

Private and Confidential

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Improving Practice Questionnaire Report

Holbrooks Health Team

March 2018



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20 March 2018

Dear Mrs Yardley

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=219623>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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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 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	3	16	71	54	56	4
Q2 Telephone access	32	59	50	29	28	6
Q3 Appointment satisfaction	15	32	47	47	58	5
Q4 See practitioner within 48hrs	38	34	42	28	58	4
Q5 See practitioner of choice	62	43	38	27	27	7
Q6 Speak to practitioner on phone	16	46	54	36	36	16
Q7 Comfort of waiting room	9	31	68	51	38	7
Q8 Waiting time	38	60	51	22	19	14
Q9 Satisfaction with visit	4	20	39	53	75	13
Q10 Warmth of greeting	0	19	43	55	79	8
Q11 Ability to listen	0	23	31	56	82	12
Q12 Explanations	2	18	39	56	77	12
Q13 Reassurance	3	21	37	54	77	12
Q14 Confidence in ability	4	12	42	55	80	11
Q15 Express concerns/fears	5	14	42	53	77	13
Q16 Respect shown	2	12	41	50	88	11
Q17 Time for visit	5	22	31	55	73	18
Q18 Consideration	2	11	47	45	70	29
Q19 Concern for patient	3	12	48	40	79	22
Q20 Self care	1	16	45	50	67	25
Q21 Recommendation	5	12	34	51	78	24
Q22 Reception staff	1	22	46	56	71	8
Q23 Respect for privacy/confidentiality	2	15	52	55	69	11
Q24 Information of services	5	24	54	50	54	17
Q25 Complaints/compliments	10	27	74	35	36	22
Q26 Illness prevention	9	19	75	38	41	22
Q27 Reminder systems	7	28	62	40	43	24
Q28 Second opinion / comp medicine	8	23	52	29	40	52

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

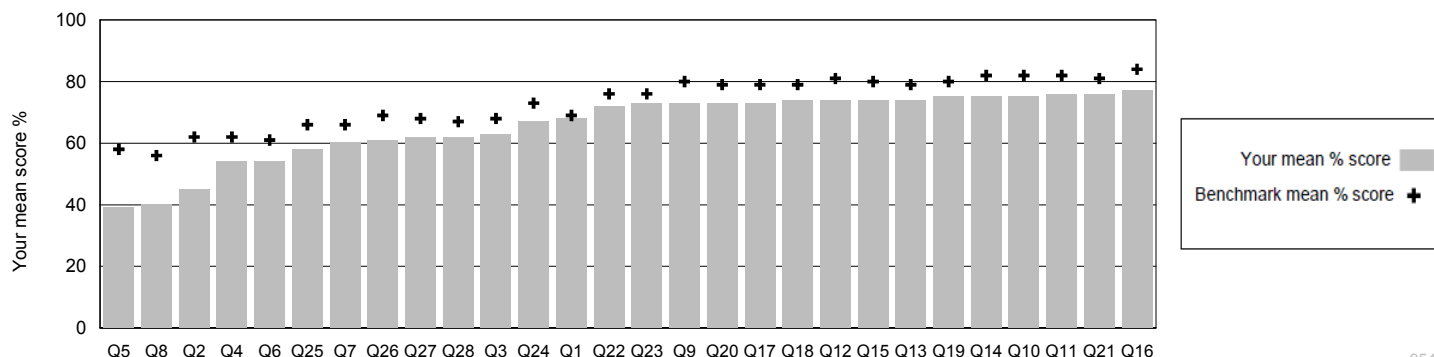
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	69	23	64	68	73	92
Q2 Telephone access	45	62	13	53	63	71	92
Q3 Appointment satisfaction	63	68	23	63	68	74	92
Q4 See practitioner within 48hrs	54	62	18	54	62	70	96
Q5 See practitioner of choice	39	58	22	48	57	65	95
Q6 Speak to practitioner on phone	54	61	25	54	61	67	92
Q7 Comfort of waiting room	60	66	27	60	66	71	90
Q8 Waiting time	40	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	73	80	41	76	81	85	97
Q10 Warmth of greeting	75	82	45	78	82	86	96
Q11 Ability to listen	76	82	46	78	83	87	97
Q12 Explanations	74	81	42	77	81	85	97
Q13 Reassurance	74	79	41	75	80	84	98
Q14 Confidence in ability	75	82	43	79	83	87	99
Q15 Express concerns/fears	74	80	45	76	81	85	96
Q16 Respect shown	77	84	49	80	85	88	98
Q17 Time for visit	73	79	38	75	80	84	96
Q18 Consideration	74	79	41	75	79	83	98
Q19 Concern for patient	75	80	43	76	80	84	97
Q20 Self care	73	79	38	75	79	83	97
Q21 Recommendation	76	81	41	78	82	86	99
About the staff							
Q22 Reception staff	72	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	73	76	43	72	76	80	96
Q24 Information of services	67	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	58	66	31	62	66	70	96
Q26 Illness prevention	61	69	34	64	68	72	96
Q27 Reminder systems	62	68	27	63	68	72	96
Q28 Second opinion / comp medicine	62	67	30	62	67	71	96
Overall score	66	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

