

Private and Confidential

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Improving Practice Questionnaire Report

Meltham Group Practice

December 2018



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20 December 2018

Dear Mrs Macgregor

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=228676>

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	10	37	54	27	5
Q2 Telephone access	8	25	45	33	16	7
Q3 Appointment satisfaction	0	3	33	51	43	4
Q4 See practitioner within 48hrs	5	7	35	44	39	4
Q5 See practitioner of choice	6	22	33	45	21	7
Q6 Speak to practitioner on phone	6	12	36	33	22	25
Q7 Comfort of waiting room	0	7	42	39	29	17
Q8 Waiting time	4	24	43	29	22	12
Q9 Satisfaction with visit	0	3	14	37	61	19
Q10 Warmth of greeting	0	1	10	37	60	26
Q11 Ability to listen	0	2	12	28	73	19
Q12 Explanations	0	0	17	32	64	21
Q13 Reassurance	0	1	17	39	64	13
Q14 Confidence in ability	0	0	14	38	74	8
Q15 Express concerns/fears	0	2	17	39	68	8
Q16 Respect shown	0	0	10	38	80	6
Q17 Time for visit	0	2	21	45	59	7
Q18 Consideration	0	0	19	53	55	7
Q19 Concern for patient	0	0	19	46	62	7
Q20 Self care	0	0	16	46	61	11
Q21 Recommendation	0	2	10	46	68	8
Q22 Reception staff	2	5	30	39	55	3
Q23 Respect for privacy/confidentiality	1	8	31	39	48	7
Q24 Information of services	4	4	33	43	39	11
Q25 Complaints/compliments	2	6	35	33	28	30
Q26 Illness prevention	0	7	26	48	30	23
Q27 Reminder systems	3	5	24	46	39	17
Q28 Second opinion / comp medicine	1	4	27	29	23	50

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

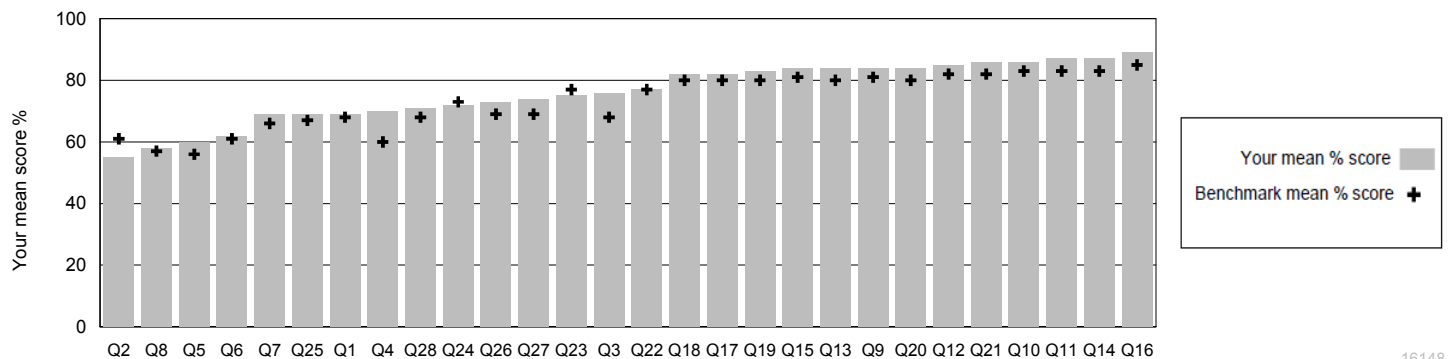
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	68	44	64	68	73	92
Q2 Telephone access	55	61	21	51	62	71	97
Q3 Appointment satisfaction	76	68	36	63	68	74	96
Q4 See practitioner within 48hrs	70	60	24	52	60	68	98
Q5 See practitioner of choice	60	56	24	47	56	65	97
Q6 Speak to practitioner on phone	62	61	27	54	61	67	89
Q7 Comfort of waiting room	69	66	38	61	66	72	89
Q8 Waiting time	58	57	28	50	56	63	90
About the practitioner							
Q9 Satisfaction with visit	84	81	49	77	82	86	97
Q10 Warmth of greeting	86	83	49	79	83	87	98
Q11 Ability to listen	87	83	50	79	84	88	98
Q12 Explanations	85	82	51	78	82	87	98
Q13 Reassurance	84	80	50	76	81	86	97
Q14 Confidence in ability	87	83	51	79	84	88	98
Q15 Express concerns/fears	84	81	50	77	82	86	97
Q16 Respect shown	89	85	51	81	85	89	98
Q17 Time for visit	82	80	47	76	81	85	97
Q18 Consideration	82	80	50	75	80	85	96
Q19 Concern for patient	83	80	50	76	81	85	97
Q20 Self care	84	80	50	76	80	84	95
Q21 Recommendation	86	82	48	78	83	87	98
About the staff							
Q22 Reception staff	77	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	75	77	52	72	76	81	98
Q24 Information of services	72	73	47	69	73	78	95
Finally							
Q25 Complaints/compliments	69	67	41	62	67	72	91
Q26 Illness prevention	73	69	45	65	69	73	94
Q27 Reminder systems	74	69	43	63	69	73	93
Q28 Second opinion / comp medicine	71	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

