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PatientDynamics GPAQ Report

Friday 25 November 2011

Wargrave House Surgery

PatientDynamics GPAQ

Practice Report

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PatientDynamics GPAQ

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, inter-personal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice, except that it is shorter and easier to complete.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients. The same survey can also be used to provide a sophisticated management tool at PCT level.

Report Structure

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score, and compared with a GPAQ benchmark.
2. Report Questions – patients were asked about specific experiences or were asked for specific information. These are the questions that do not have a mean score and cannot be compared to a GPAQ benchmark.
3. Demographic Questions

Sample and Methodology

A kit comprising: 50 questionnaires for each doctor in the practice plus an extra 50; a ballot box for completed questionnaires; 5 pens; 2 posters; was posted to the practice. The questionnaires were numbered and matched to the practice. The questionnaires were offered to each patient by the receptionist to be completed in the surgery and posted in the ballot box. The practice then sent the completed questionnaires to PatientDynamics for analysis.

GPAQ is designed for adults at least 16 years of age.

Analysis of Survey Results

For evaluation or 'rating' questions an average score for the whole sample was calculated.

Q2, Q3a, Q4b, Q5b, Q7b, Q8a, Q8b, Q9b, Q10a, Q10b, Q10c, Q10d, Q10e, Q10f, Q10g, Q10h, Q12a, Q12b, Q12c:

Rating	Score
Excellent	100
Very Good	80
Good	60
Fair	40
Poor	20
Very Poor	0

Q13:

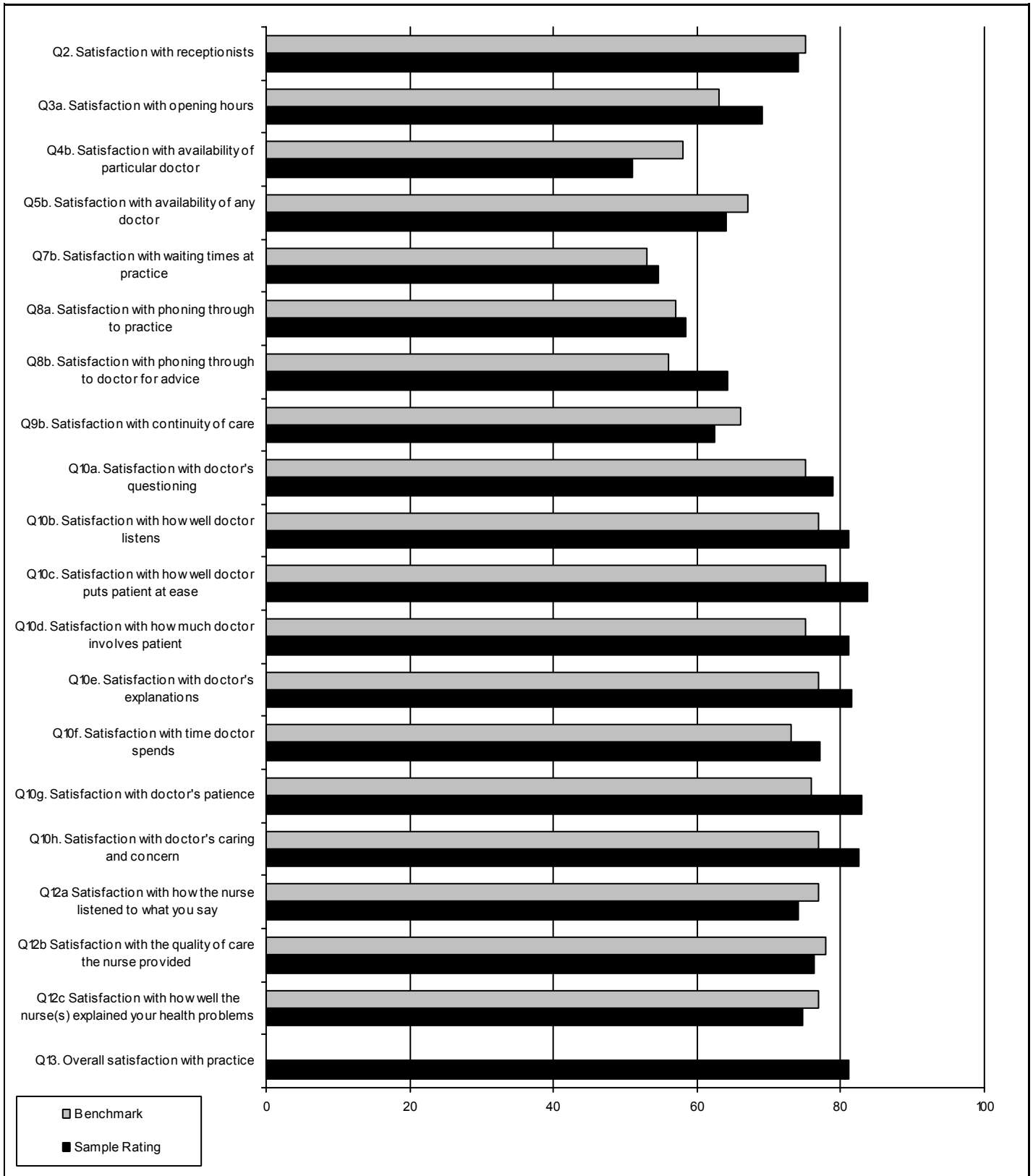
Rating	Score
Completely satisfied	100
Very satisfied	83.3
Fairly satisfied	66.7
Neutral	50
Fairly dissatisfied	33.3
Very dissatisfied	16.7
Completely dissatisfied	0

