

Certificate of Completion

This is to certify that

Lyngford Park Surgery

Fletcher Close

Taunton

SOMERSET

TA2 8SQ

Practice List Size: 6000

Surveys Completed: 200

has completed the

Improving Practice Questionnaire

Approved for the PE2 Quality Indicator of the GMS Contract

Completed on 10 March 2009



Michael Greco

Director

Private and Confidential

Mrs Jane Evans
Lyngford Park Surgery
Fletcher Close
Taunton
SOMERSET
TA2 8SQ

Improving Practice Questionnaire Report

Lyngford Park Surgery

March 2009



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10 March 2009

Dear Mrs Evans

Please find enclosed your practice report outlining 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. In addition, there is an authorised certificate of completion which you can show your PCO as evidence of the PE2 Quality indicator.

I hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with some basis for reflection. Also enclosed is material to help you with the PE6 Quality Indicator in the GMS contract. We would be grateful if you could consider returning a copy of these forms to the office. In order for us to improve our services, please could you complete and return the enclosed feedback form in the envelope provided.

The IPQ report has been updated in order to further improve the clarity of the feedback provided. As a result the ordering of the report has changed slightly from the previous version.

Please contact Matthew Taylor on 01392 252740 or matthew.taylor@cfep.co.uk if you require further information about your report or would like electronic versions of the supporting documentation. If you have ordered a results poster, it will arrive within the next 15 days. Please note, a request for replacement results will attract a fee of £15 + VAT.

Yours sincerely



Helen Powell
Data Manager

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Interpersonal skills ready reckoner

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Evaluation question ratings and scores

Table 1: Distribution and frequency of ratings

	Blank	Poor	Fair	Good	Very Good	Excellent
Q 1 Opening hours satisfaction	8	1	11	72	73	35
Q 2 Telephone access	8	5	21	71	61	34
Q 3 Appointment satisfaction	7	4	8	63	71	47
Q 4 See practitioner within 48hrs	8	2	11	52	64	63
Q 5 See practitioner of choice	6	2	23	56	68	45
Q 6 Speak to practitioner on phone	34	5	27	73	30	31
Q 7 Comfort of waiting room	10	3	21	88	50	28
Q 8 Waiting time	15	11	38	74	40	22
Q 9 Satisfaction with visit	15	1	6	48	59	71
Q 10 Warmth of greeting	14	1	10	43	60	72
Q 11 Ability to listen	11	3	7	35	65	79
Q 12 Explanations	18	1	7	34	56	84
Q 13 Reassurance	16	4	10	41	55	74
Q 14 Confidence in ability	11	3	9	37	53	87
Q 15 Express concerns	16	3	9	36	60	76
Q 16 Respect shown	19	2	7	33	58	81
Q 17 Time for visit	11	2	8	52	69	58
Q 18 Consideration	10	2	8	44	63	73
Q 19 Concern for patient	7	2	13	45	59	74
Q 20 Recommendation	13	2	12	37	57	79
Q 21 Reception staff	5	1	8	48	75	63
Q 22 Respect shown	12	3	7	51	66	61
Q 23 Information of services	14	4	18	54	56	54
Q 24 Complaints/compliments	33	4	15	66	49	33
Q 25 Illness prevention	15	3	14	71	51	46
Q 26 Reminder systems	20	7	16	67	49	41
Q 27 Second opinion / comp medicine	58	3	15	55	35	34

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

Evaluation question ratings and scores

Table 2: Mean percentage scores and benchmarks

	Your mean score (%)	National mean (%)*	National quartiles (%)*				
			Min	Q1	Q2 Median	Q3	Max
About the practice							
Q 1 Opening hours satisfaction	56	51	31	48	52	55	76
Q 2 Telephone access	50	46	8	44	51	57	83
Q 3 Appointment satisfaction	59	54	30	51	56	60	85
Q 4 See practitioner within 48hrs	64	48	16	44	50	57	87
Q 5 See practitioner of choice	56	41	11	39	45	51	84
Q 6 Speak to practitioner on phone	44	44	17	41	45	50	78
Q 7 Comfort of waiting room	47	52	24	49	54	58	80
Q 8 Waiting time	38	40	12	36	40	46	75
About the practitioner							
Q 9 Satisfaction with visit	68	71	47	68	72	75	89
Q 10 Warmth of greeting	68	73	49	70	74	77	90
Q 11 Ability to listen	70	74	49	71	75	78	90
Q 12 Explanations	73	72	48	69	72	76	88
Q 13 Reassurance	67	71	46	68	71	74	88
Q 14 Confidence in ability	71	75	50	72	75	78	90
Q 15 Express concerns	69	72	47	69	72	75	88
Q 16 Respect shown	72	77	53	74	77	80	92
Q 17 Time for visit	64	63	40	60	63	67	82
Q 18 Consideration	68	69	45	66	69	73	87
Q 19 Concern for patient	66	70	46	67	71	74	87
Q 20 Recommendation	69	73	47	70	74	77	90
About the staff							
Q 21 Reception staff	66	65	45	64	67	71	89
Q 22 Respect shown	64	64	46	63	66	70	88
Q 23 Information of services	58	61	42	59	62	66	85
Finally							
Q 24 Complaints/compliments	52	52	33	49	53	56	77
Q 25 Illness prevention	55	57	40	55	57	61	80
Q 26 Reminder systems	52	54	36	52	55	59	80
Q 27 Second opinion / comp medicine	53	54	37	52	55	58	79
Overall							
Overall Score	61	61	42	59	62	65	83

