

**Private and Confidential**

Mrs Anna Crispe

Dr Hassan and Partners

10 The Chase

Stanton

Bury St Edmunds

IP31 2XA

# Improving Practice Questionnaire Report

Dr Hassan and Partners

January 2013



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

Mrs Anna Crispe  
Dr Hassan and Partners  
10 The Chase  
Stanton  
Bury St Edmunds  
IP31 2XA

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)

10 January 2013

Dear Mrs Crispe

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=139409>

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

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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	14	30	68	57	2
Q2 Telephone access	0	3	27	67	72	3
Q3 Appointment satisfaction	1	6	29	68	67	1
Q4 See practitioner within 48hrs	1	17	37	60	53	4
Q5 See practitioner of choice	2	17	32	62	53	6
Q6 Speak to practitioner on phone	8	15	40	51	25	33
Q7 Comfort of waiting room	1	7	45	61	56	2
Q8 Waiting time	8	41	61	34	23	5
Q9 Satisfaction with visit	1	1	18	59	92	1
Q10 Warmth of greeting	0	1	14	59	98	0
Q11 Ability to listen	0	0	13	52	107	0
Q12 Explanations	0	3	22	49	97	1
Q13 Reassurance	1	3	22	61	84	1
Q14 Confidence in ability	0	2	17	61	91	1
Q15 Express concerns/fears	0	1	22	50	96	3
Q16 Respect shown	0	0	15	50	107	0
Q17 Time for visit	0	0	21	51	99	1
Q18 Consideration	0	1	21	60	80	10
Q19 Concern for patient	0	1	19	55	89	8
Q20 Self care	0	0	26	60	76	10
Q21 Recommendation	1	1	18	47	96	9
Q22 Reception staff	1	0	17	58	92	4
Q23 Respect for privacy/confidentiality	0	2	19	61	85	5
Q24 Information of services	1	8	24	54	80	5
Q25 Complaints/compliments	3	7	38	49	47	28
Q26 Illness prevention	1	9	43	52	51	16
Q27 Reminder systems	5	10	33	52	53	19
Q28 Second opinion / comp medicine	0	7	34	42	43	46

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	74	67	44	62	66	71	99
Q2 Telephone access	81	64	24	56	64	72	99
Q3 Appointment satisfaction	78	69	37	64	69	74	99
Q4 See practitioner within 48hrs	72	65	25	57	65	72	99
Q5 See practitioner of choice	72	61	24	53	60	69	99
Q6 Speak to practitioner on phone	63	61	31	54	61	67	99
Q7 Comfort of waiting room	74	66	31	61	66	72	100
Q8 Waiting time	53	58	24	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	85	80	49	76	80	84	99
Q10 Warmth of greeting	87	81	50	78	82	86	99
Q11 Ability to listen	89	81	50	78	82	86	100
Q12 Explanations	85	80	49	77	81	84	100
Q13 Reassurance	83	79	49	75	79	83	100
Q14 Confidence in ability	85	82	50	79	83	86	100
Q15 Express concerns/fears	86	80	50	76	80	84	100
Q16 Respect shown	88	83	50	80	84	88	100
Q17 Time for visit	86	74	46	70	74	79	100
Q18 Consideration	84	78	48	74	78	82	100
Q19 Concern for patient	85	79	48	75	79	83	100
Q20 Self care	83	80	51	78	81	85	99
Q21 Recommendation	86	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	86	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	84	76	45	72	76	80	100
Q24 Information of services	81	73	43	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	73	66	42	62	66	71	100
Q26 Illness prevention	73	70	46	66	69	73	100
Q27 Reminder systems	73	68	43	63	67	72	99
Q28 Second opinion / comp medicine	74	68	44	63	67	72	99
Overall score	80	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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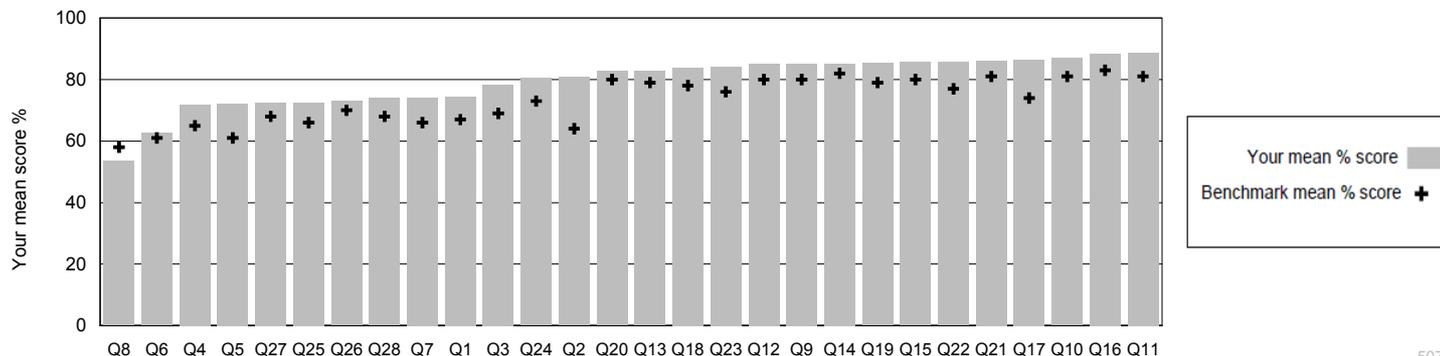
\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

