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	76	80	49	76	80	84	99
Q10 Warmth of greeting	78	81	50	78	82	86	99
Q11 Ability to listen	79	81	50	78	82	86	100
Q12 Explanations	78	80	49	77	81	84	100
Q13 Reassurance	77	79	49	75	79	83	100
Q14 Confidence in ability	80	82	50	79	83	86	100
Q15 Express concerns/fears	78	80	50	76	80	84	100
Q16 Respect shown	81	83	50	80	84	88	100
Q17 Time for visit	78	74	46	70	74	79	100
Q18 Consideration	78	78	48	74	78	82	100
Q19 Concern for patient	77	79	48	75	79	83	100
Q20 Self care	78	80	51	78	81	85	99
Q21 Recommendation	80	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	78	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	75	76	45	72	76	80	100
Q24 Information of services	75	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	68	66	42	62	66	71	100
Q26 Illness prevention	71	70	46	66	69	73	100
Q27 Reminder systems	70	68	43	63	67	72	99
Q28 Second opinion / comp medicine	67	68	44	63	67	72	99
Overall score	71	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

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\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.  
 - scores not illustrated if less than 5 patient 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 (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	65	65	46	62	66	69	84
Q2 Telephone access	50	61	25	54	62	68	85
Q3 Appointment satisfaction	63	67	41	63	68	72	87
Q4 See practitioner within 48hrs	55	62	33	56	63	69	90
Q5 See practitioner of choice	48	57	32	51	58	63	85
Q6 Speak to practitioner on phone	65	59	36	54	59	64	80
Q7 Comfort of waiting room	61	65	39	60	66	71	90
Q8 Waiting time	53	55	32	51	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	76	79	49	76	80	84	93
Q10 Warmth of greeting	78	81	54	78	81	85	94
Q11 Ability to listen	79	81	56	78	82	86	95
Q12 Explanations	78	80	55	77	81	84	94
Q13 Reassurance	77	79	51	76	79	83	92
Q14 Confidence in ability	80	82	55	79	82	86	95
Q15 Express concerns/fears	78	80	51	77	80	83	92
Q16 Respect shown	81	83	61	81	84	87	95
Q17 Time for visit	78	73	47	70	74	78	94
Q18 Consideration	78	78	49	74	78	82	91
Q19 Concern for patient	77	79	50	75	79	83	93
Q20 Self care	78	80	62	77	80	84	91
Q21 Recommendation	80	81	46	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	78	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	75	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	71	68	46	66	69	71	84
Q27 Reminder systems	70	66	46	63	67	70	84
Q28 Second opinion / comp medicine	67	66	48	63	67	70	85
Overall score	71	72	46	68	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