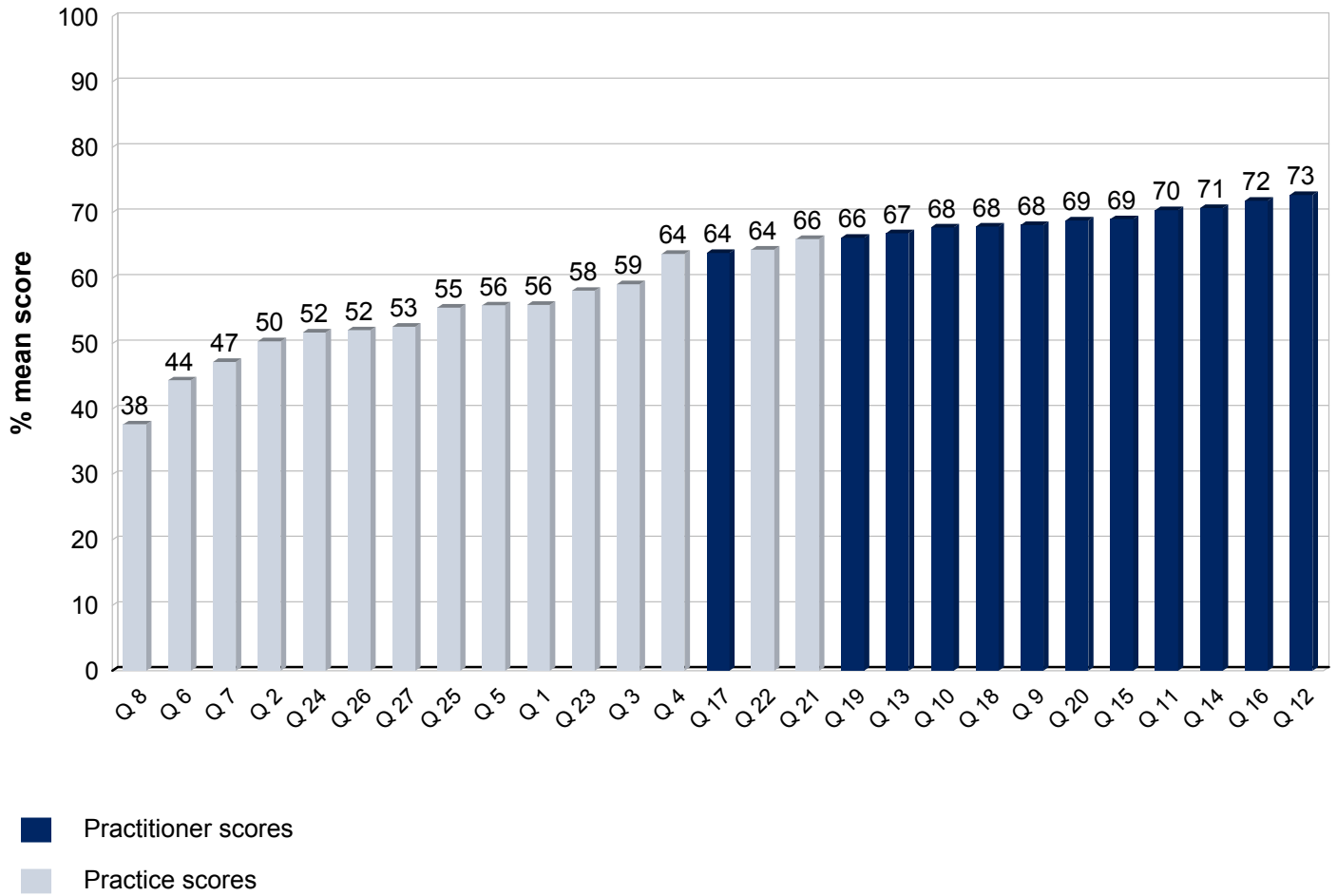
* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

