

Private and Confidential
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Improving Practice Questionnaire Report

Browney House Surgery

February 2019



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22 February 2019

Dear Mr Nagi

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=227481>

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

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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	1	1	10	15	17	0
Q2 Telephone access	2	4	7	13	16	2
Q3 Appointment satisfaction	0	1	7	16	19	1
Q4 See practitioner within 48hrs	5	6	5	14	14	0
Q5 See practitioner of choice	2	2	9	11	17	3
Q6 Speak to practitioner on phone	0	4	9	13	12	6
Q7 Comfort of waiting room	1	0	5	13	22	3
Q8 Waiting time	0	3	6	14	19	2
Q9 Satisfaction with visit	0	0	3	16	24	1
Q10 Warmth of greeting	0	0	4	12	27	1
Q11 Ability to listen	0	0	1	18	25	0
Q12 Explanations	0	0	2	15	26	1
Q13 Reassurance	0	0	2	14	28	0
Q14 Confidence in ability	0	0	1	14	28	1
Q15 Express concerns/fears	0	0	2	16	25	1
Q16 Respect shown	0	0	1	13	28	2
Q17 Time for visit	0	1	5	12	26	0
Q18 Consideration	0	0	4	14	25	1
Q19 Concern for patient	0	0	2	14	28	0
Q20 Self care	0	0	3	11	29	1
Q21 Recommendation	0	0	2	12	30	0
Q22 Reception staff	0	0	1	11	29	3
Q23 Respect for privacy/confidentiality	0	1	0	10	30	3
Q24 Information of services	0	1	3	13	26	1
Q25 Complaints/compliments	0	0	3	17	19	5
Q26 Illness prevention	0	0	1	18	21	4
Q27 Reminder systems	0	1	2	16	18	7
Q28 Second opinion / comp medicine	0	0	3	12	19	10

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

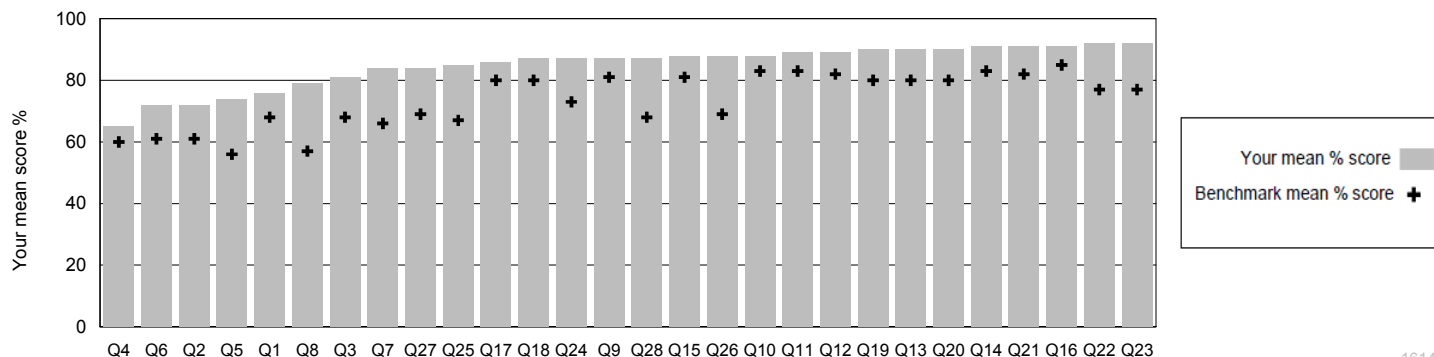
Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

*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 (2001-4000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	76	72	47	66	71	78	92
Q2 Telephone access	72	71	35	63	73	80	95
Q3 Appointment satisfaction	81	74	47	67	74	81	96
Q4 See practitioner within 48hrs	65	68	30	59	67	77	95
Q5 See practitioner of choice	74	68	42	61	68	76	94
Q6 Speak to practitioner on phone	72	66	43	59	66	74	89
Q7 Comfort of waiting room	84	70	44	65	71	77	89
Q8 Waiting time	79	63	33	55	64	71	90
About the practitioner							
Q9 Satisfaction with visit	87	81	51	77	82	87	97
Q10 Warmth of greeting	88	83	50	79	84	88	98
Q11 Ability to listen	89	83	50	78	84	88	98
Q12 Explanations	89	81	51	76	82	87	98
Q13 Reassurance	90	80	50	75	81	86	97
Q14 Confidence in ability	91	83	51	78	83	88	97
Q15 Express concerns/fears	88	81	50	76	81	86	97
Q16 Respect shown	91	84	53	80	85	90	98
Q17 Time for visit	86	80	51	76	81	86	96
Q18 Consideration	87	80	50	75	80	85	96
Q19 Concern for patient	90	81	50	76	81	86	97
Q20 Self care	90	80	50	75	81	85	95
Q21 Recommendation	91	82	48	77	83	88	97
About the staff							
Q22 Reception staff	92	82	52	78	83	87	96
Q23 Respect for privacy/confidentiality	92	81	53	77	81	86	96
Q24 Information of services	87	78	52	74	78	83	94
Finally							
Q25 Complaints/compliments	85	71	48	67	71	77	88
Q26 Illness prevention	88	73	48	68	73	78	90
Q27 Reminder systems	84	73	50	67	73	78	90
Q28 Second opinion / comp medicine	87	72	49	67	72	77	89
Overall score	85	76	50	72	77	82	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