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

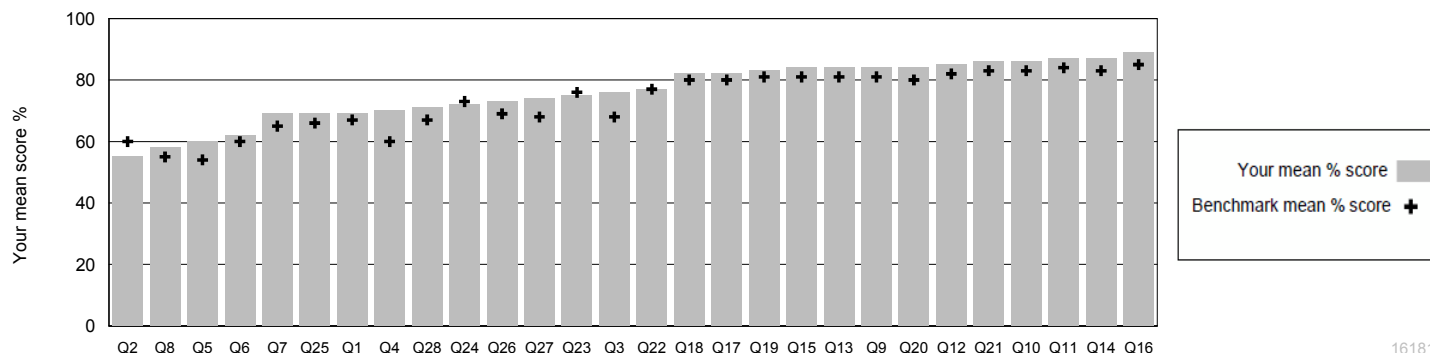
16181

*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)



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Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (6001-8000 patients)

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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	7	73	72	45	67	72	77	89
25 - 59	49	79	73	51	69	74	77	87
60+	64	77	75	53	71	75	79	88
Blank	14	68	71	43	66	72	77	93

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	79	77	73	50	69	74	77	86
Male	44	74	74	54	70	75	79	88
Blank	11	79	72	40	66	73	78	93

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	67	78	75	57	72	76	79	89
No	43	76	70	48	67	71	74	92
Blank	24	73	72	50	68	72	77	88