See score explanation for percentage score calculation and quartile information

Outliers (+/-1%) have been removed

Evaluation question ratings and scores

Graph 1: Mean percentage scores in ascending order of performance



Scores according to patient demographic category: age, gender, visit type and years attending

Table 3: Number of patient responses by category, mean scores and national benchmarks by list size

Number of Responses	Your mean score (%)	National mean scores (%) by practice list size				
		All practices	< 3000	3 - 6000	6 - 12000	> 12000

Age

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Under 25	31	63	58	62	58	57	56
25 - 59	99	56	59	65	61	59	56
60 +	54	68	66	71	68	65	63
Not specified	16	-	-	-	-	-	-

Gender

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Female	112	59	60	66	62	60	58
Male	74	63	63	68	65	62	60
Not specified	14	-	-	-	-	-	-

Visit Usual Practitioner

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Usual practitioner	134	62	64	68	65	64	62
Not usual practitioner	47	53	55	61	57	55	54
Not specified	19	-	-	-	-	-	-

Years Attending

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
< 5 years	33	64	61	65	62	60	59
5 - 10 years	38	59	60	66	62	59	57
> 10 years	108	59	62	68	64	61	59
Not specified	21	-	-	-	-	-	-

Overall

	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Overall Score	200	61	61	66	63	61	58

* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

-- If there is only one response in any category for anonymity breakdown of scores is not reported

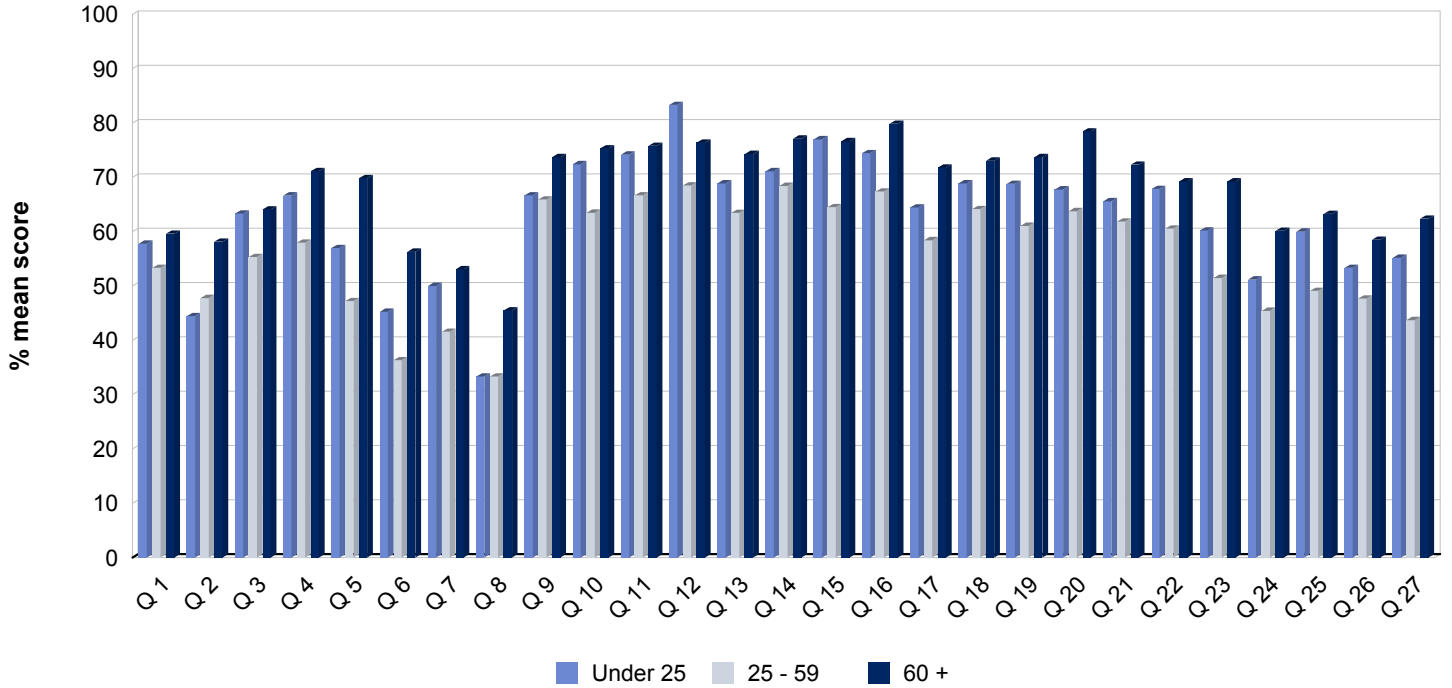
- Data not reported

Statistical reliability cannot be guaranteed for small numbers but act as a guide