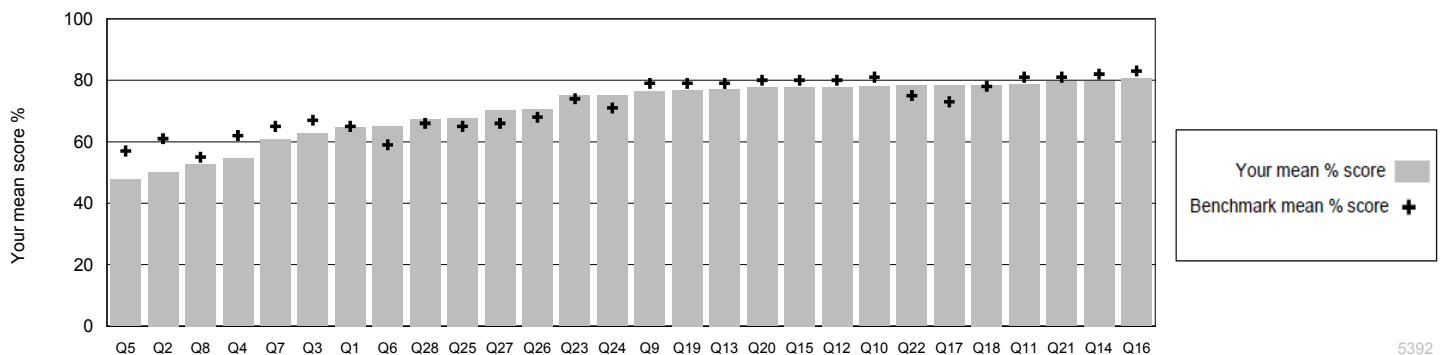
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\* Based on data from 517 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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 (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	Maximum
<b>Age</b>								
Under 25	21	66	69	45	65	69	74	87
25 - 59	99	69	71	48	67	71	75	86
60 +	37	77	75	46	71	75	78	93
Blank	9	72	70	39	65	70	76	95
<b>Gender</b>								
Female	110	70	71	45	68	72	75	87
Male	48	71	73	50	70	73	76	88
Blank	8	71	70	40	65	70	76	94
<b>Visit usual practitioner</b>								
Yes	72	74	74	49	71	74	77	88
No	73	68	68	46	64	68	72	83
Blank	21	68	70	45	66	70	75	93
<b>Years attending</b>								
< 5 years	36	71	72	48	68	72	76	90
5 - 10 years	32	74	71	52	67	72	76	87
> 10 years	86	70	72	50	69	73	76	88
Blank	12	63	70	42	65	71	75	91

\* Based on data from 517 practices surveyed between April 2008 and February 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.

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## Your patient feedback

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

	25/09/2012	11/01/2012	12/05/2008	19/06/2007
Q1 Opening hours satisfaction	65	63	66	63
Q2 Telephone access	50	44	52	54
Q3 Appointment satisfaction	63	59	64	59
Q4 See practitioner within 48hrs	55	48	65	58
Q5 See practitioner of choice	48	44	54	48
Q6 Speak to practitioner on phone	65	59	65	52
Q7 Comfort of waiting room	61	59	71	57
Q8 Waiting time	53	45	59	49
Q9 Satisfaction with visit	76	79	78	73
Q10 Warmth of greeting	78	81	80	75
Q11 Ability to listen	79	82	81	76
Q12 Explanations	78	80	80	75
Q13 Reassurance	77	79	79	73
Q14 Confidence in ability	80	82	83	77
Q15 Express concerns/fears	78	80	80	74
Q16 Respect shown	81	82	83	78
Q17 Time for visit	78	78	74	67
Q18 Consideration	78	79	79	73
Q19 Concern for patient	77	78	80	73
Q20 Self care	78	77	--	--
Q21 Recommendation	80	80	82	76
Q22 Reception staff	78	75	78	70
Q23 Respect for privacy/confidentiality	75	73	77	72
Q24 Information of services	75	69	74	69
Q25 Complaints/compliments	68	62	71	61
Q26 Illness prevention	71	65	73	69
Q27 Reminder systems	70	63	74	67
Q28 Second opinion / comp medicine	67	62	70	64
Overall score	71	69	73	67

