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## **Improving Practice Questionnaire Report**

Westgate Surgery

November 2013



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13 November 2013

Dear Mrs Macdougald

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=162436>

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

Yours sincerely



Helen Powell  
Survey Manager

# Report Contents

## Introduction

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Page by page guide to the interpretation of your report
Sample questionnaire

## 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 have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	15	63	75	53	1
Q2 Telephone access	12	38	70	59	30	0
Q3 Appointment satisfaction	4	14	68	66	55	2
Q4 See practitioner within 48hrs	11	32	63	52	47	4
Q5 See practitioner of choice	7	27	50	59	56	10
Q6 Speak to practitioner on phone	13	17	53	57	47	22
Q7 Comfort of waiting room	3	7	54	83	62	0
Q8 Waiting time	2	20	58	71	54	4
Q9 Satisfaction with visit	0	8	35	71	92	3
Q10 Warmth of greeting	0	10	39	62	93	5
Q11 Ability to listen	2	10	28	60	105	4
Q12 Explanations	2	8	36	75	82	6
Q13 Reassurance	2	15	38	62	85	7
Q14 Confidence in ability	2	11	32	65	93	6
Q15 Express concerns/fears	2	10	33	62	96	6
Q16 Respect shown	1	4	32	57	111	4
Q17 Time for visit	1	15	28	66	92	7
Q18 Consideration	2	10	37	66	85	9
Q19 Concern for patient	2	10	31	72	85	9
Q20 Self care	1	10	38	64	84	12
Q21 Recommendation	2	9	31	55	104	8
Q22 Reception staff	1	14	47	66	76	5
Q23 Respect for privacy/confidentiality	1	8	55	76	64	5
Q24 Information of services	4	11	56	71	59	8
Q25 Complaints/compliments	2	20	66	59	33	29
Q26 Illness prevention	1	14	63	64	41	26
Q27 Reminder systems	2	15	56	61	53	22
Q28 Second opinion / comp medicine	2	14	60	39	32	62

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
About the practice								
Q1 Opening hours satisfaction	69		69	23	64	68	73	92
Q2 Telephone access	57		62	13	53	63	71	92
Q3 Appointment satisfaction	69		68	23	63	68	74	92
Q4 See practitioner within 48hrs	61		62	18	54	62	70	96
Q5 See practitioner of choice	66		58	22	48	57	65	95
Q6 Speak to practitioner on phone	64		61	25	54	61	67	92
Q7 Comfort of waiting room	73		66	27	60	66	71	90
Q8 Waiting time	69		56	25	50	56	62	90
About the practitioner								
Q9 Satisfaction with visit	80		80	41	76	81	85	97
Q10 Warmth of greeting	79		82	45	78	82	86	96
Q11 Ability to listen	81		82	46	78	83	87	97
Q12 Explanations	78		81	42	77	81	85	97
Q13 Reassurance	76		79	41	75	80	84	98
Q14 Confidence in ability	79		82	43	79	83	87	99
Q15 Express concerns/fears	80		80	45	76	81	85	96
Q16 Respect shown	83		84	49	80	85	88	98
Q17 Time for visit	79		79	38	75	80	84	96
Q18 Consideration	78		79	41	75	79	83	98
Q19 Concern for patient	79		80	43	76	80	84	97
Q20 Self care	78		79	38	75	79	83	97
Q21 Recommendation	81		81	41	78	82	86	99
About the staff								
Q22 Reception staff	75		76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	74		76	43	72	76	80	96
Q24 Information of services	71		73	29	68	73	77	96
Finally								
Q25 Complaints/compliments	64		66	31	62	66	70	96
Q26 Illness prevention	68		69	34	64	68	72	96
Q27 Reminder systems	70		68	27	63	68	72	96
Q28 Second opinion / comp medicine	64		67	30	62	67	71	96
Overall score	73		73	35	69	73	77	95