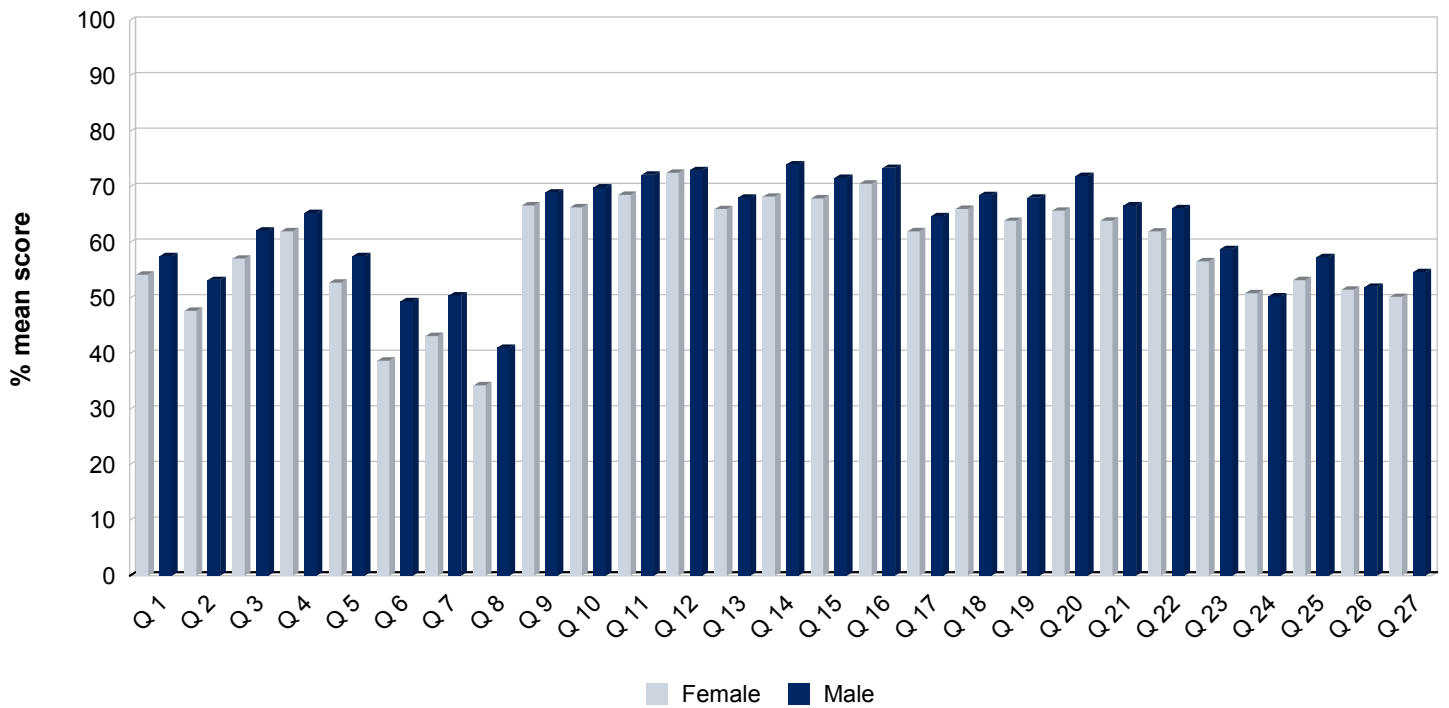
Scores according to patient demographic category: age, gender, visit type and years attending

Graphs: 2,3,4 & 5 Mean percentage score by question for each demographic category