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

\*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

- Ease of making appointments on the day. It's very difficult trying to get through on the phone at 8:00am.
- Saturday mornings. Children always ill at weekends.
- It is a very good practice - one of the best.
- Doctor is a very good doctor who I would happily see again.
- The phoning up on the day for an appointment it's hard to get through on the phones. It would be better if you didn't have to do it this way.
- The ability to pre-book an appointment up to a month in advance. To be able to have continuity with the same doctor.
- More parking.
- A waiting in line phone system. More appointments to book in advance with a doctor of choice.
- Better opening hours.
- Better system of obtaining appointments, as it is not possible to know when you are going to be ill. More pre-bookable appointments would help for non urgent medical injuries within working schedules.
- Queue system when calling in a morning as getting through is often near impossible.
- Really wish we could be emailed or texted with health reminders/other healthcare prompts.
- Well satisfied.
- To be able to make an appointment with doctor of choice.
- Open later so I don't have to take a day off work for a 20 minute appointment, or open Saturdays.
- More chance of seeing preferred doctor and less waiting time.
- It's sometimes difficult to get through to the surgery if a same day appointment is needed and often by the time the phone is answered all that days appointments have gone which is frustrating!
- Excellent service.
- It's difficult to get through at 8:00am when lines open for appointments (same day). Is there an alternative - online? More phone lines?
- Let people ring up on a night for an appointment. Get more spaces for people to see doctors.
- Have more telephone lines available on a morning. It is very frustrating to try and phone if you require a rapid appointment all you get is an 'engaged' line.
- Make appointments in advance.
- Be better if could get appointments day after when you ring, if not be able to get in day you ring instead of having to ring next day.
- Idea of drop in clinics - once a day? If you have small children then you struggle to ring at 8am - on phone too long. Be clearer when each doctor is on - would help with continuity of care.
- Thank you for all your help.
- More late appointments.
- Open longer hours/Saturdays. Have more chairs in waiting room.
- Appointments never run on time, on today's visit I was 40 minutes late. Prescriptions (repeat) ordered for collection are often not ready/misplaced when come to collect at agreed time. The majority of the reception staff are surly and rude for no apparent reason. Customer service is poor. Appointment booking process changes with annoying regularity - one week can book in advance the next you have to call on the day!

## 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

- Making an appointment is getting increasingly difficult.
- Queuing system on telephone.
- Time it takes to get through to make an appointment ringing from 8am. It can be constantly engaged for up to 25 minutes then on few occasions no appointments left.
- Receptionist more friendly on the phone.
- Having a walk in surgery.
- To lessen waiting times. To have more receptionists available at 8am in the mornings when at peak times that's worst time to call for doctors.
- More late night appointments.
- It would be good to be able to book an appointment for the following day on the day after when you ring up.
- Could do with more doctors at the practice.
- Excellent really.
- This practice is as good as it can be I certainly would not wish to go anywhere else.
- All very good or better.
- Appointments!
- It would be better if when trying to ring for appointment if there was queue system.
- Getting to see a doctor on the day that you're ill is a big problem. Getting the doctor of choice impossible.
- Some time you can be waiting over 30 minutes to be seen.
- Improved ability to get through especially in morning.
- I have nothing but praise for the treatment I have received from Croft House Surgery over the years. Thank you.

## 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

- Display of opening times not obvious.
- They know their patients very well and most live local and are seen out of the practice. There is nothing that they could improve. They are doing a very good job.
- The doctor I saw today was excellent. But I have seen another doctor twice before for different things and have found them to be rude, abrupt and thoughtless. They had one of my children in tears after we left because they made them feel there was something wrong with them for starting puberty early.
- All excellent.
- Very good already.
- Don't assume someone on HRT is avoiding the menopause - some patients were forced to take HRT following surgery.
- Doctor is lovely and feel very comfortable seeing her.
- Seemed vacant and lethargic.
- Excellent service a part of getting an appointment within 48 hours.
- One doctor is very nice, always helps out and thinks of others. Can have a laugh and is a very good doctor! Another doctor is the best in the practice.
- More holistic practices - alternative models.
- Although one could keep to appointments - let you know if there is a wait to see doctor.
- Excellent doctors working under ridiculous pressure.
- One nurse in particular should have more compassion, whereas another nurse is brilliant. Student doctors shouldn't see patients on their own.
- All good.
- Run on time.
- One staff member is always pleasant and very helpful. The practice should be proud of their achievements.

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 = 166

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	15	62	56	30	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (15 \times 25) + (62 \times 50) + (56 \times 75) + (30 \times 100)}{(166 - 1)} = 10,675/165$$

Your mean percentage score for Q1 = 65%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### 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	65

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

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\* 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



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

**Colne Valley Family Doctors**

Croft House  
Manchester Road  
Slaithwaite  
Huddersfield  
HD7 5JY

**Practice List Size: 6370**

**Surveys Completed: 166**

has completed the

## Improving Practice Questionnaire

Completed on 10 January 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.