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Improving Practice Questionnaire Report

Birchwood Medical Practice

September 2019



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11 September 2019

Dear Mrs Thorpe

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.

A guidance template for discussion of these local survey findings and an action plan have also 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=233863>

Please contact the office on 01392 927005 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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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 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' to help you reflect on the survey results.

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	0	9	47	64	52	3
Q2 Telephone access	14	38	52	38	27	6
Q3 Appointment satisfaction	2	12	35	59	60	7
Q4 See practitioner within 48hrs	19	40	38	42	31	5
Q5 See practitioner of choice	28	45	41	39	16	6
Q6 Speak to practitioner on phone	7	32	51	34	30	21
Q7 Comfort of waiting room	0	6	56	66	46	1
Q8 Waiting time	2	24	58	49	38	4
Q9 Satisfaction with visit	0	3	14	42	115	1
Q10 Warmth of greeting	0	2	15	38	120	0
Q11 Ability to listen	0	3	13	34	124	1
Q12 Explanations	1	3	16	40	115	0
Q13 Reassurance	1	3	20	38	113	0
Q14 Confidence in ability	0	3	14	37	121	0
Q15 Express concerns/fears	1	1	16	44	111	2
Q16 Respect shown	0	0	13	36	125	1
Q17 Time for visit	1	1	19	43	110	1
Q18 Consideration	0	5	15	38	112	5
Q19 Concern for patient	1	1	16	39	111	7
Q20 Self care	1	4	18	45	102	5
Q21 Recommendation	1	1	16	34	115	8
Q22 Reception staff	0	3	33	50	87	2
Q23 Respect for privacy/confidentiality	1	5	35	45	89	0
Q24 Information of services	3	6	33	54	73	6
Q25 Complaints/compliments	1	8	56	56	44	10
Q26 Illness prevention	1	9	45	67	48	5
Q27 Reminder systems	4	6	48	56	55	6
Q28 Second opinion / comp medicine	2	8	52	43	48	22

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	73	68	44	64	68	73	92
Q2 Telephone access	54	61	21	51	62	71	97
Q3 Appointment satisfaction	74	68	36	63	68	74	96
Q4 See practitioner within 48hrs	54	60	24	52	60	68	98
Q5 See practitioner of choice	46	56	24	47	56	65	97
Q6 Speak to practitioner on phone	58	61	27	54	61	67	89
Q7 Comfort of waiting room	72	66	38	61	66	72	89
Q8 Waiting time	64	57	28	50	56	63	90
About the practitioner							
Q9 Satisfaction with visit	89	81	49	77	82	86	97
Q10 Warmth of greeting	89	83	49	79	83	87	98
Q11 Ability to listen	90	83	50	79	84	88	98
Q12 Explanations	88	82	51	78	82	87	98
Q13 Reassurance	87	80	50	76	81	86	97
Q14 Confidence in ability	89	83	51	79	84	88	98
Q15 Express concerns/fears	88	81	50	77	82	86	97
Q16 Respect shown	91	85	51	81	85	89	98
Q17 Time for visit	87	80	47	76	81	85	97
Q18 Consideration	88	80	50	75	80	85	96
Q19 Concern for patient	88	80	50	76	81	85	97
Q20 Self care	86	80	50	76	80	84	95
Q21 Recommendation	89	82	48	78	83	87	98
About the staff							
Q22 Reception staff	82	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	81	77	52	72	76	81	98
Q24 Information of services	78	73	47	69	73	78	95
Finally							
Q25 Complaints/compliments	70	67	41	62	67	72	91
Q26 Illness prevention	72	69	45	65	69	73	94
Q27 Reminder systems	72	69	43	63	69	73	93
Q28 Second opinion / comp medicine	71	68	43	63	68	72	92
Overall score	78	73	49	69	74	78	94

