

**Private and Confidential**  
Mr Asheem Marid  
Kincora Doctors Surgery  
134 Coldharbour Lane  
Hayes  
UB3 3HG

# Improving Practice Questionnaire Report

Kincora Doctors Surgery

January 2013



1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

Mr Asheem Marld  
Kincora Doctors Surgery  
134 Coldharbour Lane  
Hayes  
UB3 3HG

t 0845 5197493  
f 01392 824767

e [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

07 January 2013

Dear Mr Marld

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.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have 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=144303>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

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Explanation of quartiles
Page by page guide to the interpretation of your report
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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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) 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': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

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	2	10	40	31	20	2
Q2 Telephone access	4	12	35	31	19	4
Q3 Appointment satisfaction	8	19	31	29	17	1
Q4 See practitioner within 48hrs	22	22	26	17	17	1
Q5 See practitioner of choice	3	20	32	27	22	1
Q6 Speak to practitioner on phone	8	18	39	18	18	4
Q7 Comfort of waiting room	0	10	41	36	18	0
Q8 Waiting time	1	18	46	24	13	3
Q9 Satisfaction with visit	0	12	29	28	34	2
Q10 Warmth of greeting	1	7	27	32	36	2
Q11 Ability to listen	0	9	22	38	34	2
Q12 Explanations	1	10	20	41	29	4
Q13 Reassurance	1	12	27	33	29	3
Q14 Confidence in ability	0	11	25	38	30	1
Q15 Express concerns/fears	0	12	29	32	28	4
Q16 Respect shown	0	5	23	36	38	3
Q17 Time for visit	2	13	29	31	27	3
Q18 Consideration	0	11	30	32	26	6
Q19 Concern for patient	0	10	25	33	31	6
Q20 Self care	0	11	23	35	30	6
Q21 Recommendation	1	11	22	26	37	8
Q22 Reception staff	1	10	25	34	28	7
Q23 Respect for privacy/confidentiality	0	11	29	29	31	5
Q24 Information of services	0	14	27	28	27	9
Q25 Complaints/compliments	1	11	34	28	19	12
Q26 Illness prevention	1	10	33	30	20	11
Q27 Reminder systems	1	12	32	26	24	10
Q28 Second opinion / comp medicine	2	6	36	26	16	19

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

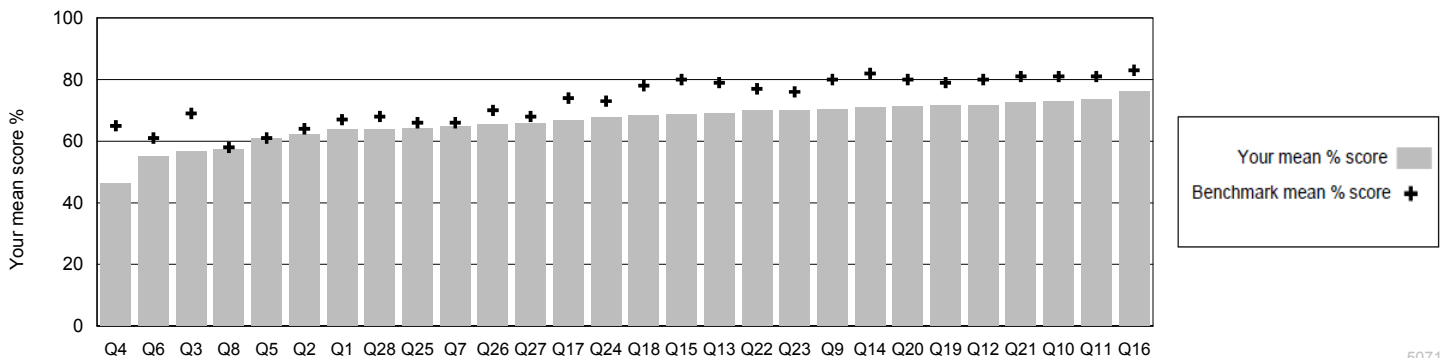
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	67	44	62	66	71	99
Q2 Telephone access	62	64	24	56	64	72	99
Q3 Appointment satisfaction	57	69	37	64	69	74	99
Q4 See practitioner within 48hrs	46	65	25	57	65	72	99
Q5 See practitioner of choice	61	61	24	53	60	69	99
Q6 Speak to practitioner on phone	55	61	31	54	61	67	99
Q7 Comfort of waiting room	65	66	31	61	66	72	100
Q8 Waiting time	57	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	70	80	49	76	80	84	99
Q10 Warmth of greeting	73	81	50	78	82	86	99
Q11 Ability to listen	74	81	50	78	82	86	100
Q12 Explanations	72	80	49	77	81	84	100
Q13 Reassurance	69	79	49	75	79	83	100
Q14 Confidence in ability	71	82	50	79	83	86	100
Q15 Express concerns/fears	69	80	50	76	80	84	100
Q16 Respect shown	76	83	50	80	84	88	100
Q17 Time for visit	67	74	46	70	74	79	100
Q18 Consideration	68	78	48	74	78	82	100
Q19 Concern for patient	71	79	48	75	79	83	100
Q20 Self care	71	80	51	78	81	85	99
Q21 Recommendation	72	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	70	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	70	76	45	72	76	80	100
Q24 Information of services	68	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	64	66	42	62	66	71	100
Q26 Illness prevention	65	70	46	66	69	73	100
Q27 Reminder systems	66	68	43	63	67	72	99
Q28 Second opinion / comp medicine	64	68	44	63	67	72	99
Overall score	66	73	46	69	73	77	100

