

Private and Confidential

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Improving Practice Questionnaire Report

St Georges Medical Practice

March 2019



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26 March 2019

Dear Mrs Smith

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=229647>

Please contact the office on 01392 927005 or 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	1	10	19	47	44	1
Q2 Telephone access	11	24	37	22	27	1
Q3 Appointment satisfaction	2	12	25	38	42	3
Q4 See practitioner within 48hrs	19	27	25	21	28	2
Q5 See practitioner of choice	12	30	32	17	26	5
Q6 Speak to practitioner on phone	8	25	35	18	24	12
Q7 Comfort of waiting room	1	5	26	41	47	2
Q8 Waiting time	3	14	42	36	24	3
Q9 Satisfaction with visit	1	5	18	32	65	1
Q10 Warmth of greeting	0	6	17	26	72	1
Q11 Ability to listen	1	4	22	30	62	3
Q12 Explanations	0	7	19	31	64	1
Q13 Reassurance	2	5	20	31	60	4
Q14 Confidence in ability	2	3	17	32	66	2
Q15 Express concerns/fears	1	5	19	33	61	3
Q16 Respect shown	1	1	15	31	71	3
Q17 Time for visit	1	4	17	37	57	6
Q18 Consideration	1	5	18	39	55	4
Q19 Concern for patient	0	9	12	35	62	4
Q20 Self care	1	5	17	37	57	5
Q21 Recommendation	1	3	16	33	65	4
Q22 Reception staff	0	4	8	31	77	2
Q23 Respect for privacy/confidentiality	1	3	9	36	70	3
Q24 Information of services	0	7	14	31	64	6
Q25 Complaints/compliments	1	7	23	46	34	11
Q26 Illness prevention	0	5	25	44	41	7
Q27 Reminder systems	0	5	24	36	51	6
Q28 Second opinion / comp medicine	0	8	24	34	37	19

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	75	68	44	64	68	73	92
Q2 Telephone access	56	61	21	51	62	71	97
Q3 Appointment satisfaction	72	68	36	63	68	74	96
Q4 See practitioner within 48hrs	53	60	24	52	60	68	98
Q5 See practitioner of choice	53	56	24	47	56	65	97
Q6 Speak to practitioner on phone	56	61	27	54	61	67	89
Q7 Comfort of waiting room	77	66	38	61	66	72	89
Q8 Waiting time	63	57	28	50	56	63	90
About the practitioner							
Q9 Satisfaction with visit	82	81	49	77	82	86	97
Q10 Warmth of greeting	84	83	49	79	83	87	98
Q11 Ability to listen	81	83	50	79	84	88	98
Q12 Explanations	81	82	51	78	82	87	98
Q13 Reassurance	80	80	50	76	81	86	97
Q14 Confidence in ability	83	83	51	79	84	88	98
Q15 Express concerns/fears	81	81	50	77	82	86	97
Q16 Respect shown	86	85	51	81	85	89	98
Q17 Time for visit	81	80	47	76	81	85	97
Q18 Consideration	80	80	50	75	80	85	96
Q19 Concern for patient	82	80	50	76	81	85	97
Q20 Self care	81	80	50	76	80	84	95
Q21 Recommendation	83	82	48	78	83	87	98
About the staff							
Q22 Reception staff	88	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	86	77	52	72	76	81	98
Q24 Information of services	83	73	47	69	73	78	95
Finally							
Q25 Complaints/compliments	74	67	41	62	67	72	91
Q26 Illness prevention	76	69	45	65	69	73	94
Q27 Reminder systems	79	69	43	63	69	73	93
Q28 Second opinion / comp medicine	74	68	43	63	68	72	92
Overall score	76	73	49	69	74	78	94

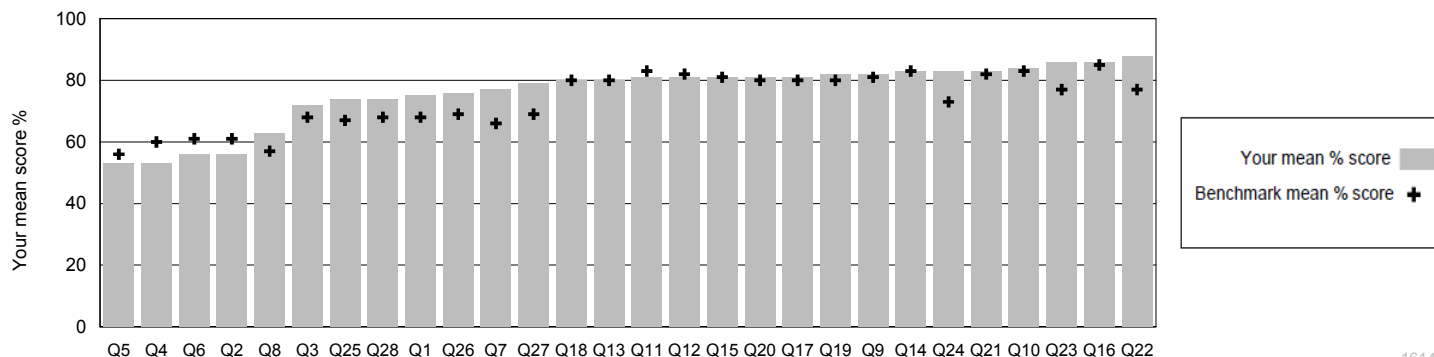
Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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)