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

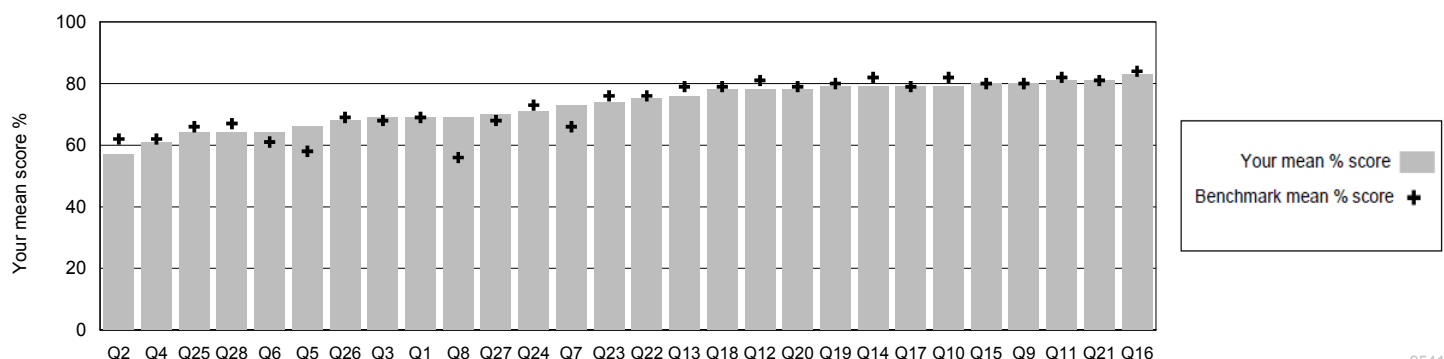
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\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

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



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## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	69	67	49	64	68	71	76
Q2 Telephone access	57	57	22	51	59	64	78
Q3 Appointment satisfaction	69	66	39	62	67	71	79
Q4 See practitioner within 48hrs	61	59	29	53	59	67	80
Q5 See practitioner of choice	66	53	26	47	54	59	78
Q6 Speak to practitioner on phone	64	59	36	54	60	65	78
Q7 Comfort of waiting room	73	64	42	59	64	68	82
Q8 Waiting time	69	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	80	80	51	76	81	84	92
Q10 Warmth of greeting	79	81	52	78	82	86	95
Q11 Ability to listen	81	82	52	79	83	87	95
Q12 Explanations	78	81	52	77	81	85	94
Q13 Reassurance	76	79	52	76	80	84	94
Q14 Confidence in ability	79	82	53	79	83	86	95
Q15 Express concerns/fears	80	80	52	76	81	85	95
Q16 Respect shown	83	84	53	80	85	88	95
Q17 Time for visit	79	79	48	75	80	83	91
Q18 Consideration	78	78	51	75	79	83	96
Q19 Concern for patient	79	79	51	76	80	84	95
Q20 Self care	78	78	52	75	79	83	94
Q21 Recommendation	81	81	51	78	82	86	95
About the staff							
Q22 Reception staff	75	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	74	74	50	71	74	77	85
Q24 Information of services	71	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	64	64	43	61	64	68	75
Q26 Illness prevention	68	67	47	65	67	71	79
Q27 Reminder systems	70	66	47	63	66	70	77
Q28 Second opinion / comp medicine	64	65	44	63	65	68	81
Overall score	73	72	49	69	73	76	83

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

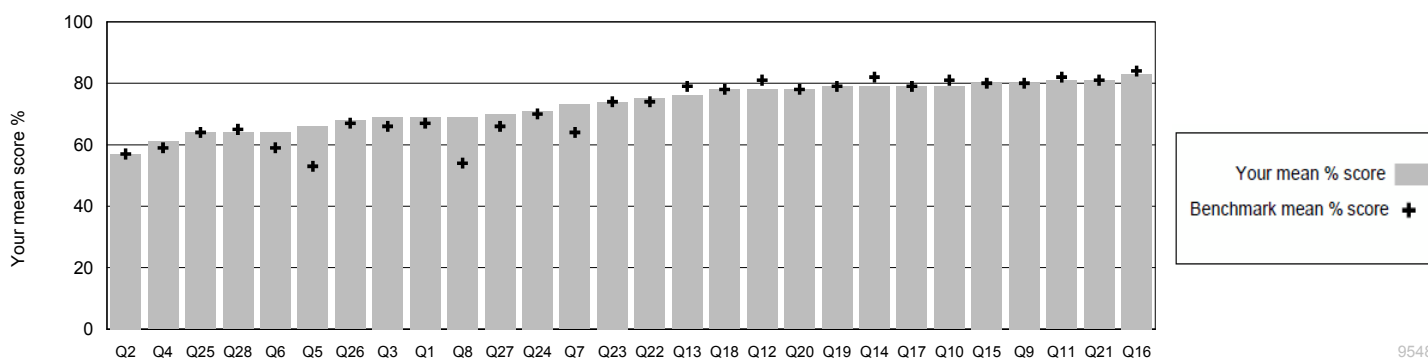
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\*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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 report 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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	13	76	70	41	66	71	75	90
25 - 59	85	72	71	50	68	72	75	81
60 +	101	74	73	49	70	74	77	88
Blank	10	68	70	48	66	71	75	92
Gender								
Female	127	72	71	49	68	72	75	83
Male	70	76	73	48	70	74	76	83
Blank	12	70	70	50	65	71	75	92
Visit usual practitioner								
Yes	155	74	74	51	71	75	77	85
No	31	68	69	43	65	69	73	80
Blank	23	76	71	49	67	71	75	86
Years attending								
< 5 years	57	75	72	45	68	73	76	82
5 - 10 years	24	77	71	48	67	71	75	83
> 10 years	116	72	72	51	69	73	76	85
Blank	12	68	70	51	65	71	74	89