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Less than 5 years	18	78	74	48	70	75	78	91
5 - 10 years	21	75	73	48	69	73	78	90
More than 10 years	84	77	74	53	70	74	78	88
Blank	11	69	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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	21/12/2017	19/12/2016	30/10/2015
Q1 Opening hours satisfaction	69	73	70	71
Q2 Telephone access	55	61	61	65
Q3 Appointment satisfaction	76	78	72	75
Q4 See practitioner within 48hrs	70	74	70	74
Q5 See practitioner of choice	60	64	65	69
Q6 Speak to practitioner on phone	62	66	65	67
Q7 Comfort of waiting room	69	71	70	71
Q8 Waiting time	58	59	59	62
Q9 Satisfaction with visit	84	84	84	85
Q10 Warmth of greeting	86	86	85	85
Q11 Ability to listen	87	86	86	87
Q12 Explanations	85	85	86	85
Q13 Reassurance	84	84	86	83
Q14 Confidence in ability	87	88	87	86
Q15 Express concerns/fears	84	85	86	85
Q16 Respect shown	89	87	89	88
Q17 Time for visit	82	81	84	84
Q18 Consideration	82	84	84	83
Q19 Concern for patient	83	84	85	83
Q20 Self care	84	83	85	83
Q21 Recommendation	86	86	87	84
Q22 Reception staff	77	84	82	81
Q23 Respect for privacy/confidentiality	75	80	78	81
Q24 Information of services	72	80	75	78
Q25 Complaints/compliments	69	71	71	70
Q26 Illness prevention	73	74	73	74
Q27 Reminder systems	74	77	75	79
Q28 Second opinion / comp medicine	71	70	71	74
Overall score	76	78	78	78

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?

- Surgery opens at 8:00am but same day appointments cannot be made until 8:15am - a change to 8:00am would prevent patients calling early and being disappointed. Ensure systems are up to date - I was previously sent a text to tell me I need a flu vaccine but I do not fall into any category which requires one. My baby was also sent a letter for 16 week vaccination at around 6 months, which they had previously had.
- Cake and coffee. Just kidding the place is wonderful. Great staff.
- I find one member of staff very rude every time I ring, they are impatient and do not listen. Retrain them.
- In relation to question 24, I asked to see a doctor when booking my appointment. I was not informed that I would not be having my consultation with a GP but had been booked in with another practitioner. I feel you should be told who your appointment is with.
- Provide information on results from tests. Should they be positive or not.
- At times, waiting time has been over 30-40 minutes which can be relatively stressful, if inevitable.
- Very pleased with this GP.
- Not asking on the phone what you are coming to see the doctor for.
- More appointment availability outside of working hours for those who work full-time. Opportunity to make advanced appointments.
- More appointments available. Not asking why we need to see a doctor by phone.
- When trying to get through on the phone I think a queueing system would be better instead of repeat dialling.
- Ability to make an appointment when required in advance and not first thing in the morning on the day of appointment.
- I am more than satisfied, this practice has always given me excellent care.
- Very good service.
- Highly satisfied.
- I have never had to make a complaint so I don't know.
- Sometimes have problems making telephone appointments.
- Excellent practitioner!
- Evening/weekend appointments.
- Making an appointment is very difficult and the reception staff are occasionally abrupt.
- The booking-in screen used to tell me how many patients were in front of me, the new one doesn't, I prefer to know.
- Queue system for phone calls.
- Appointment times, 45 minutes waiting.
- I found it intrusive that the receptionists ask questions for the doctor.
- Confidentiality at the desk could improve. Other patients hear confidential information.
- No. Very good.
- No. Very pleased with the present running of this practice.
- Great practice - hope it keeps up! Five stars.
- Easier to book/arrange 'emergency' appointments, i.e. early morning telephone. Sometimes changes happen/occur without a great deal of publicity - might be a concern.

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?

- The practitioner I saw today was lovely and dealt with my concerns. I would be happy to see them again. In my time with the practice I have only had positive experiences when seeing the nurses/doctors and feel they do a very good job.
- Superb - in emergencies absolutely brilliant. Thank you.
- Excellent.
- Brilliant service, thanks.
- I am able to talk freely to staff.
- I would always want to see one particular doctor, I have every confidence in them. Excellent doctor.
- More information about when doctors work, etc., to allow for continuity.
- None. Excellent care.
- Nothing - very thorough and supportive. Thank you doctor.
- 40 minutes late for appointment.
- Doctor excellent.
- No. Brilliant.

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 = 134

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	10	37	54	27	5

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (10 \times 25) + (37 \times 50) + (54 \times 75) + (27 \times 100)}{(134 - 5)} = 8,850/129$$

Your mean percentage score for Q1 = 69%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	69

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
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.

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

Meltham Group Practice

1 The Cobbles, Meltham
Holmfirth
West Yorkshire
HD9 5QQ

Practice List Size: 6333

Surveys Completed: 134

has completed the

Improving Practice Questionnaire

Completed December 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.