- scores not illustrated if less than 5 patient 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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

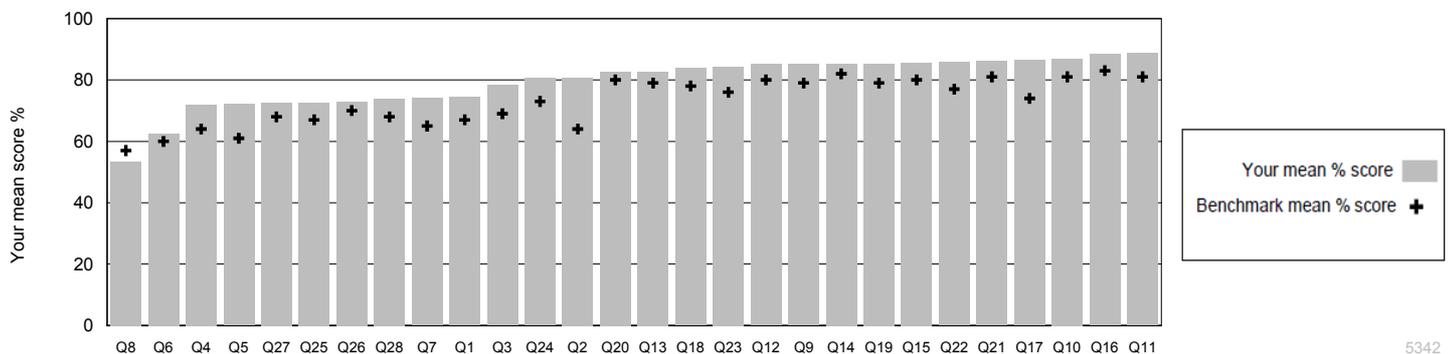
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	74	67	46	62	66	71	94
Q2 Telephone access	81	64	30	57	66	72	91
Q3 Appointment satisfaction	78	69	44	64	69	74	94
Q4 See practitioner within 48hrs	72	64	28	57	64	72	95
Q5 See practitioner of choice	72	61	34	54	61	67	89
Q6 Speak to practitioner on phone	63	60	34	55	61	66	86
Q7 Comfort of waiting room	74	65	38	60	67	71	96
Q8 Waiting time	53	57	31	51	57	63	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	85	79	53	76	80	84	96
Q10 Warmth of greeting	87	81	52	78	82	85	96
Q11 Ability to listen	89	81	51	78	82	86	95
Q12 Explanations	85	80	51	77	81	84	94
Q13 Reassurance	83	79	52	75	79	83	95
Q14 Confidence in ability	85	82	53	79	83	86	95
Q15 Express concerns/fears	86	80	52	76	80	84	95
Q16 Respect shown	88	83	54	80	84	87	96
Q17 Time for visit	86	74	50	69	74	78	93
Q18 Consideration	84	78	50	74	78	82	94
Q19 Concern for patient	85	79	51	75	79	83	95
Q20 Self care	83	80	63	78	80	85	92
Q21 Recommendation	86	81	51	77	82	85	96
<b>About the staff</b>							
Q22 Reception staff	86	77	53	73	77	81	95
Q23 Respect for privacy/confidentiality	84	76	56	72	76	80	96
Q24 Information of services	81	73	54	70	73	77	95
<b>Finally</b>							
Q25 Complaints/compliments	73	67	47	63	67	70	93
Q26 Illness prevention	73	70	50	67	70	73	94
Q27 Reminder systems	73	68	50	64	68	72	95
Q28 Second opinion / comp medicine	74	68	50	64	68	71	93
Overall score	80	73	51	69	73	77	94

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

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\* Based on data from 603 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 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 (4001-6000 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 (4001-6000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	10	90	70	46	65	71	75	98
25 - 59	56	81	72	51	68	72	76	94
60 +	96	78	76	53	72	76	80	92
Blank	10	74	71	42	65	72	78	100
<b>Gender</b>								
Female	95	80	72	52	69	73	77	95
Male	63	80	74	48	70	74	78	93
Blank	14	76	71	47	65	72	77	96
<b>Visit usual practitioner</b>								
Yes	111	81	74	53	71	75	78	93
No	36	78	68	37	64	69	73	96
Blank	25	74	71	45	66	71	76	95
<b>Years attending</b>								
< 5 years	44	79	72	46	68	73	77	97
5 - 10 years	33	79	72	37	68	73	77	91
> 10 years	82	81	74	52	70	74	78	93
Blank	13	72	71	45	65	72	77	96