Benchmark figures were calculated using data from identical questions in the postal version of the General Practice Assessment Survey (GPAS), for which there is more data. As GPAQ is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ alone.

1. Report Ratings

	Rating	BenchMark
Q2. Satisfaction with receptionists	74	75
Q3a. Satisfaction with opening hours	69	63
Q4b. Satisfaction with availability of particular doctor	51	58
Q5b. Satisfaction with availability of any doctor	64	67
Q7b. Satisfaction with waiting times at practice	55	53
Q8a. Satisfaction with phoning through to practice	58	57
Q8b. Satisfaction with phoning through to doctor for advice	64	56
Q9b. Satisfaction with continuity of care	62	66
Q10a. Satisfaction with doctor's questioning	79	75
Q10b. Satisfaction with how well doctor listens	81	77
Q10c. Satisfaction with how well doctor puts patient at ease	84	78
Q10d. Satisfaction with how much doctor involves patient	81	75
Q10e. Satisfaction with doctor's explanations	81	77
Q10f. Satisfaction with time doctor spends	77	73
Q10g. Satisfaction with doctor's patience	83	76
Q10h. Satisfaction with doctor's caring and concern	83	77
Q12a Satisfaction with how the nurse listened to what you say	74	77
Q12b Satisfaction with the quality of care the nurse provided	76	78
Q12c Satisfaction with how well the nurse(s) explained your health problems	75	77
Q13. Overall satisfaction with practice	81	

Chart showing report ratings against benchmark



2. Report Questions

Q1. In the past 12 months, how many times have you seen a doctor from your practice?		Number of Responses	% of Responses
1	None	3	3
2	Once or twice	22	22
3	Three or four times	29	30
4	Five or six times	24	24
5	Seven times or more	20	20
Question Total:		98	100

Q2. Satisfaction with receptionists		Number of Responses	% of Responses
1	Very poor	1	1
2	Poor	1	1
3	Fair	13	14
4	Good	24	25
5	Very Good	28	29
6	Excellent	29	30
Question Total:		96	100

Q3a. Satisfaction with opening hours		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	2	2
3	Fair	6	6
4	Good	45	46
5	Very Good	34	35
6	Excellent	10	10
Question Total:		97	100

Q3b. What additional hours would you like the practice to be open? (please tick all that apply)		Number of Responses	% of Responses
1	Early Morning	3	3
2	Lunch Times	1	1
3	Evenings	14	14
4	Weekends	30	31
5	None I am satisfied	50	51
Question Total:		98	100

Q4a. How quickly do you usually get to see a particular doctor?