9541

*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



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Your patient feedback

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

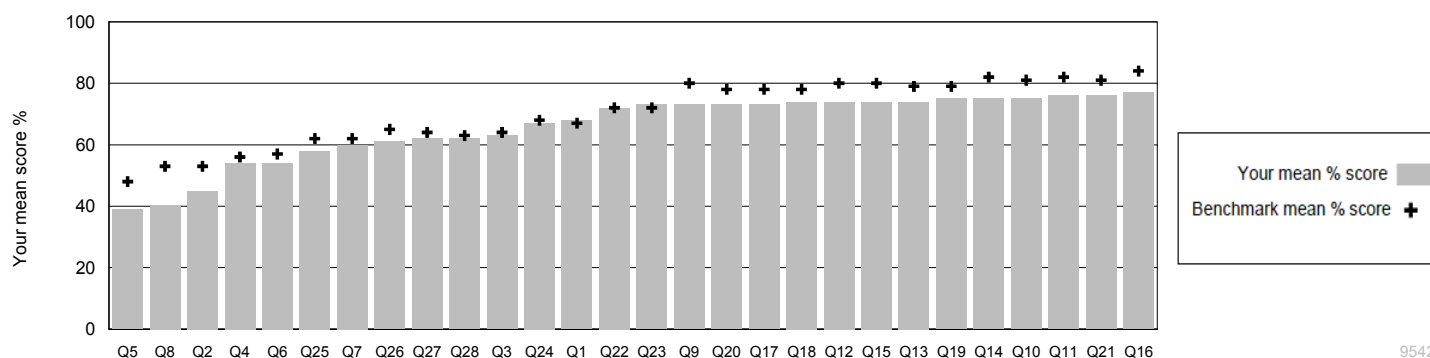
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	45	64	67	71	78
Q2 Telephone access	45	53	15	46	52	60	77
Q3 Appointment satisfaction	63	64	33	60	64	69	81
Q4 See practitioner within 48hrs	54	56	23	50	56	63	80
Q5 See practitioner of choice	39	48	22	41	48	55	83
Q6 Speak to practitioner on phone	54	57	31	51	57	63	76
Q7 Comfort of waiting room	60	62	47	57	63	68	83
Q8 Waiting time	40	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	73	80	60	76	80	84	94
Q10 Warmth of greeting	75	81	62	78	81	85	95
Q11 Ability to listen	76	82	65	78	82	86	96
Q12 Explanations	74	80	63	76	81	85	95
Q13 Reassurance	74	79	61	75	80	83	94
Q14 Confidence in ability	75	82	65	79	83	86	95
Q15 Express concerns/fears	74	80	62	76	80	84	94
Q16 Respect shown	77	84	68	80	84	87	95
Q17 Time for visit	73	78	59	74	79	83	93
Q18 Consideration	74	78	59	74	78	82	92
Q19 Concern for patient	75	79	60	75	79	83	93
Q20 Self care	73	78	61	74	78	82	92
Q21 Recommendation	76	81	60	78	81	85	95
About the staff							
Q22 Reception staff	72	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	73	72	51	69	72	76	83
Q24 Information of services	67	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	58	62	34	58	62	66	76
Q26 Illness prevention	61	65	42	62	65	68	79
Q27 Reminder systems	62	64	38	60	64	68	80
Q28 Second opinion / comp medicine	62	63	42	60	63	67	77
Overall score	66	70	48	67	70	74	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