\* Based on data from 603 practices surveyed between April 2008 and March 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

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

	21/08/2012	31/08/2011	27/05/2008	21/06/2007
Q1 Opening hours satisfaction	74	78	77	76
Q2 Telephone access	81	85	87	85
Q3 Appointment satisfaction	78	83	82	83
Q4 See practitioner within 48hrs	72	79	82	82
Q5 See practitioner of choice	72	74	75	75
Q6 Speak to practitioner on phone	63	70	72	71
Q7 Comfort of waiting room	74	80	75	74
Q8 Waiting time	53	62	62	60
Q9 Satisfaction with visit	85	87	87	87
Q10 Warmth of greeting	87	88	89	89
Q11 Ability to listen	89	88	88	90
Q12 Explanations	85	86	86	87
Q13 Reassurance	83	85	86	86
Q14 Confidence in ability	85	87	88	87
Q15 Express concerns/fears	86	87	85	87
Q16 Respect shown	88	90	90	89
Q17 Time for visit	86	87	81	82
Q18 Consideration	84	84	82	86
Q19 Concern for patient	85	85	84	86
Q20 Self care	83	83	--	--
Q21 Recommendation	86	87	87	88
Q22 Reception staff	86	87	87	88
Q23 Respect for privacy/confidentiality	84	86	86	87
Q24 Information of services	81	84	83	84
Q25 Complaints/compliments	73	77	74	76
Q26 Illness prevention	73	78	78	78
Q27 Reminder systems	73	79	77	77
Q28 Second opinion / comp medicine	74	74	73	76
Overall score	80	82	82	82

-- 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

- No (essentially excellent).
- Premises somewhat constrained by lack of space, but no real opportunity to expand and it is in a very accessible place for me!
- Nurse was offside but the service was good as the doctor carried out my tests. Very good well done. Thank you.
- I am very satisfied.
- An available doctor to cover at most times.
- Nice when the radio is off but the surgery is outstanding.
- I only have praise for the practice. Over the years they have delivered an excellent service to me and my family.
- More car parking.
- Good.
- Always very good service.
- Better opening hours for patients who work same as flu clinics etc. all during day none in the evenings/weekends 3 days a week surgery where I live closes early. No appointments available on day you are ill.
- Make internet access to make appointments easier. Emphasise the need to make a double or triple appointment if you have more than 1 problem to cut down waiting time.
- It's very good as it is.
- Shorter waiting times.
- The answer message for when phoning for an appointment is bad. You have to dial another number to make one. I don't always have a pen in hand, and it is 2 phone calls.
- Car parking poor at this practice.
- All was excellent and my concerns dealt with.
- I have no complaints.
- Very happy with practice.
- Saturday surgery.
- Be open at Hopton more.
- It would be unfair to conjecture.
- It would have been helpful if the receptionist had informed me that I was going to have a long wait to see my doctor - when I arrived at the surgery! She could do with some "people" skills.
- More late evening or Saturday appointments.
- To me this surgery is perfect.
- Poor parking facilities.
- Happy with current practice and practices.
- The procedure of finding out test results is unclear.
- Happy enough with the practice staff and doctors are very courteous and they listen to you. GP visits could be better i.e. home visits instead of attending the surgery.
- Very satisfactory.

## 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

- Happy as it is.
- Not as long a wait to see the doctor.

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

- Maybe volunteer information more readily.
- Extremely caring.
- Excellent doctor.
- No comment and no improvements need to be made.
- Very good service from doctors.
- More expertise in conditions which maybe different from the norm or patients with complex conditions.
- They are lovely.
- One of the doctors is not a brilliant doctor.
- On todays visit, wait was over 30 minutes, but in fairness, this is rare.
- All was very good and helpful.
- Doctor has always been very understanding and kind towards me - during what has been a very difficult time.
- Only my second visit to this doctor - she is all improvement!
- She was lovely!
- The doctor was excellent.
- The doctor was very understanding and listened to my concerns. I was more than happy with them and their diagnosis.
- Happy as they are.

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 = 172

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	14	30	68	57	2

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (14 \times 25) + (30 \times 50) + (68 \times 75) + (57 \times 100)}{(172 - 2)} = 12,650/170$$

Your mean percentage score for Q1 = 74%

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 (%)
Q1 Opening hours satisfaction	74

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

\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

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## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

### Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

### Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

### Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

### Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

### Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<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"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<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"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<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"/>				
23	Respect shown for your privacy and confidentiality	<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"/>				

### 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"/>				
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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>				

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
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**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**Dr Hassan and Partners**

10 The Chase  
Stanton  
Bury St Edmunds  
IP31 2XA

**Practice List Size: 4526**

**Surveys Completed: 172**

has completed the

## Improving Practice Questionnaire

Completed on 10 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.