	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 3,027 practices surveyed between April 2008 and March 2011 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



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
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	69	45	64	69	74	98
Q2 Telephone access	62	70	33	63	71	79	99
Q3 Appointment satisfaction	57	72	39	66	73	79	98
Q4 See practitioner within 48hrs	46	69	31	62	70	78	98
Q5 See practitioner of choice	61	68	37	61	69	76	98
Q6 Speak to practitioner on phone	55	64	33	58	65	71	98
Q7 Comfort of waiting room	65	68	31	62	69	75	97
Q8 Waiting time	57	61	30	53	61	68	97
<b>About the practitioner</b>							
Q9 Satisfaction with visit	70	80	53	76	81	85	99
Q10 Warmth of greeting	73	81	57	77	82	86	99
Q11 Ability to listen	74	81	57	77	82	86	99
Q12 Explanations	72	80	54	76	81	85	99
Q13 Reassurance	69	79	54	74	79	84	98
Q14 Confidence in ability	71	82	57	78	83	87	99
Q15 Express concerns/fears	69	79	54	75	80	85	99
Q16 Respect shown	76	83	58	79	84	88	99
Q17 Time for visit	67	75	47	70	75	80	98
Q18 Consideration	68	78	54	73	78	83	98
Q19 Concern for patient	71	79	54	74	79	84	99
Q20 Self care	71	81	66	77	82	86	99
Q21 Recommendation	72	80	53	76	81	86	98
<b>About the staff</b>							
Q22 Reception staff	70	80	50	76	81	85	99
Q23 Respect for privacy/confidentiality	70	79	54	75	80	84	98
Q24 Information of services	68	77	52	72	77	81	98
<b>Finally</b>							
Q25 Complaints/compliments	64	70	43	65	70	74	98
Q26 Illness prevention	65	73	47	68	73	77	98
Q27 Reminder systems	66	71	43	66	71	76	97
Q28 Second opinion / comp medicine	64	70	46	66	70	75	96
Overall score	66	75	49	70	75	80	98

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

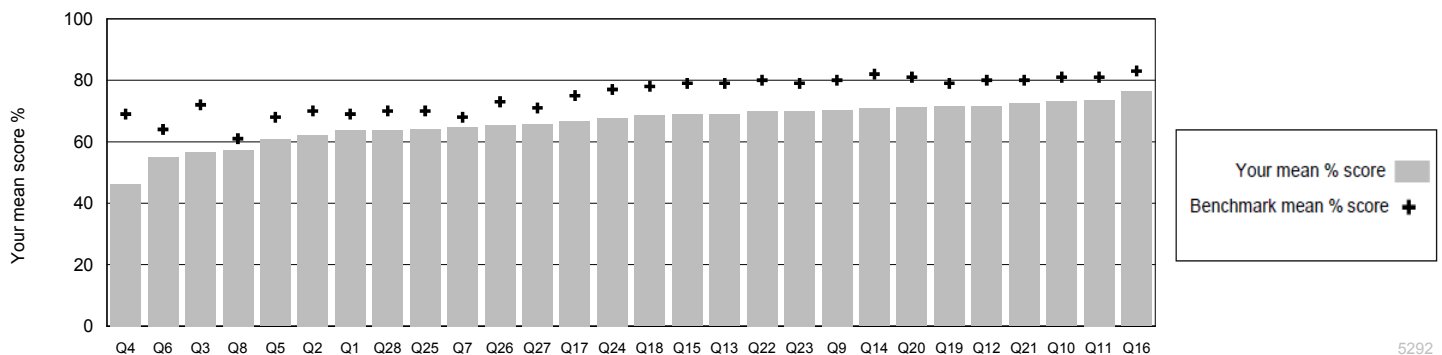
5292

\* Based on data from 768 practices surveyed between April 2008 and February 2011 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 (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	Maximum
<b>Age</b>								
Under 25	8	61	72	42	65	72	79	100
25 - 59	73	65	74	47	69	74	79	98
60 +	10	63	78	51	73	78	83	99
Blank	14	79	73	37	65	74	81	100
<b>Gender</b>								
Female	54	65	74	49	70	75	79	99
Male	36	62	76	49	71	76	81	97
Blank	15	81	73	35	66	74	81	100
<b>Visit usual practitioner</b>								
Yes	69	65	76	52	72	76	81	98
No	10	62	70	36	64	71	77	100
Blank	26	72	73	44	66	73	80	100
<b>Years attending</b>								
< 5 years	29	70	74	46	69	75	80	100
5 - 10 years	21	58	74	42	69	75	80	96
> 10 years	35	63	75	50	71	76	80	98
Blank	20	76	74	38	67	74	81	100