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*Based on data from 93 practices carrying out 135 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 (>12000 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 (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	26	69	69	50	65	70	74	83
25 - 59	119	66	70	47	66	70	74	87
60+	40	64	72	50	69	72	75	85
Blank	19	65	69	51	64	69	74	89
Gender								
Female	100	65	70	48	67	70	74	86
Male	75	64	72	49	68	72	75	84
Blank	29	73	69	49	65	69	74	85
Visit usual practitioner								
Yes	70	73	73	53	70	73	76	86
No	89	60	68	44	64	68	72	84
Blank	45	66	69	47	65	69	74	86
Years attending								
Less than 5 years	48	66	71	47	67	72	74	88
5 - 10 years	35	67	70	47	66	71	75	86
More than 10 years	90	62	71	49	67	71	75	85
Blank	31	76	69	50	64	69	73	85

*Based on data from 93 practices carrying out 135 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	24/02/2017	04/02/2016	19/01/2015
Q1 Opening hours satisfaction	68	61	64	68
Q2 Telephone access	45	33	40	47
Q3 Appointment satisfaction	63	49	58	59
Q4 See practitioner within 48hrs	54	29	47	47
Q5 See practitioner of choice	39	24	36	37
Q6 Speak to practitioner on phone	54	41	45	49
Q7 Comfort of waiting room	60	57	57	58
Q8 Waiting time	40	39	37	40
Q9 Satisfaction with visit	73	74	72	69
Q10 Warmth of greeting	75	75	74	72
Q11 Ability to listen	76	77	76	73
Q12 Explanations	74	76	75	71
Q13 Reassurance	74	75	72	70
Q14 Confidence in ability	75	77	74	72
Q15 Express concerns/fears	74	75	73	70
Q16 Respect shown	77	78	77	75
Q17 Time for visit	73	74	72	69
Q18 Consideration	74	73	72	71
Q19 Concern for patient	75	74	72	72
Q20 Self care	73	73	71	71
Q21 Recommendation	76	76	74	72
Q22 Reception staff	72	70	69	69
Q23 Respect for privacy/confidentiality	73	69	68	69
Q24 Information of services	67	65	66	63
Q25 Complaints/compliments	58	55	55	58
Q26 Illness prevention	61	57	60	61
Q27 Reminder systems	62	55	61	62
Q28 Second opinion / comp medicine	62	55	58	58
Overall score	66	62	63	63

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?

- Heated waiting room. Staff to answer phone all day.
- Always behind!
- I feel it is very difficult to get an appointment to see a doctor and also very difficult to get through on the telephone.
- The microphone/speakers on the first floor was extreme!
- I am very pleased this GP is improving.
- Seats should be higher as they are difficult to get off. There are no seats for people who are on the large side.
- For people that work full time the appointment system is not fair, you can only make appointments on the day meaning you can't give work fair notice, or book time off plus if you try and call at 8:30 or 12:30 the phone is busy and you wait a long time, and today I got through both times there wasn't any appointments left!
- It's very hard lately to contact the surgery on phone and make appointments. The ease of making appointments and see preferred doctor needs to be improved.
- More flexibility in appointments.
- More appointments. Emergency waiting time is too long. Need more doctors. Hard to get appointment in an emergency.
- When I telephoned at 8:00 to make appointment it was all booked out at 12:30, all booked out next morning and afternoon all booked out. These all book within 5 minutes.
- Why do I have to ring on the day to book an appointment? This doctor isn't listed online in the choice of doctors. However the online system is useless.
- Excellent service for such a large practice.
- Try and get to see the same doctor, as with ongoing issues, half the appointment is spent explaining what's been done before.
- How long waiting.
- It's difficult not being able to book appointments in advance for repeats etc. Needs to be easier to get repeats, although I know you can see the pharmacist now!
- Reception staff would be more helpful and polite although this does not apply to all.
- I find it very difficult to get an appointment to see a doctor now. After work hours and after school hours for my children. All bookings on the day tend to go.
- Easier telephone contact.
- The waiting was long. It took us 1 hour and 20 minutes to get to the doctor and there was no space upstairs. It was very crowded.
- Waiting times (although I completely understand this is through no fault of your own).
- Maybe get some comfortable chairs.
- To help book appointments easier. I'm unable to phone in the morning so I struggle to get appointments when needed.
- Improve waiting area, ensure that doctors are available where possible for walk ins. Change the telephone booking system.
- Brilliant doctor.
- More advice on cheaper over the counter medications.
- Booking system needs to change. Stability of GPs enabling doctor-patient relations. Timing needs to improve, I will wait no less than 20 minutes to be seen. I've suffered for years with problems that still have not been sorted.