Graph 2: Age



Graph 3: Gender

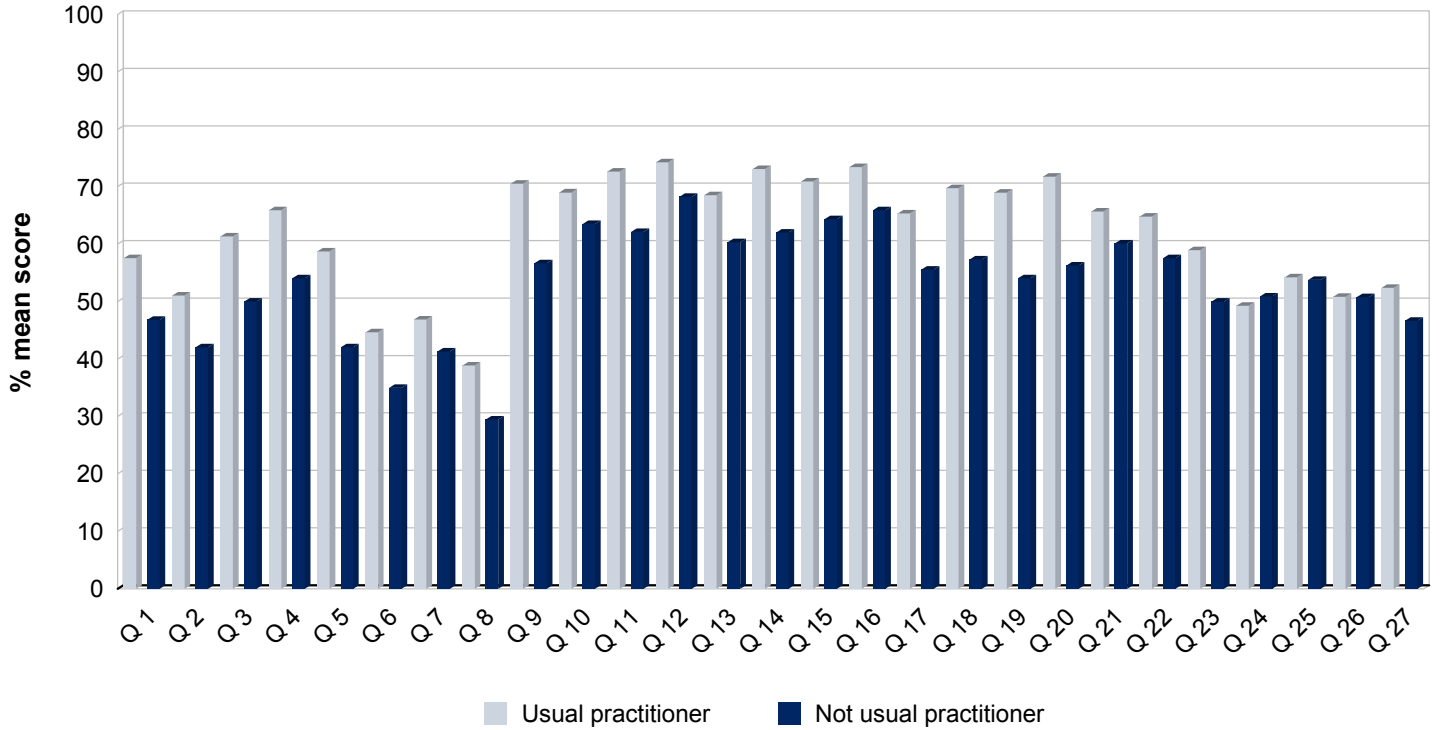


Statistical reliability cannot be guaranteed for small numbers but act as a guide

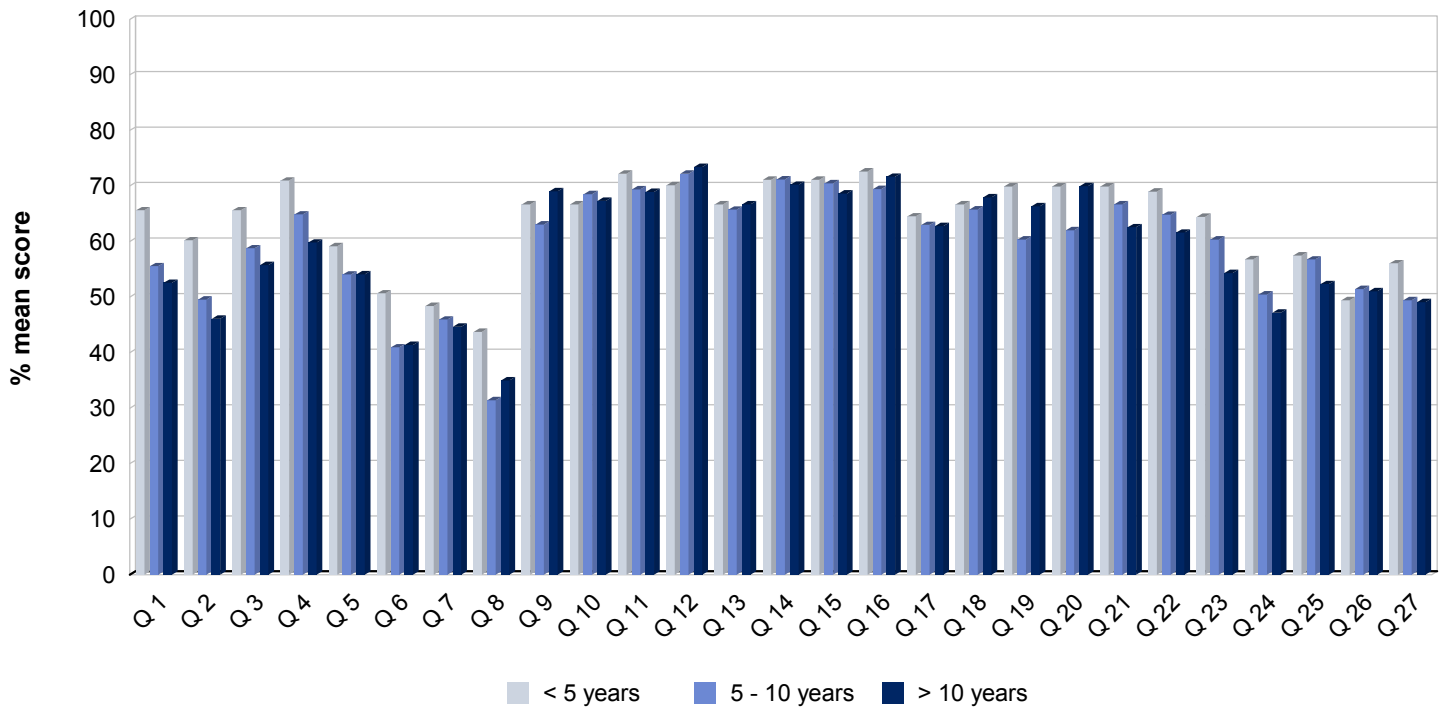
If there is only one response in any category for anonymity breakdown of scores is not reported

