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# Improving Practice Questionnaire Report

Wolseley Medical Centre

March 2012



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14 March 2012

Dear Mr Whitaker

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).

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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 for us to improve our services, we would be very grateful if you could complete and return the enclosed feedback form.

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

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

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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	1	10	82	59	46	2
Q2 Telephone access	15	29	72	48	33	3
Q3 Appointment satisfaction	16	29	66	49	36	4
Q4 See practitioner within 48hrs	34	54	60	32	16	4
Q5 See practitioner of choice	22	51	68	31	24	4
Q6 Speak to practitioner on phone	9	45	72	44	18	12
Q7 Comfort of waiting room	1	10	61	70	52	6
Q8 Waiting time	7	28	82	42	36	5
Q9 Satisfaction with visit	0	6	66	62	65	1
Q10 Warmth of greeting	1	6	51	68	73	1
Q11 Ability to listen	2	6	50	74	66	2
Q12 Explanations	0	15	44	73	65	3
Q13 Reassurance	0	19	54	62	62	3
Q14 Confidence in ability	0	10	45	65	79	1
Q15 Express concerns/fears	0	16	49	76	58	1
Q16 Respect shown	2	7	56	65	70	0
Q17 Time for visit	6	18	56	66	53	1
Q18 Consideration	0	13	58	68	54	7
Q19 Concern for patient	0	10	53	67	60	10
Q20 Self care	0	10	56	65	58	11
Q21 Recommendation	0	12	45	69	65	9
Q22 Reception staff	0	6	36	72	77	9
Q23 Respect for privacy/confidentiality	1	7	45	68	69	10
Q24 Information of services	2	16	58	69	46	9
Q25 Complaints/compliments	3	26	59	55	33	24
Q26 Illness prevention	2	20	59	69	28	22
Q27 Reminder systems	5	23	49	65	36	22
Q28 Second opinion / comp medicine	2	21	60	50	30	37

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

## Your patient feedback

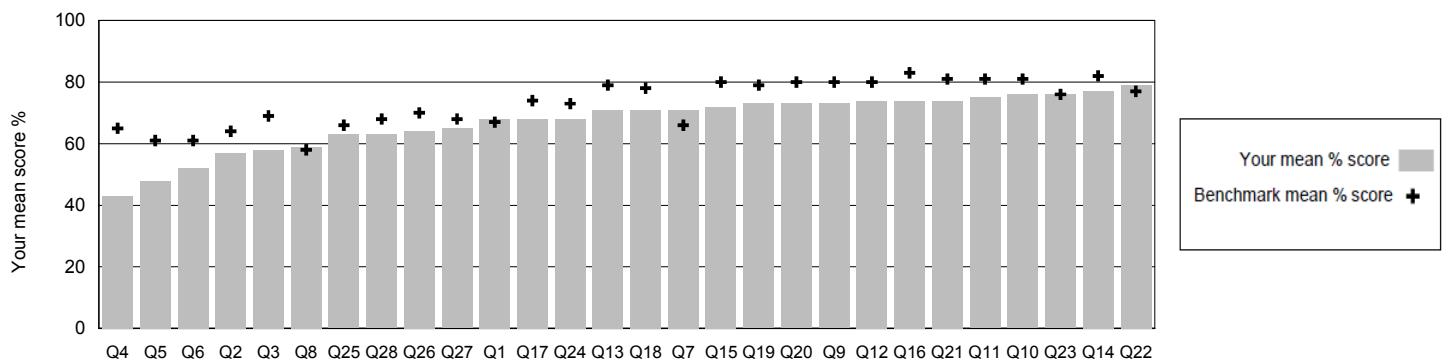
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	68	67	44	62	66	71	99
Q2 Telephone access	57	64	24	56	64	72	99
Q3 Appointment satisfaction	58	69	37	64	69	74	99
Q4 See practitioner within 48hrs	43	65	25	57	65	72	99
Q5 See practitioner of choice	48	61	24	53	60	69	99
Q6 Speak to practitioner on phone	52	61	31	54	61	67	99
Q7 Comfort of waiting room	71	66	31	61	66	72	100
Q8 Waiting time	59	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	73	80	49	76	80	84	99
Q10 Warmth of greeting	76	81	50	78	82	86	99
Q11 Ability to listen	75	81	50	78	82	86	100
Q12 Explanations	74	80	49	77	81	84	100
Q13 Reassurance	71	79	49	75	79	83	100
Q14 Confidence in ability	77	82	50	79	83	86	100
Q15 Express concerns/fears	72	80	50	76	80	84	100
Q16 Respect shown	74	83	50	80	84	88	100
Q17 Time for visit	68	74	46	70	74	79	100
Q18 Consideration	71	78	48	74	78	82	100
Q19 Concern for patient	73	79	48	75	79	83	100
Q20 Self care	73	80	51	78	81	85	99
Q21 Recommendation	74	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	79	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	76	76	45	72	76	80	100
Q24 Information of services	68	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	63	66	42	62	66	71	100
Q26 Illness prevention	64	70	46	66	69	73	100
Q27 Reminder systems	65	68	43	63	67	72	99
Q28 Second opinion / comp medicine	63	68	44	63	67	72	99
Overall score	67	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