		Number of Responses	% of Responses
1	Same day	10	10
2	Next working day	6	6
3	Within 2 working days	7	7
4	Within 3 working days	13	13
5	Within 4 working days	8	8
6	5 or more working days	48	49
7	Does not apply	6	6

Question Total: 98 100

Q4b. Satisfaction with availability of particular doctor

		Number of Responses	% of Responses
1	Very poor	3	3
2	Poor	16	17
3	Fair	32	34
4	Good	17	18
5	Very Good	14	15
6	Excellent	9	9
7	Does not apply	4	4

Question Total: 95 100

Q5a. How quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day	33	34
2	Next working day	13	13
3	Within 2 working days	13	13
4	Within 3 working days	13	13
5	Within 4 working days	8	8
6	5 or more working days	8	8
7	Does not apply	10	10

Question Total: 98 100

Q5b. Satisfaction with availability of any doctor

		Number of Responses	% of Responses
1	Very poor	1	1
2	Poor	7	8
3	Fair	20	22
4	Good	19	21
5	Very Good	16	18
6	Excellent	19	21
7	Does not apply	7	8

Question Total: 89 100

Q6. Can you normally get seen on the same day?

		Number of Responses	% of Responses
1	Yes	59	61
2	No	10	10
3	Don't know	28	29
Question Total:		97	100

Q7a. How long do you usually have to wait at the practice for your consultation to begin?

		Number of Responses	% of Responses
1	5 minutes or less	4	4
2	6-10 minutes	48	50
3	11-20 minutes	37	39
4	21-30 minutes	5	5
5	More than 30 minutes	2	2
Question Total:		96	100

Q7b. Satisfaction with waiting times at practice

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	6	6
3	Fair	38	40
4	Good	32	34
5	Very Good	14	15
6	Excellent	5	5
Question Total:		95	100

Q8a. Satisfaction with phoning through to practice

		Number of Responses	% of Responses
1	Very poor	1	1
2	Poor	6	6
3	Fair	27	28
4	Good	37	38
5	Very Good	20	20
6	Excellent	7	7
7	Don't Know	0	0
Question Total:		98	100

Q8b. Satisfaction with phoning through to doctor for advice		Number of Responses	% of Responses
1	Very poor	1	1
2	Poor	3	3
3	Fair	16	16
4	Good	26	27
5	Very Good	19	19
6	Excellent	11	11
7	Don't know	22	22
Question Total:		98	100

Q9a. In general, how often do you see your usual doctor?		Number of Responses	% of Responses
1	Always	18	19
2	Almost always	27	28
3	A lot of the time	12	13
4	Some of the time	28	29
5	Almost never	9	9
6	Never	2	2
Question Total:		96	100

Q9b. Satisfaction with continuity of care		Number of Responses	% of Responses
1	Very poor	1	1
2	Poor	7	8
3	Fair	19	21
4	Good	27	30
5	Very Good	27	30
6	Excellent	10	11
Question Total:		91	100

Q10a. Satisfaction with doctor's questioning		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	1	1
3	Fair	5	5
4	Good	22	22
5	Very Good	36	37
6	Excellent	30	31
7	Does not apply	4	4
Question Total:		98	100

Q10b. Satisfaction with how well doctor listens

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	1	1
3	Fair	3	3
4	Good	23	24
5	Very Good	32	33
6	Excellent	37	38
7	Does not apply	1	1
Question Total:		97	100

Q10c. Satisfaction with how well doctor puts patient at ease

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	3	3
4	Good	19	19
5	Very Good	30	31
6	Excellent	43	44
7	Does not apply	3	3
Question Total:		98	100

Q10d. Satisfaction with how much doctor involves patient

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	4	4
4	Good	19	19
5	Very Good	35	36
6	Excellent	32	33
7	Does not apply	8	8
Question Total:		98	100