Scores according to patient demographic category: age, gender, visit type and years attending

Graph 4: Visit usual practitioner



Graph 5: Years Attending



Statistical reliability cannot be guaranteed for small numbers but act as a guide
 If there is only one response in any category for anonymity breakdown of scores is not reported

Scores from previous IPQ survey(s)

Table 4: Comparison of mean percentage scores from previous survey(s)

	04/09/08 25627	01/10/07 21422	10/07/06 16274	07/09/05 12400
Q 1 Opening hours satisfaction	56	54	60	53
Q 2 Telephone access	50	46	53	47
Q 3 Appointment satisfaction	59	59	67	58
Q 4 See practitioner within 48hrs	64	58	69	55
Q 5 See practitioner of choice	56	51	60	52
Q 6 Speak to practitioner on phone	44	43	46	42
Q 7 Comfort of waiting room	47	49	48	50
Q 8 Waiting time	38	35	41	37
Q 9 Satisfaction with visit	68	71	78	76
Q 10 Warmth of greeting	68	70	77	76
Q 11 Ability to listen	70	74	81	75
Q 12 Explanations	73	71	79	76
Q 13 Reassurance	67	70	75	72
Q 14 Confidence in ability	71	73	80	78
Q 15 Express concerns	69	74	78	75
Q 16 Respect shown	72	75	84	79
Q 17 Time for visit	64	65	72	67
Q 18 Consideration	68	70	76	72
Q 19 Concern for patient	66	69	76	71
Q 20 Recommendation	69	74	80	76
Q 21 Reception staff	66	66	73	67
Q 22 Respect shown	64	67	73	68
Q 23 Information of services	58	61	61	57
Q 24 Complaints/compliments	52	53	57	53
Q 25 Illness prevention	55	56	61	55
Q 26 Reminder systems	52	54	59	53
Q 27 Second opinion / comp medicine	53	52	58	51
Overall	61	62	68	63

Patient comments

From the free text component of the questionnaire categorised according to age, gender and visit type

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

Practice comment

Usual practitioner

25 - 59	Female	Follow up important appointments that have been missed or cancelled instead of patient having to chase new ones that should have come through automatically.
25 - 59	Female	Very good
25 - 59	Female	It would be nicer if the telephone could be answered quicker. Sometimes it's over a minute before it's answered.
25 - 59	Female	I don't think they need to improve it as it's excellent service.
25 - 59	Female	Not always able to make an appointment online using EMIS usually unavailable over night.
25 - 59	Female	Toys for children.
25 - 59	Female	All health information leaflets have been removed from the waiting room.
25 - 59	Female	Over all is all what we need it.
25 - 59	Male	I have never been offered any sort of MOT tests and so on. I think it would be a useful service to those who are getting older. Fortunately my employer provides this for me.
25 - 59	Male	One of the doctors is the best doctor I have ever had.
25 - 59	Male	I would like evening appointments to be available.
60 +	Female	I think there should be more higher/comfier chairs for the elderly people.
60 +	Female	Service is already excellent, only magazines are out of date.
60 +	Female	You all do a grand job. It's our thanks to you that are in need of improvement.
60 +	Female	Make sure we get in to see the doctor on time instead of waiting sometimes over 20 minutes before you get in to see them, then they wouldn't have to rush you through, like I have been sometimes.
60 +	Male	More disabled parking.
60 +	Male	Practice is very good.
60 +	Male	More reading material not just womans magazines. Relaxing music.
Under 25	Female	Waiting times.
Under 25	Female	By listening to the patient more especially younger people. Always assumes they know diagnosis before listening to the patient.
-	-	Better communication both with patients and doctors. Improved booking system. Decorate waiting room and improve seating.
-	-	Would be nice to be able to get Saturday or evening appointments.
-	-	Time granted for number of patients per surgery session to be increased.
-	-	Telephone appointments. Any way easier that you could make appointments.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