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?

- Not taking too many patients in as doctors and reception staff are never able to book appointments requested.
- Can't call in before 8:20, despite extended hours starting at 7am?
- Send reminders of appointments and times.
- By not keeping us waiting for so long before actual appointment. Seems we wait here too long and can be getting on with other things.
- Being able to book in advance for a few days ahead. Now you have to ring on the day and most of the time the line is engaged or appointments taken.
- To be able to pre-book appointments.
- Phone service often cannot get through. Cannot book appointments other than at 8:30am or 12:30am.
- More doctors available so there's less waiting time.
- The problem is the practice is too oversubscribed which means patients struggle to get appointments when they want, without waiting weeks. Very difficult to see a specific GP when required.
- Allow patients, older ones, to book appointments with specific doctors. Allow appointments to be booked many days in advance.
- More privacy when talking to the reception staff. Too much information about patients' personal situations can be heard across the waiting room. Pharmacy closing time could coincide with doctors closing time.
- The online check-in needs to be advertised, it's been so easy using that (at 12pm) to get in. Before was hopeless! Receptionist are slow and not the most polite.
- Add in function to the patient secured site the practice uses to book telephone appointments with a doctor.
- All good.
- Waiting time far too long. It is very hard to get an appointment.
- I have been a patient for many years and I find this practice to be everything we need.
- To be seen on time or within 10 minutes of an appointment would be less stressful for patients.
- None needed as far as I am concerned.
- Visible waiting list for each doctor that advises when you are on the list. Sitting for 1+ hours is not good!
- If normal service could be extended to Saturday. I know sometimes we do come on Saturday a.m. appointments but if normal service like ordinary week day service could be extended to Saturday we would be much grateful.
- Appointment times / making appointments more than a month in advance is difficult. The reception staff are excellent.
- My waiting time to see doctor was over 1 hour. Other doctors over the intercom were seeing patients approximately every 15 minutes. This doctor did not call anyone in for 50 minutes. Were they sleeping!

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?

- Even.
- The doctors are excellent they don't need to improve.
- I have always been happy with all the doctors and all the staff.
- Doctor should be hospitable and not be so serious - could scare the patient. Doctors need not to rush and listen.
- Can appointments be made for each person as they request, and if possible to carry on the next day. If they are all booked to continue to next day.
- What happened to making an appointment in advance. Please improve the online appointment service.
- The doctor is excellent, thorough, informative with a great sense of humour.
- Fantastic GP, very happy with consultations. Very warm and friendly and explains thoroughly.
- This doctor is a very good doctor! No improvements.
- She was brilliant.
- Think they are really good.
- Rushing.
- Always behind big time.
- This doctor was very understanding and didn't discriminate.
- Timing! Time and attention whilst in room needs to increase with less time spent in waiting room.
- Two emergency appointments were requested, one for myself, one for my child I was told I wouldn't be seen after my child and had to wait for a call back.
- Keep smiling.
- N/A very good appointment.
- None - this doctor has always provided excellent care.
- One doctor rushes a bit and left the doctor's room to book a referral previous and it was not booked in. I think they rush to make deadlines too.
- No he is very good.
- None needed.
- Perfect as he is.
- Need to give him a rest.
- Never complained. Never seen information about staying healthy. Never asked for second opinion.
- Speed up on time to get to see patients on time supposed to be 10 minute slots per person. How can a doctor being over 1 hour behind if appointment was at 9:10am?
- We have to be on time or lose your slot but are expected to wait past our booking time. If you can't fit them in don't book it.

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 = 204

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	3	16	71	54	56	4

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(3 \times 0) + (16 \times 25) + (71 \times 50) + (54 \times 75) + (56 \times 100)}{(204 - 4)} = 13,600/200$$

Your mean percentage score for Q1 = 68%

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	68

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

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*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>
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

Holbrooks Health Team

71-77 Wheelwright Lane
Holbrooks
Coventry
CV6 4HN

Practice List Size: 12429

Surveys Completed: 204

has completed the

Improving Practice Questionnaire

Completed March 2018



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.