Q10e. Satisfaction with doctor's explanations

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	0	0
3	Fair	5	5
4	Good	21	22
5	Very Good	30	31
6	Excellent	38	39
7	Does not apply	3	3
Question Total:		97	100

Q10f. Satisfaction with time doctor spends

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	1	1
3	Fair	7	7
4	Good	26	27
5	Very Good	32	33
6	Excellent	29	30
7	Does not apply	1	1
Question Total:		96	100

Q10g. Satisfaction with doctor's patience

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	1	1
3	Fair	4	4
4	Good	17	18
5	Very Good	31	32
6	Excellent	42	43
7	Does not apply	2	2
Question Total:		97	100

Q10h. Satisfaction with doctor's caring and concern

		Number of Responses	% of Responses
1	Very poor	0	0
2	Poor	1	1
3	Fair	6	6
4	Good	16	16
5	Very Good	30	31
6	Excellent	43	44
7	Does not apply	1	1
Question Total:		97	100

Q11. Have you seen a nurse from your practice in the past 12 months

		Number of Responses	% of Responses
1	Yes	62	68
2	No	29	32
Question Total:		91	100

Q12a Satisfaction with how the nurse listened to what you say **Number of Responses** **% of Responses**

1	Very poor	0	0
2	Poor	0	0
3	Fair	5	7
4	Good	25	35
5	Very Good	27	38
6	Excellent	14	20

Question Total: 71 100

Q12b Satisfaction with the quality of care the nurse provided **Number of Responses** **% of Responses**

1	Very poor	0	0
2	Poor	0	0
3	Fair	5	7
4	Good	22	31
5	Very Good	25	35
6	Excellent	19	27

Question Total: 71 100

Q12c Satisfaction with how well the nurse(s) explained your health problems **Number of Responses** **% of Responses**

1	Very poor	0	0
2	Poor	0	0
3	Fair	5	7
4	Good	25	35
5	Very Good	25	35
6	Excellent	16	23

Question Total: 71 100

Q13. Overall satisfaction with practice **Number of Responses** **% of Responses**

1	Completely dissatisfied	0	0
2	Very dissatisfied	1	1
3	Fairly dissatisfied	2	2
4	Neutral	4	4
5	Fairly satisfied	20	20
6	Very satisfied	46	47
7	Completely satisfied	25	26

Question Total: 98 100

Q14. Male or Female?

		Number of Responses	% of Responses
1	Male	43	44
2	Female	55	56
Question Total:		98	100

Q15. How old are you?

		Number of Responses	% of Responses
1	16 to 24	4	4
2	25 - 34	8	8
3	35 - 44	8	8
4	45 - 54	12	12
5	55 - 64	23	24
6	65 - 74	20	21
7	75 and Older	22	23
Question Total:		97	100

Q16. Long standing illness or disability?

		Number of Responses	% of Responses
1	Yes	57	62
2	No	35	38
Question Total:		92	100

Q17. Which ethnic group do you belong to?

		Number of Responses	% of Responses
1	White	97	99
2	Black or Black British	0	0
3	Asian or Asian British	0	0
4	Mixed	1	1
5	Chinese	0	0
6	Other Ethnic Group	0	0
Question Total:		98	100

Q18. Is your accommodation:

		Number of Responses	% of Responses
1	Owner occupied / mortgaged	73	77
2	Rented or other arrangements	22	23
Question Total:		95	100

Q19. Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed	33	34
2	Unemployed and looking for work	4	4
3	At school or full time education	1	1
4	Unable to work due to long term sickness	3	3
5	Looking after your home / family	6	6
6	Retired from work	50	52
7	Other	0	0
Question Total:		97	100

This report is based on a total of 98 completed questionnaires

Report - Open Ended Comments

Q20a. Is there anything particularly good about your healthcare?

Very lucky to have this surgery.

Doctor is excellent - she listens. Another doctor has retired who was excellent.

I have no issues with the care I have from the practice.