Doctor/nurse comment

Usual practitioner

25 - 59	Female	Very good
25 - 59	Female	They have been very supportive and understanding.
25 - 59	Female	My doctor is brilliant.

Patient comments

From the free text component of the questionnaire categorised according to age, gender and visit type

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

Doctor/nurse comment

25 - 59	Female	Just to make them a bit quicker.
25 - 59	Female	They are nice and fair at times. But can also be hard to approach but over all they are a good doctor.
25 - 59	Female	More understanding of certain condition
25 - 59	Female	Nothing, they are excellent.
25 - 59	Male	I am more than satisfied with one of the doctors and the surgery as a whole.
25 - 59	Male	My doctor is excellent, explaining things carefully and arranging further action, referrals quickly.
25 - 59	Male	My appointment was 30 minutes late.
25 - 59	Male	Reduce the tendency to rush the patient.
60 +	Female	You could not improve this doctor. They have always given there best and beyond.
60 +	Female	Please don't retire,
60 +	Female	My doctor could listen to what I have got to say about me more. Not to say to me how long do you want to live. When I have not wanted to take certain tablets. All they wan to do is keep giving me more and more pills.
60 +	Male	My doctor is excellent.
60 +	Male	More hellos on seeing the doctor and asking how things are going from previous visits to the doctor.
-	-	Having to wait for answer. Too long when telephoning in to the surgery.
-	-	I have great confidence in my doctor and I rate them very highly as a doctor. They have been very helpful in the past couple of years and has dealt with my problems exceptionally well and I am very grateful.

Not usual practitioner

25 - 59	Female	Not sure yet as only been to this practice a couple of times.
25 - 59	Female	Not my usual doctor but felt very comfortable with this doctor. I will most likely choose to see them again.
-	-	Basically good ability, but governed by legislation to patient circumstances on certificated.
Under 25	Female	Could take more care and knowledge on finding out and solving what's wrong with you.
Under 25	Female	Doctor was very good.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

Supporting documents : Score Explanation

Each individual score for the evaluation questions in the IPQ is expressed as a mean (average) for all patients who completed the question. These scores are expressed as a percentage of the maximum possible score, so the best possible score in each case is 100%. Not specified responses (items left blank) are not used in the score calculations. The overall score is the mean percentage score of all 27 questions for all patients who completed the questionnaire.

All questions follow a five point rating scale ranging from -33.3333% to 100%.

	Poor	Fair	Good	Very Good	Excellent	Not Specified
Percentage Score (%)	-33.3333	0	33.3333	66.6667	100	n/a

The following example uses data from your question 1

Number of Patients Surveyed:200

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1 Opening hours satisfaction	1	11	72	73	35	8

$$(1 \times -33.3333) + (11 \times 0) + (72 \times 33.3333) + (73 \times 66.6667) + (35 \times 100)$$

$$200 - 8$$

=56% mean percentage score

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 are a useful measure of the dispersion of a statistical distribution because they are not affected by freak extreme values.

They comprise:

First quartile (designated **Q1**) = lower quartile, below which lies the lowest 25% of the data

Second quartile (designated **Q2**) = the median, cuts the data set in half

Third quartile (designated **Q3**) = upper quartile, above which lies the top 25%.

	Your mean score (%)
Q 1 Opening hours satisfaction	56

National means and quartiles (%)					
National mean	Min 0	Q1 25%	Q2 50%	Q3 75%	Max 100%
51	31	48	52	55	76

Based on our most current national benchmarks, your mean score of 56% falls between quartile 3 and the maximum which is in the highest 25% of all means

Interpersonal Skills Ready Reckoner

This table is an easy checklist to help focus your communication skills training on areas measured by the IPQ (Qs 10-19) patient questionnaire.

Once you have taken time to read and reflect on the patient feedback in your report, identify areas on which you can improve. Refer to the table below to find those areas and work your way across it to see the skills you can focus on to improve your performance.