\* 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

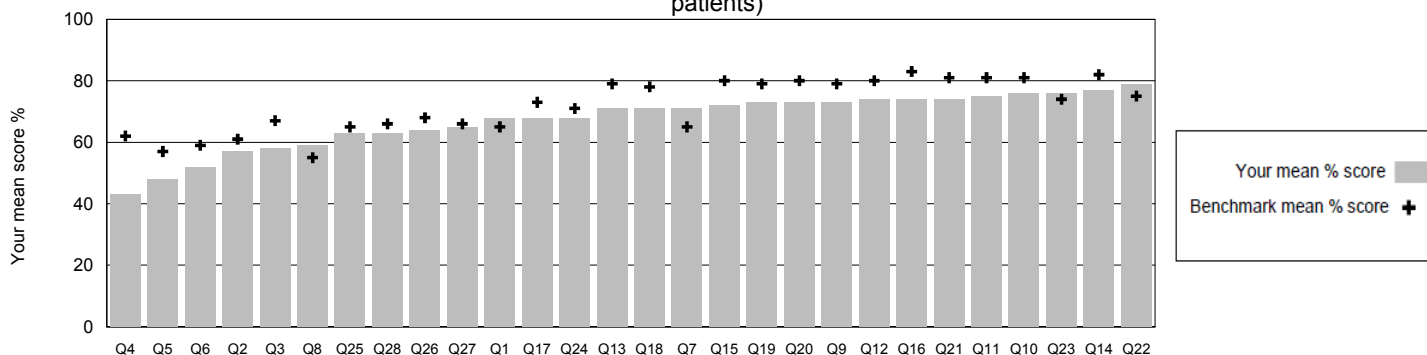
Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	68	65	46	62	66	69	84
Q2 Telephone access	57	61	25	54	62	68	85
Q3 Appointment satisfaction	58	67	41	63	68	72	87
Q4 See practitioner within 48hrs	43	62	33	56	63	69	90
Q5 See practitioner of choice	48	57	32	51	58	63	85
Q6 Speak to practitioner on phone	52	59	36	54	59	64	80
Q7 Comfort of waiting room	71	65	39	60	66	71	90
Q8 Waiting time	59	55	32	51	55	60	79
<b>About the practitioner</b>							
Q9 Satisfaction with visit	73	79	49	76	80	84	93
Q10 Warmth of greeting	76	81	54	78	81	85	94
Q11 Ability to listen	75	81	56	78	82	86	95
Q12 Explanations	74	80	55	77	81	84	94
Q13 Reassurance	71	79	51	76	79	83	92
Q14 Confidence in ability	77	82	55	79	82	86	95
Q15 Express concerns/fears	72	80	51	77	80	83	92
Q16 Respect shown	74	83	61	81	84	87	95
Q17 Time for visit	68	73	47	70	74	78	94
Q18 Consideration	71	78	49	74	78	82	91
Q19 Concern for patient	73	79	50	75	79	83	93
Q20 Self care	73	80	62	77	80	84	91
Q21 Recommendation	74	81	46	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	79	75	45	72	75	79	91
Q23 Respect for privacy/confidentiality	76	74	47	71	75	78	90
Q24 Information of services	68	71	44	68	72	75	88
<b>Finally</b>							
Q25 Complaints/compliments	63	65	43	62	65	68	83
Q26 Illness prevention	64	68	46	66	69	71	84
Q27 Reminder systems	65	66	46	63	67	70	84
Q28 Second opinion / comp medicine	63	66	48	63	67	70	85
Overall score	67	72	46	68	72	75	87