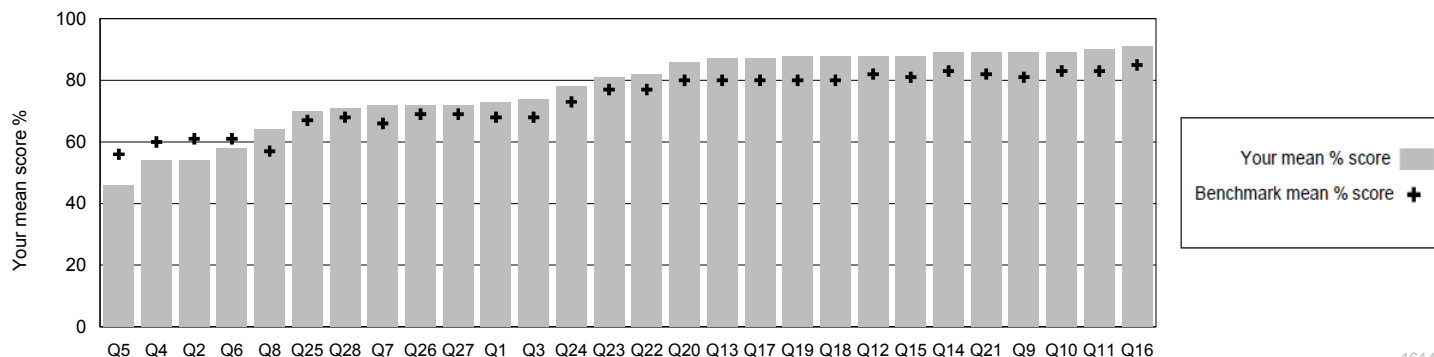
Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

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

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (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	73	66	48	62	66	70	81
Q2 Telephone access	54	54	24	47	56	63	79
Q3 Appointment satisfaction	74	65	39	59	65	70	80
Q4 See practitioner within 48hrs	54	56	31	48	57	63	82
Q5 See practitioner of choice	46	50	24	43	50	59	81
Q6 Speak to practitioner on phone	58	58	34	53	59	63	79
Q7 Comfort of waiting room	72	64	42	59	64	68	83
Q8 Waiting time	64	54	33	50	54	60	79
About the practitioner							
Q9 Satisfaction with visit	89	80	49	76	81	85	92
Q10 Warmth of greeting	89	81	49	78	82	86	93
Q11 Ability to listen	90	82	53	79	83	88	94
Q12 Explanations	88	81	51	78	82	86	93
Q13 Reassurance	87	80	51	76	80	85	91
Q14 Confidence in ability	89	82	52	79	83	87	93
Q15 Express concerns/fears	88	80	50	77	81	86	92
Q16 Respect shown	91	84	51	81	85	89	94
Q17 Time for visit	87	79	47	75	80	84	91
Q18 Consideration	88	79	51	75	80	84	91
Q19 Concern for patient	88	80	52	76	80	84	91
Q20 Self care	86	79	50	75	79	83	91
Q21 Recommendation	89	81	51	78	83	86	92
About the staff							
Q22 Reception staff	82	74	50	71	75	78	84
Q23 Respect for privacy/confidentiality	81	74	52	71	74	78	83
Q24 Information of services	78	70	49	67	71	75	81
Finally							
Q25 Complaints/compliments	70	64	45	60	64	68	78
Q26 Illness prevention	72	66	48	63	67	70	78
Q27 Reminder systems	72	66	46	62	67	71	80
Q28 Second opinion / comp medicine	71	65	46	61	65	69	81
Overall score	78	71	49	68	72	75	82