IPQ Interpersonal Skill Items		Communication Skills													
		Your % mean	Eye Contact	Agenda Setting	Common Language	Ask before tell	How does that fit with...?	Attributions and expectations	Empathy	What concerns you most	Interruptions	Touch and join	Names	Personal Information	Voice tone
C/F	Q 10 Warmth of greeting	68	●										●		●
C/F	Q 11 Ability to listen	70		●					●		●				
P	Q 12 Explanations	73			●	●		●							
E	Q 13 Reassurance	67							●	●				●	
P	Q 14 Confidence in ability	71				●	●							●	
E	Q 15 Express concerns	69				●				●		●			
C/F	Q 16 Respect shown	72	●								●				●
C/F	Q 17 Time for visit	64	●	●									●		
P	Q 18 Consideration	68				●	●	●							
E	Q 19 Concern for patient	66							●				●	●	

C/F=connect/friendliness

P=partnership

E=empathy

Please contact us for further information on our communication skills workshops
01392 252740 - enquires@cfep.co.uk - www.cfep.co.uk

Communication Skills Descriptors**Eye contact, etc.**

When greeting the patient, make eye contact, smile, shake hands, position height to align your eyes at the same level as patient's, remove barriers, greet the patient's companion and learn their name and role.

Agenda setting

Acknowledge the reason for the visit given to staff, "What were you hoping to accomplish at this visit today?", "And what else?", summarise patients' concerns, ask patient to prioritise, "What is the one thing you want to make sure happens before you leave here today?" Doctor explains her priorities and suggests a shared agenda.

Common language

Avoid technical terms, use language most patients will understand, use drawings, write down instructions.

Ask before tell

When you have information to give a patient, ask him, "What have you learned so far about lower back pain? What have you already tried? What do you want to learn from me about this?" Before giving a patient advice or information about a disease or treatment, ask his permission, "I have a number of things I'd like to go over with you about the surgery we are considering. Would you have a few more minutes to go over that with me today?"

How does that fit with...?

When giving a patient information about a diagnosis, prognosis, or treatment plan, pause to get her thoughts by asking, "How does that fit with what you've been thinking?"

Attributions and expectations

When discussing symptoms, invite the patient to tell you what he thinks might be causing it. Ask about other people in the patient's life. "When you go home tonight, who will ask you, 'What did the doctor say? What are they concerned about?'" Ask the patient what he thinks should be done to diagnose or treat the problem.

Empathy

Identify feeling, label it, express concern.

What concerns you the most?

Elicit the patient's worries about symptom/disease, "Since you rang the surgery last week to make this appointment, I imagine you've done some thinking about what this pain in your arm might be. What thoughts have concerned you the most?"

Interruptions

Allow the patient to finish her opening statement, after you've asked her to tell you what she hopes to accomplish at the consultation.

Touch and join

When the patient brings up concerns, especially non-medical, empathise with the concern, and then bridge back to the patient's priority items on the agenda you previously set.

Names

Use the patient's name when greeting, and throughout the consultation, as appropriate. Start with his formal name and ask the patient, "How would you prefer to be addressed?" If the patient has a name which you have difficulty pronouncing, acknowledge that difficulty and invite the patient to teach you how to pronounce his name properly.

Personal information

At each visit, invite the patient to tell you about something non-medical in her life. Do not ask about weather or parking. Make a note in your record of the visit. Review the previous visit note before seeing the patient. Mention that personal item at the next visit. "I recall you were taking your grandchildren for a holiday at the seaside. How did that go?"

Voice tone

Tone of voice communicates as much as or more information as the words we use. Make sure your tone of voice is warm, welcoming, and congruent with your words.

Please contact us for further information on our communication skills workshops
01392 252740 - enquires@cfep.co.uk - www.cfep.co.uk

Improving Practice Questionnaire

0003C

000000-00000

Doctors Name

OFFICE USE ONLY	Org ID
	Survey ID
	Doctor ID

You can help this general practice improve its service

- The practice and the doctors at this surgery would welcome your honest feedback
- Please read and complete this survey after you have seen the doctor
- 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 48/24 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 (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor is...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor'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'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'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 was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor's ability is...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor 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 was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶

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About the doctor (continued....)

	Poor	Fair	Good	Very good	Excellent
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"/>
18 This doctor'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'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 recommendation I would give to my friends about this doctor 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
21 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"/>
22 Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23 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
24 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"/>
25 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"/>
26 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"/>
27 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** 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 doctor?</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>	<p>What is the first part of your postcode (e.g. EX12 3)?</p> <p><input type="text"/></p>
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Thank you for your time and assistance