\*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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## Your patient feedback

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

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

- I feel it's hard to get an appointment and sometimes it can take ages to get through.
- Always difficulty in reaching surgery by telephone! Were with one doctor! Would not recommend him to anyone. Had experiences with him and asked to change. Now with a different doctor - he is excellent!
- I think this practice is one of the best in our area. It would nice for my wife to have more women doctors but she has had a good provision of service from our new GP and seems to be happy with him.
- Doubtful.
- I am satisfied.
- More phone lines to get through to make appointments.
- More phone lines.
- Better telephones. Woman doctor.
- Better service to answer telephone call i.e. more staff. The electronic prescriptions doesn't seem to be working very well.
- I am very happy with the practice.
- This practice has been fantastic for my treatment.
- The best in the county.
- Due to the layout of reception areas in general there isn't any privacy or confidentiality. Sometimes reception staff can be a little rude, other than that I have been pretty happy patient for over 25 years.
- None all appears most satisfactory.
- Sometimes the conversations at reception are inappropriate (heard disagreements).
- None it's very good.
- In my opinion none, I would say everything runs smoothly.
- The reception staff could be more friendly towards the patient.
- Because I do not paid for time off work even to go the doctors, it would be good to have more Out-of-Hours that the surgery and doctors are available.
- Change the telephone system.
- I know it's difficult, but weekends, or at least Saturdays would be useful.
- Didn't know I had choice of doctors if I didn't want to see mine!
- I think that the practice and the recent update to the surgery is excellent.
- Same day or next day appointments are difficult to make if you don't phone at precise times. The Out-of-Hours service is poor.
- In my opinion the practice is run efficiently.
- I have previously asked that children under 1 years of age do not have more than one phone consultation about the same problem.
- Very happy.
- Difficult to get through on the phone. The doctor, always very patient and kind.
- A senior member of staff should change their job.
- Excellent practice.

## 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.

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

- A few soft chairs in reception.
- Email appointments. At least first contact by email.
- Some congestion at 'self check in' near sliding doors, at busier times, in winter continual use of doors make it cold.
- Although I managed to get an appointment easily today in the past this has been unsuccessful and I am told I can only book on the day or book a week in advance. Usually trying to get through first thing in the morning is impossible and all the appointments are gone when you do get through.
- Difficulty getting through on phone lines.
- Not that I can think of, I have attended at least seven practice over the last few decades and Westgate compares very favourably with the others.
- I am most happy with practice. No need for improvement, all the nurses and receptionist are so kind and understanding.
- When the computer system broke down, it was quite chaotic - unable to make an appointment even in person. I wanted to speak to the practice manager about this but was told she was too busy. I feel a back-up system should be in place for this situation.
- We find this practice very good.
- I have no complaints regarding the service of this practice.
- Receptionists and taking phone calls could be improved. A better, kinder telephone manner and just answering the phone in general. Receptionists are aloof.
- Open Saturday mornings.
- The practice has always been very good when dealing with my patient issues. The services have been greatly improved since the refurbishment. The friendly response of your current reception staff is excellent.
- Home visits more readily available. Some sort of contact at weekends. Possible evening appointments with a doctor (not necessarily mine). Notification (with figures (levels) of test results).
- We phoned for an appointment and was not offered one until two weeks later unless it was an emergency even though we stated that we would see any doctor. This is not the first time this has occurred and feel improvements in this area are essential to patient care/welfare.
- Waiting for too long.
- Could have male workers at reception, as it all females?
- Am satisfied now I have transferred away from my previous doctor.
- Maybe a late service could be provided for people that do not finish work until 6pm! This would allow me to see the doctors after my working day, this would be good for me and my employer.
- Some music in the waiting areas would be good.
- Early morning appointments or/and evening appointments. Despite requesting a repeat prescription online and receiving a confirmatory email, my prescription was not ready - the explanation by receptionist was "technology" - therefore an email needs to be sent informing prescription is now ready to collect.
- Ringing in to book an appointment on the day seems strange. If you're working this can be a problem. If someone has a cold and someone need is more urgent?
- Booking in for appointments should be quicker.
- Saturday morning surgery.