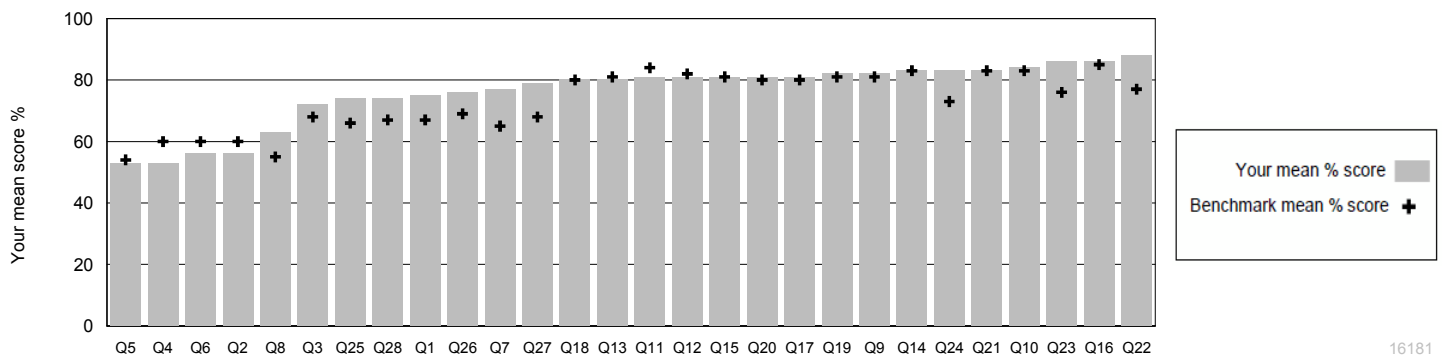
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	75	67	49	64	68	71	84
Q2 Telephone access	56	60	23	52	61	68	85
Q3 Appointment satisfaction	72	68	40	63	69	73	86
Q4 See practitioner within 48hrs	53	60	30	52	60	67	87
Q5 See practitioner of choice	53	54	28	47	55	61	87
Q6 Speak to practitioner on phone	56	60	33	54	61	66	83
Q7 Comfort of waiting room	77	65	42	59	65	70	84
Q8 Waiting time	63	55	28	49	56	62	81
About the practitioner							
Q9 Satisfaction with visit	82	81	56	77	82	85	93
Q10 Warmth of greeting	84	83	57	80	83	87	94
Q11 Ability to listen	81	84	56	81	84	88	95
Q12 Explanations	81	82	56	79	83	86	93
Q13 Reassurance	80	81	57	77	82	85	95
Q14 Confidence in ability	83	83	59	80	84	88	95
Q15 Express concerns/fears	81	81	57	78	82	85	92
Q16 Respect shown	86	85	59	82	86	89	95
Q17 Time for visit	81	80	56	77	81	85	95
Q18 Consideration	80	80	57	76	81	84	92
Q19 Concern for patient	82	81	58	77	82	85	92
Q20 Self care	81	80	57	76	81	84	91
Q21 Recommendation	83	83	57	80	84	87	93
About the staff							
Q22 Reception staff	88	77	61	73	77	81	89
Q23 Respect for privacy/confidentiality	86	76	61	73	76	80	89
Q24 Information of services	83	73	47	69	73	77	87
Finally							
Q25 Complaints/compliments	74	66	47	63	66	71	84
Q26 Illness prevention	76	69	48	65	69	72	83
Q27 Reminder systems	79	68	50	63	68	72	83
Q28 Second opinion / comp medicine	74	67	49	63	68	71	85
Overall score	76	73	52	70	74	77	86

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

16181

*Benchmarks are based on data from 306 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 56,931 patient questionnaires. 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)



16181

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
Age								
Under 25	14	79	72	45	67	72	77	89
25 - 59	66	77	73	51	69	74	77	87
60+	35	74	75	53	71	75	79	88
Blank	7	74	71	43	66	72	77	93
Gender								
Female	82	76	73	50	69	74	77	86
Male	32	78	74	54	70	75	79	88
Blank	8	68	72	40	66	73	78	93
Visit usual practitioner								
Yes	63	79	75	57	72	76	79	89
No	40	76	70	48	67	71	74	92
Blank	19	67	72	50	68	72	77	88
Years attending								
Less than 5 years	29	73	74	48	70	75	78	91
5 - 10 years	29	78	73	48	69	73	78	90
More than 10 years	55	77	74	53	70	74	78	88
Blank	9	71	72	43	67	73	78	92

*Benchmarks are based on data from 306 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 56,931 patient questionnaires.