Doctor is always calm and informative and explains how medication works and any limits involved e.g. dosage or effectiveness, how quickly drugs may take effect.

Nice atmosphere at the surgery.

As a cancer patient I get excellent care.

My usual GP is very understanding and helpful. She has been very supportive when other members of my family have been ill.

Must be good because I don't see my doctor very often.

Totally satisfied with the surgery in general.

The nurses are more patient and more understanding of human problems.

Having seen a number of doctors, this doctor is particularly good, asks the right questions and appears very caring.

Repeat prescriptions by email. Works very well.

At 76 years of age and being a patient at this surgery since I was a child, I have seen the practice grow with the times and the practice, doctors, nurses and receptionists are the very best.

I have seen the same doctor for the last 18-24 months and she has been excellent. She is very caring, she listens to me and is extremely patient. I feel I can discuss anything with her.

Doctors are understanding - just have to wait so long to see them.

Diabetes health check every year. Flu jab is free.

I am pleased with all aspects.

Q20b. Is there anything that could be improved?

Problem of parking - collected 2 parking tickets as a result of the surgery running late.

Waiting times.

Manner of receptionist when answering the phone.

Being able to make a nurse appointment 2-3 months in advance.

Too many locums, slow to respond to concerns. Rarely see the same doctor, poor attention to mental health issues. Long waits in waiting room.

Better response to repeat prescription lines.

Waiting room could be more patient friendly and have better furnishing etc but no music or radio.

Out of hours service.

Time waiting to see a doctor of choice.

Listening and understanding. We don't deal with health problems every day, what is small to doctors may be big to patients.

At present all seems okay.

I don't think I have ever seen my usual doctor who was on maternity leave when I joined the practice.

Make things in the reception area better.

Doctors are only working part time now. Waiting times for an appointment are getting much longer.

Saturday morning would be an advantage instead of using out of hours clinics with doctors not knowing the ins and outs of your case.

Home visits for when I am too ill to go to the surgery. I waited 6 hours last time.

Q20c. Any other comments?

Bring back my doctor.

Lovely to have the radio in waiting room. Reception ladies always very friendly.

Clean waiting room.

Disconcerted by receptionists talking to members of staff while I stand waiting.

I do feel listening is the most important part to me.

I have always had good treatment at the surgery.

Receptionists can be very off hand on occasions.

Sometimes I would appreciate a little longer spent with the doctor. There is always the pressure of other people waiting in line.

Waiting room needs more comfort.



Your opinion counts!

3rd FOLD

The General Practice Assessment Questionnaire (GPAQ)

Dear Patient

We would be grateful if you would complete this survey about your general practice.

Your practice wants to provide the highest standard of care. Feedback from this survey will enable the practice to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and staff will NOT be able to identify your individual responses.

Thank you.

4th FOLD, TUCK IN UNDER FLAP 3

Please complete and return immediately to ensure your views are included in the results

Re-fold the completed questionnaire, tucking the 3rd fold into this flap. Post directly in the ballot box provided or return to the receptionist.

You can also complete this survey on our website: www.gpaqsurvey.co.uk

(Enter the number on the questionnaire to identify the practice)

2nd FOLD

The General Practice Assessment Questionnaire (GPAQ)

1 In the past 12 months, how many times have you seen a doctor from your practice? None, Once or twice, Three or four times, Five or six times, Seven times or more

2 How do you rate the way you are treated by receptionists at your practice? Very poor, Poor, Fair, Good, Very good, Excellent

3 a) How do you rate the hours that your practice is open for appointments? Very poor, Poor, Fair, Good, Very good, Excellent
b) What additional hours would you like the practice to be open? (please tick all that apply) Early morning, Lunch-times, Evenings, Weekends, None, I am satisfied

4 Thinking of times when you want to see a particular doctor: (please tick one box only)
a) How quickly do you usually get to see that doctor? Same day, Next working day, Within 2 working days, Within 3 working days, Within 4 working days, 5 or more working days, Does not apply
b) How do you rate this? Very poor, Poor, Fair, Good, Very good, Excellent, Does not apply