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

\* Based on data from 517 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 (6001-8000 patients)





## 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	Maximum
<b>Age</b>								
Under 25	12	55	69	45	65	69	74	87
25 - 59	105	65	71	48	67	71	75	86
60 +	63	73	75	46	71	75	78	93
Blank	20	71	70	39	65	70	76	95
<b>Gender</b>								
Female	105	68	71	45	68	72	75	87
Male	77	66	73	50	70	73	76	88
Blank	18	68	70	40	65	70	76	94
<b>Visit usual practitioner</b>								
Yes	33	75	74	49	71	74	77	88
No	20	70	68	46	64	68	72	83
Blank	147	65	70	45	66	70	75	93
<b>Years attending</b>								
< 5 years	10	78	72	48	68	72	76	90
5 - 10 years	6	71	71	52	67	72	76	87
> 10 years	39	72	72	50	69	73	76	88
Blank	145	65	70	42	65	71	75	91

\* Based on data from 517 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.

## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	20/01/2012	21/01/2009	23/11/2007
Q1 Opening hours satisfaction	68	65	64
Q2 Telephone access	57	50	41
Q3 Appointment satisfaction	58	56	57
Q4 See practitioner within 48hrs	43	42	45
Q5 See practitioner of choice	48	43	52
Q6 Speak to practitioner on phone	52	48	48
Q7 Comfort of waiting room	71	71	75
Q8 Waiting time	59	53	54
Q9 Satisfaction with visit	73	72	75
Q10 Warmth of greeting	76	77	78
Q11 Ability to listen	75	76	75
Q12 Explanations	74	74	75
Q13 Reassurance	71	73	74
Q14 Confidence in ability	77	78	79
Q15 Express concerns/fears	72	74	76
Q16 Respect shown	74	78	80
Q17 Time for visit	68	68	70
Q18 Consideration	71	69	74
Q19 Concern for patient	73	70	75
Q20 Self care	73	--	--
Q21 Recommendation	74	75	76
Q22 Reception staff	79	72	76
Q23 Respect for privacy/confidentiality	76	72	74
Q24 Information of services	68	68	71
Q25 Complaints/compliments	63	60	64
Q26 Illness prevention	64	63	66
Q27 Reminder systems	65	62	64
Q28 Second opinion / comp medicine	63	60	65
Overall score	67	66	67

-- no data available, question introduced in October 2009.

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

\*Dates in the table relate to date of application to carry out the survey.