## Your patient feedback

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

## Any comments about how the doctor/nurse could improve?

- I feel the doctor has excellent practice.
- Opening the door, when you arrive to welcome you and leave the room he should get off of his seat and open the door for you and say goodbye.
- I myself would have liked to have stayed under this doctor he is a very good men's doctor. But I have been advised I can request him if I prefer? Is this right? I like that he does telephone consultations first which our current GP won't do. But that's not to say he is not a good doctor.
- Hardly. If only they could all be as a previous doctor was.
- I am satisfied.
- I was in tears and there was no empathy, understanding or interest shown his only solution was "we'll see what blood test shows up". He seemed completely disinterested and as previously on anti-depressants and currently been referred for counselling I felt even worse when leaving as if I was wasting his time.
- Absolute one of the best doctors I have ever had the experience to meet.
- Never had cause to question his advice/treatment.
- He is excellent.
- No. Good.
- I think there is no room for improvement, I am happy all round.
- Some are not as caring for babies, and I would like to see an improvement and do anything they can to give you an answer. Not my usual doctor.
- Personally I think once over 60 years old they could improve the care for you and not assume you are unwell because of your age.
- I do not think he can improve. He is excellent.
- Very contented with this doctor. Charming, sits and listens.
- I am quite satisfied with the treatment I am receiving!
- Cannot fault my GP so no improvement.
- Smaller time window for telephone consultations.
- I do sometimes have difficulty understanding the doctor!
- My doctor is the best doctor in England. He was also brilliant with my sons when they were young children. I tell everyone how lucky I am to be at this surgery!
- Speak a little slower - my son had difficulty understanding him. However, is always pleasant and courteous.
- Sometimes it's hard to understand him.
- I have no complaints regarding my doctor at all.
- I have been with this doctor for years and never had a complaint. His English speaking has improved.
- My doctor has always kept me informed about any treatment I need. My doctor understands all my conditions and advises me of any treatments I may need. My doctor may not have all the answers but he never hesitates to send me for further tests etc.
- Excellent GP.
- Excellent, felt very reassured and at ease and confident with the advice that was given.

## 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.

### Any comments about how the doctor/nurse could improve?

- To look at the overall picture more carefully. Would like availability of telephone conversation (if minor issue). Could save his time and mine.
- We are very happy with this doctor as our GP, however we do sometimes have problems getting to see him due to absence. I did feel that the telephone triage service offered by a different doctor was very helpful in dealing with minor matters (i.e. medication problems etc) and I personally would like to see this offered by this doctor.
- Contact during emergency.
- Better training.
- Can't think of any!
- This doctor is brilliant.
- I would like to take this opportunity to say what a fantastic doctor this doctor is. Very kind, capable and an excellent doctor.

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 = 209

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	15	63	75	53	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (15 \times 25) + (63 \times 50) + (75 \times 75) + (53 \times 100)}{(209 - 1)} = 14,450/208$$

Your mean percentage score for Q1 = 69%

## 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	69

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

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\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

## Supporting documents

Page by page guide to the interpretation of your report

## Page 1

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

## Page 2

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

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

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

## Page 3

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

## Page 4

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

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

## Page 5

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

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



# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

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

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

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

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (whom you have just seen)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ➞

**About the doctor/nurse (continued....)**

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**About the staff**

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Finally**

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Any comments about how the doctor/nurse could improve?

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

<b>How old are you in years?</b> <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	<b>Are you:</b> <input type="checkbox"/> Female <input type="checkbox"/> Male	<b>Was this visit with your usual clinician?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>How many years have you been attending this practice?</b> <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

**Westgate Surgery**  
60 Westgate Bay Avenue  
Westgate-on-Sea  
Kent  
CT8 8SN

**Practice List Size: 9450**  
**Surveys Completed: 209**  
has completed the

## Improving Practice Questionnaire

Completed on 13 November 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.