5 Thinking of times when you are willing to see any doctor: (please tick one box only)
a) How quickly do you usually get seen? Same day, Next working day, Within 2 working days, Within 3 working days, Within 4 working days, 5 or more working days, Does not apply
b) How do you rate this? Very poor, Poor, Fair, Good, Very good, Excellent, Does not apply

6 If you need to see a GP urgently, can you normally get seen on the same day? Yes, No, Don't know / never needed to

7 a) How long do you usually have to wait at the practice for your consultations to begin? (please tick one box only) 5 minutes or less, 6-10 minutes, 11-20 minutes, 21-30 minutes, More than 30 minutes
b) How do you rate this? Very poor, Poor, Fair, Good, Very good, Excellent

8 Thinking of times you have phoned the practice, how do you rate the following:
a) Ability to get through to the practice on the phone? Very poor, Poor, Fair, Good, Very good, Excellent, Don't know/never tried
b) Ability to speak to a doctor on the phone when you have a question or need medical advice? Very poor, Poor, Fair, Good, Very good, Excellent, Don't know/never tried

1st FOLD

The next questions ask about your **usual doctor**. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 11.

9 a) In general, how often do you see your usual doctor?

	Always	Almost always	A lot of the time	Some of the time	Almost never	Never
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

b) How do you rate this?

	Very poor	Poor	Fair	Good	Very good	Excellent
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

10 Thinking about when you consult your usual doctor, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
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a) How **thoroughly** the doctor asked about your symptoms and how you are feeling?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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b) How well the doctor **listens** to what you have to say?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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c) How well the doctor **puts you at ease** during your physical examination?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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d) How much the doctor **involves you in decisions** about your care?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
--	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

e) How well the doctor **explains** your problems or any treatment that you need?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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f) The amount of **time** your doctor spends with you today?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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g) The doctor's **patience** with your questions or worries?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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h) The doctor's **caring and concern** for you?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
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11 Have you seen a **nurse** from your practice in the past 12 months?

Yes	- go to	No	go to
<input type="checkbox"/> 1	question 12	<input type="checkbox"/> 2	question 13

12 Thinking about the nurse(s) you have seen, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent
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a) How well they **listen** to what you say?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
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b) The **quality** of care they provide?

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
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c) How well they **explain** your health problems or any treatment that you need

	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
--	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	----------------------------

13 All things considered, how **satisfied** are you with your practice? (please tick only one box)

Completely satisfied	Very satisfied	Fairly satisfied	Neutral	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Finally, it will help us to understand your answers if you could tell us a little about yourself:

14 Are you: 1 Male 2 Female

15 How old are you? years

16 Do you have any **long-standing illness, disability or infirmity**? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time. 1 Yes 2 No

17 Which **ethnic group** do you belong to? (please tick one box)

<input type="checkbox"/> 1 White	<input type="checkbox"/> 4 Mixed
<input type="checkbox"/> 2 Black or Black British	<input type="checkbox"/> 5 Chinese
<input type="checkbox"/> 3 Asian or Asian British	<input type="checkbox"/> 6 Other ethnic group

18 Is your **accommodation**: (please tick one box)

<input type="checkbox"/> 1 Owner-occupied / mortgaged?	<input type="checkbox"/> 2 Rented or other arrangements?
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19 Which of the following best describes you? (please tick one box)

<input type="checkbox"/> 1 Employed (full or part time, including self-employed)	<input type="checkbox"/> 4 Unable to work due to long term sickness
<input type="checkbox"/> 2 Unemployed and looking for work	<input type="checkbox"/> 5 Looking after your home/family
<input type="checkbox"/> 3 At school or in full time education	<input type="checkbox"/> 6 Retired from paid work
<input type="checkbox"/> 7 Other (please describe) _____	

20 We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

Is there anything that could be improved?

Any other comments?

Thank you for taking time to complete this questionnaire.

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 - Guarantees Confidentiality
- For help to complete this survey
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