\* Based on data from 768 practices surveyed between April 2008 and February 2011 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

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Comments about how the practice could improve

- I have been with this practice for many years and am very happy with the level of service and advice I receive. The only improvement I can think of is the waiting room! Perhaps more magazines!
- I would like to see the improvements on appointments as it takes too long to see the doctor. It could improve by opening few more hours.
- The reception is very friendly and helpful at all times no matter what the problem.
- A more holistic approach to patients care. Practice nurse is very good. Always understanding and helpful. Can put patients minds at rest.
- They must improve its service treated by staff.
- Better opening hours, able to see doctor within 24 hours-48 hours.
- Extending blood tests to 3 days a week instead of once a week.
- I have no complaints about this practice because they are good.
- If they could be open on the weekend.
- Should be able to come in for emergency appointments after 2pm instead of ringing.
- The gap between appointments is not satisfactory. Emergency appointments are fair and not that good.
- I have been coming to this practice for many years and I have no complaints.
- Telephone manner - under bar. Should be more courteous. Time given to see a doctor is too long, 2 weeks at times defeats the purpose of having a GP. End up going to walk in or A&E.
- Appointments are very difficult to get - will often be seen by a doctor up to 2 weeks after phone call for an appointment.
- Receptionists should listen before arranging appointments with wrong types of doctor!
- More doctors are needed too long a wait to see a doctor.
- I am very pleased with the service.
- For emergency on the day appointment. The wait on the phone is too long and the costs the surgery operates an 0844 is unfair. I would like a local number to be used. There is no real privacy to speak to the receptionist as everyone can hear what you say. I think something should be implemented.
- Appointment problems; have had to wait a week to see GP routinely always short of appointments: when one doctor is away there is no other doctor available to cover that surgery.
- We could have family appointments rather than individuals as if two people are sick in the same family we need two separate appointments which doesn't work if you need to take time off on both occasions. Doctor should have the ability to see the family at once and if more than 1 symptom is present.
- Continued use of the 0844 number is frustrating. It takes too long to get the receptionist to make an appointment which is then in about two weeks time.
- Giving urgent appointments when needed by patients and not an appointment after a week of waiting. Having the opportunity to speak to a doctor on telephone.
- Very polite and good GP and reception staff. Very happy to have them all.
- If only could order repeats of medications online rather than coming to the surgery.

## 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.

### Comments about how the doctor/nurse could improve

- Both doctors are very good and provide excellent support, advice and medical treatment. I would only change doctors if they left.
- It could improve by employing more doctors. It could improve by giving patients limited time. It could improve by advising over the phone. It could improve by home visits with limited time.
- Sometimes appointments seem very rushed and as a patient it can feel like doctor is not really listening and does not show much understanding.
- The doctor should listen to the people who come to visit them some are sincere thing.
- Extend appointments with the diabetic doctor 3 days a week.
- Always there is room for improvement.
- They could be more welcoming and to give us more time to talk.
- Doctors are fantastic as well as the nurse!
- Already excellent.
- Very pleased with doctor.
- I usually always see one of the other doctors and find them extremely pleasant and a good doctor. I have nothing I could add on how they could improve their service. I do wish they could be available in evenings too.
- Once you get a chance to see the doctor the doctor is generally very good and helpful. But would love to see them refer us for specialist check up more often as I am suffering from allergic stuff and 1 in last 5 years have been referred only once to hospital for check up which was very basic. I have also not received my flu jabs for last 2 years as don't get reminders.
- Listen carefully and understanding the patients concerns.
- More time to go through background history and concerns.

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 = 105

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	10	40	31	20	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (10 \times 25) + (40 \times 50) + (31 \times 75) + (20 \times 100)}{(105 - 2)} = 6,575/103$$

Your mean percentage score for Q1 = 64%

### 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	64

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	62	66	71	99

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\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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

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

**Kincora Doctors Surgery**

134 Coldharbour Lane  
Hayes  
UB3 3HG

**Practice List Size: 3200**

**Surveys Completed: 105**

has completed the

## **Improving Practice Questionnaire**

Completed on 07 January 2013



**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.