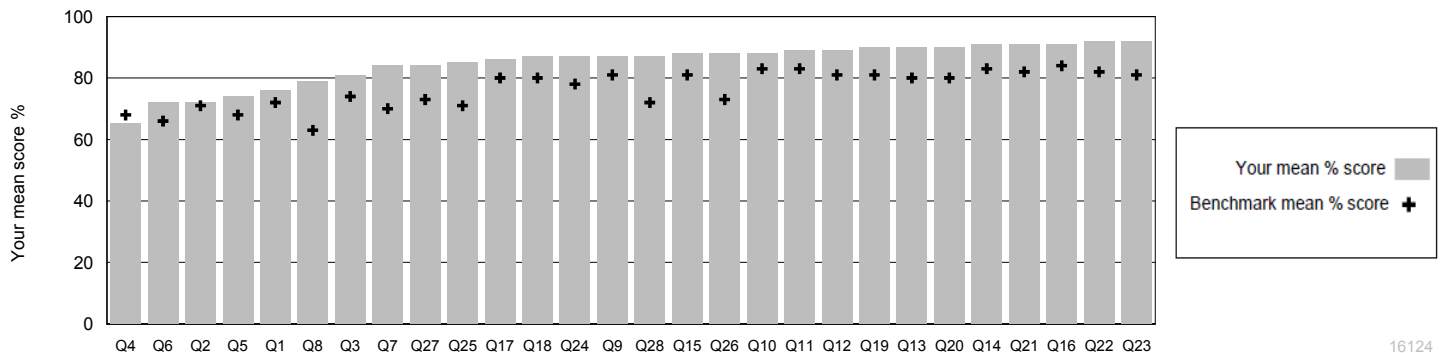
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*Benchmarks are based on data from 297 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 30,473 patient questionnaires.

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 (2001-4000 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 (2001-4000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	1	-	-	-	-	-	-	-
25 - 59	22	88	76	49	71	76	82	93
60+	16	83	79	53	74	79	84	95
Blank	5	79	74	44	68	75	81	95

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	16	82	76	51	71	76	82	95
Male	17	85	77	47	73	78	82	95
Blank	11	90	75	50	68	76	82	95

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	24	86	78	49	73	78	83	94
No	6	87	73	45	67	73	79	97
Blank	14	82	75	50	69	75	81	95

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Less than 5 years	4	-	-	-	-	-	-	-
5 - 10 years	6	86	76	47	70	77	82	95
More than 10 years	24	83	77	52	72	77	82	95
Blank	10	89	74	51	68	75	81	99

*Benchmarks are based on data from 297 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 30,473 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	20/01/2014	22/10/2012	24/10/2011
Q1 Opening hours satisfaction	76	83	69	69
Q2 Telephone access	72	85	72	70
Q3 Appointment satisfaction	81	86	73	78
Q4 See practitioner within 48hrs	65	86	68	78
Q5 See practitioner of choice	74	84	64	71
Q6 Speak to practitioner on phone	72	85	64	69
Q7 Comfort of waiting room	84	86	75	79
Q8 Waiting time	79	86	71	80
Q9 Satisfaction with visit	87	86	76	79
Q10 Warmth of greeting	88	86	78	78
Q11 Ability to listen	89	86	75	78
Q12 Explanations	89	86	76	76
Q13 Reassurance	90	87	75	75
Q14 Confidence in ability	91	88	77	77
Q15 Express concerns/fears	88	87	77	74
Q16 Respect shown	91	87	81	77
Q17 Time for visit	86	88	75	75
Q18 Consideration	87	86	74	75
Q19 Concern for patient	90	87	75	74
Q20 Self care	90	88	74	73
Q21 Recommendation	91	88	76	77
Q22 Reception staff	92	87	88	84
Q23 Respect for privacy/confidentiality	92	87	84	80
Q24 Information of services	87	87	80	76
Q25 Complaints/compliments	85	88	68	74
Q26 Illness prevention	88	88	70	75
Q27 Reminder systems	84	88	72	74
Q28 Second opinion / comp medicine	87	88	73	73
Overall score	85	86	75	76

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?

- A lovely practice.
- Got to wait over one week to see nurse or doctor.
- No need to.
- Trying to contact the surgery at 8:00am for an appointment is almost impossible as it's always engaged or answerphone. On normal hours getting in touch isn't a problem but it's then normally a long wait for an appointment. More evening and early morning appointments would also be really helpful - or a Saturday morning? Everyone who works here is lovely though!
- Excellent service.
- Later nights open and weekends are needed for workers on shifts.
- I often want to call in for a prescription and it is closed due to lunch hour.
- Admin staff have a lovely manner and are extremely helpful always. Doctor listens and takes time and care. Thank you.
- Would appreciate the surgery to be open every day like it used to be. Can't always travel to Langley Park to see doctor.
- Lovely doctors and staff. Always help me. Thank you.
- Excellent staff and practice.
- My only complaint is the waiting area is nice but no privacy, I would not like to walk in and explain what is wrong with me as everyone would hear.
- Very good all round receptionist was very polite on arrival and very helpful thanks.
- Telephoning to get an appointment always proves difficult.
- GP tick. Nurse tick. Staff, three ticks.
- Really nice staff and doctor. None.
- None. I think from the ticks shown how much I value the doctors, nurses and reception staff.
- When you have bloods taken it should be possible to have an appointment made when you ring with results instead of waiting up to a week or more.
- Making an appointment could be a lot quicker.

Any comments about how the doctor/nurse could improve?

- Keep doing what you're doing.
- None. I think from the ticks shown how much I value the doctors, nurses and reception staff.

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 = 44

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	1	10	15	17	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (1 \times 25) + (10 \times 50) + (15 \times 75) + (17 \times 100)}{(44 - 0)} = 3,350/44$$

Your mean percentage score for Q1 = 76%

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	76

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

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*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.

<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

Browney House Surgery

Front Street
Langley Park
Durham
DH7 9YT

Practice List Size: 2600

Surveys Completed: 44

has completed the

Improving Practice Questionnaire

Completed February 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.