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.

16181

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	30/05/2017
Q1 Opening hours satisfaction	75	69
Q2 Telephone access	56	43
Q3 Appointment satisfaction	72	59
Q4 See practitioner within 48hrs	53	36
Q5 See practitioner of choice	53	42
Q6 Speak to practitioner on phone	56	46
Q7 Comfort of waiting room	77	72
Q8 Waiting time	63	55
Q9 Satisfaction with visit	82	76
Q10 Warmth of greeting	84	80
Q11 Ability to listen	81	79
Q12 Explanations	81	77
Q13 Reassurance	80	77
Q14 Confidence in ability	83	80
Q15 Express concerns/fears	81	76
Q16 Respect shown	86	81
Q17 Time for visit	81	74
Q18 Consideration	80	77
Q19 Concern for patient	82	77
Q20 Self care	81	76
Q21 Recommendation	83	77
Q22 Reception staff	88	75
Q23 Respect for privacy/confidentiality	86	75
Q24 Information of services	83	72
Q25 Complaints/compliments	74	64
Q26 Illness prevention	76	69
Q27 Reminder systems	79	73
Q28 Second opinion / comp medicine	74	66
Overall score	76	69

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't think of any as I am satisfied.
- More staff on reception and more phone lines to make appointments.
- Always happy to help.
- The waiting time for appointments is two weeks, quite a long time.
- Nothing at all.
- More access to making appointments.
- Fab practice, great reception staff, very friendly.
- Always difficult to get through on the phone, especially early morning.
- Very good standard overall. The only downside is trying to make an appointment over the phone. It is quicker sometimes to go down to the clinic and personally book an appointment.
- Could not.
- Nothing I feel very lucky to be at this surgery.
- Do be seen quicker. Sometimes I don't need "urgent" appointment but don't want to wait two weeks.
- All I can say is my doctors are better than elsewhere. Five stars from me.
- Try keep appointments on time, I waited almost 40 minutes with a poorly child very recently.
- Everything is fine for me.
- I feel as though this practice could be more trans-friendly.
- Cannot get in to see doctor too many weeks in advance.
- I rang 8:00am on the dot took over half hour to answer. A queue on the phone would help.
- More telephone lines to make an appointment.
- A telephone system which puts you into a queue as you can't always get through to make an urgent appointment.
- Should be able to ring and make appointment for day that suits in UK rather than ring from 8:00am when people are working. 42 attempts to ring from 8:00am, not good. Appointment system could be better. Don't agree with having to explain symptoms to receptionist to get appointment.
- The difficulty in getting through on telephone for repeat prescriptions.
- It is difficult to get appointment under a week unless an emergency or very bad, but the last thing anyone who is feeling ill wants is to sit by the phone at 8:00am trying to get an appointment and only five available for that day!
- It would be nice if I could see the same doctor each time I came. A lot of the time is taken up by the doctor reading up on computer regarding my illnesses.
- The time waiting for appointments is not very good at all. I could get a visit to the pope would be easier.
- Trying to phone order prescriptions (always a long wait).
- Prescription line is hard to access.
- Trying to contact by phone always seems to take four or five attempts. As I live close to the surgery it is easier to drive to the practice and speak to the receptionist.
- Create a call waiting list for mornings, very hard to contact before 9:00am.
- All so beautiful and respectful. Couldn't and wouldn't ask for better.

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?

- N/A leave it as it is.
- First time visiting the practice for an appointment. Service was very good.
- All very good.

Any comments about how the doctor/nurse could improve?

- Nothing at all, lovely people.
- All perfect!
- During my "rare" visits, the overall impression cannot be improved.
- My GP has gone over and beyond to help me start to get better with problems I have had with depression.
- Listen to patient's and carer's concerns and try help rather than be palmed off somewhere else.
- Not that I can think of.
- I think the doctors/nurses couldn't improve they are very good at their jobs and they work extremely hard.
- No listened to me well. Thank you.
- None. Very happy with the service.
- Both staff and doctors/nurses are excellent. I would never consider leaving this practice as I have always been well looked after.
- N/A. All very good.
- Can't be any better, all brilliant.
- In a lot of ways.
- One doctor - great doctor.
- All my buddies and always will be.
- N/A leave it as it is.
- All 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 = 122

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	10	19	47	44	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (10 \times 25) + (19 \times 50) + (47 \times 75) + (44 \times 100)}{(122 - 1)} = 9,125/121$$

Your mean percentage score for Q1 = 75%

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

Question	Your mean score (%)
Q1 Opening hours satisfaction	75

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	64	68	73	92

16148

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

St Georges Medical Practice

Roundhouse Medical Centre
Wakefield Road
Barnsley
South Yorkshire
S71 1TH

Practice List Size: 7041

Surveys Completed: 122

has completed the

Improving Practice Questionnaire

Completed March 2019



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.