## 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

- Excellent service by all doctors and staff.
- No, on speaking with friends who attend different practices, this practice is far better.
- Difficult to get through over telephone at most times of the day. Usually a long wait.
- Opportunities to see same doctor and follow ups could be better.
- More time allocated when/if required, sometimes feels like you are being chased out after 10 minutes.
- On one occasion had to complain about the manner in which I was treated by the reception staff. Not happy with handling.
- Only that it's so hard to get an appointment quickly! I understand it's really busy, but to see the doctor I wanted, I made my appointments 3 weeks ago. Otherwise really good practice.
- Appointments at better times for full time workers.
- Don't visit the practice much, hence why I've ticked good on most of them, but I'm always happy when I leave the practice.
- Great practice and staff.
- The heating on full! Made me feel ill. Turn down a bit and save money.
- I like it as it is. I'm bad with my nerves, all the staff so very patient with me.
- Open more hours.
- More opening times.
- Yes, get more doctors, when you want to see any doctors there is never appointments, not for a week or more. There is never any appointments to see a doctor if you work 9-5 job after 5pm.
- Easier appointments with doctor of choice. More time in consultation - complex or multiple health problems require more time - I would suggest a tiered appointment system to accommodate range of patient needs.
- There are only two problems, one which is seeing a doctor you prefer and the very rude and unhelpful receptionist who needs to have training in customer relations.
- More same day appointments for emergencies.
- I cannot think of any improvements to the practice. However the patients who book appointments could have the courtesy to cancel, if not needed.
- None, very happy with the practice.
- More opportunities to see a nurse - available appointments were 10 days after phone call.
- Reminders of six monthly health checks by letter or phone.
- Fewer locums, it's different doctors everytime I come.
- Good.
- The staff are very friendly and the doctors give the right advice.
- Allow patients to see a GP as often as they feel the need to without seeming impatient or annoyed that you've visited twice in a fortnight.
- To have a chiropractor on site would be good.
- I think everything is very acceptable.
- Hot drink machine.

## 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

- Open later. Coffee machine.
- Could do to run the practice more satisfactory.
- Advertising for more patients when appointment times have been cut to 10 minutes is really bad. Information about doctor patient ratios would either help patients understand why they can't see their own doctor for more than a week most times, or highlight the fact that the practice is squeezing in too many patients to the detriment of existing patients.
- Environment very formal - some surgeries have artificial plants - lighting variation - interesting positions of chairs etc.
- Trying to get through by phone to make a appointment.
- All excellent first class.
- Calling on my mobile it costs me too much on my mobile phone. I hope the NHS can do something because at the present I am not on my landline.
- Stop taking on new patients when there are clearly not enough appointment slots (other than book on the day) ones to meet the needs of existing patients. Waiting time on telephone is too long, often can't get through to book, book on the day appointments until after 11am then they're all gone.

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

- To get a doctor you know.
- All staff/nurse/doctors are great except for one doctor who is cold, aloof and not interested in the patient or gives that feeling, so 95% of your staff is great. That is general opinion of family/friends of this doctors.
- One of the doctors is fabulous - all learn by them.
- They need more time, on occasion to do job as thoroughly as I would like.
- Good.
- Keep to the patients appointment time.
- Give longer per appointments, 10 minutes insufficient.
- It would be helpful if patients can have weekend access to services and after 6:30pm services as emergencies.
- One doctor can be rude and lazy, they waved their arms at a question and said 'I don't know'. The question was 'could this be cancer'. Other than that they were always ok. I booked with a second GP and was referred on.
- Everyone does well.
- More personal.
- Very good.
- The doctors and nurses are fine but put under pressure with appointment time constraints. The 10 minutes does not allow patients with multiple health conditions to discuss them all with their doctor.
- None! Very good.
- They were very polite and kind - may God bless each and every one that works under their roof. Be bless.

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 = 200

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	10	82	59	46	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (10 \times 25) + (82 \times 50) + (59 \times 75) + (46 \times 100)}{(200 - 2)} = 13,375/198$$

Your mean percentage score for Q1 = 68%

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. Prior to this time a -33 to 100 scale was used, where poor = -33.3333%, fair = 0%, good = 33.3333%, very good = 66.6667% and excellent = 100%.

### 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 (%)	Benchmark data (%)*				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Opening hours satisfaction	68	44	62	66	71	99

\* 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

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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a 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"/>

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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"/>

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**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**



# Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey

1(c). Please comment on any aspects of the survey which you feel could be improved

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

**Thank you for your feedback. Please return this form to:-  
CFEP UK Surveys,1 Northleigh House,Thorverton Road,Matford Business Park,Exeter,EX2 8HF**

- Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
- We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.

# *Certificate of Completion*

This is to certify that

**Wolseley Medical Centre**  
Londesborough Street  
Hull  
HU3 1DS

**Practice List Size: 7400**  
**Surveys Completed: 200**  
has completed the

**Improving Practice Questionnaire**

Completed on 14 March 2012



**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.