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

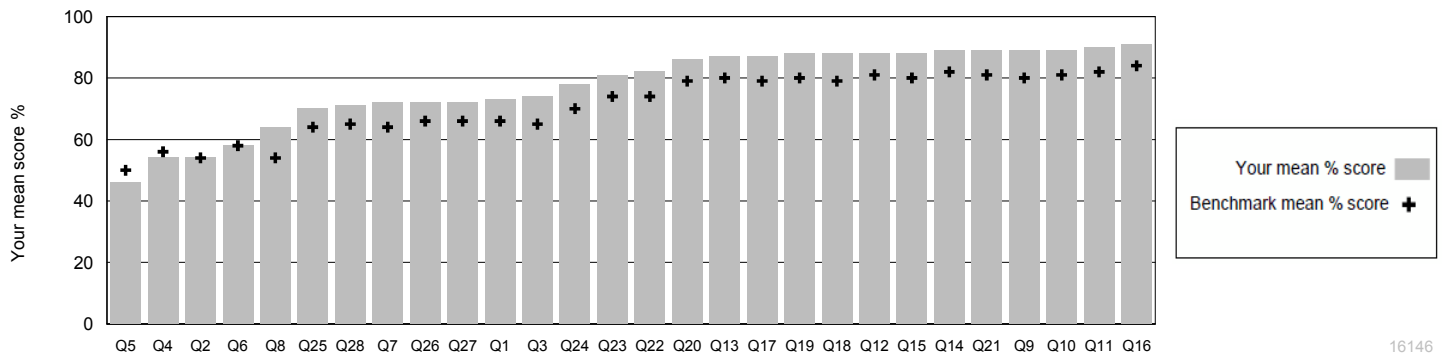
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*Benchmarks are based on data from 210 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 47,215 patient questionnaires.

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 (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

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	13	79	70	46	65	71	76	87
25 - 59	72	78	71	49	67	72	75	83
60+	82	78	73	42	70	74	77	83
Blank	8	70	70	43	64	70	76	87

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	102	78	71	48	68	72	76	81
Male	61	77	72	48	69	73	77	86
Blank	12	76	70	44	64	71	76	88

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	84	79	74	51	70	74	77	87
No	66	77	68	47	64	69	73	81
Blank	25	76	70	47	65	71	76	87

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Less than 5 years	35	79	72	48	68	74	77	87
5 - 10 years	24	79	71	49	66	71	75	86
More than 10 years	105	77	72	51	68	72	76	82
Blank	11	74	70	45	64	70	76	94

*Benchmarks are based on data from 210 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 47,215 patient questionnaires.

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*

	Current scores	14/08/2012	18/06/2010	29/10/2008
Q1 Opening hours satisfaction	73	75	73	75
Q2 Telephone access	54	61	67	70
Q3 Appointment satisfaction	74	72	72	74
Q4 See practitioner within 48hrs	54	66	66	69
Q5 See practitioner of choice	46	56	59	63
Q6 Speak to practitioner on phone	58	62	57	63
Q7 Comfort of waiting room	72	72	71	72
Q8 Waiting time	64	64	63	67
Q9 Satisfaction with visit	89	86	83	85
Q10 Warmth of greeting	89	87	86	87
Q11 Ability to listen	90	88	87	87
Q12 Explanations	88	86	85	88
Q13 Reassurance	87	84	84	84
Q14 Confidence in ability	89	87	86	87
Q15 Express concerns/fears	88	86	85	86
Q16 Respect shown	91	88	88	88
Q17 Time for visit	87	84	85	78
Q18 Consideration	88	85	84	83
Q19 Concern for patient	88	86	85	84
Q20 Self care	86	85	81	--
Q21 Recommendation	89	86	85	86
Q22 Reception staff	82	78	79	79
Q23 Respect for privacy/confidentiality	81	78	77	78
Q24 Information of services	78	76	76	78
Q25 Complaints/compliments	70	70	69	71
Q26 Illness prevention	72	72	73	74
Q27 Reminder systems	72	74	71	72
Q28 Second opinion / comp medicine	71	72	70	72
Overall score	78	78	77	78

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

*Dates in the table relate to date questionnaires were received by CFEP.

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?

- Radio.
- Difficult to get follow-up care.
- More people answering phones at 8:00am.
- Have not been here very long.
- Parking for wheelchairs in waiting room could be bigger.
- Birchwood Medical Practice is just the best, from the staff on reception to the doctors and everyone I think this is the best doctors in the country.
- More online appointments to see doctors.
- More telephone receptionists.
- Wish it would be consistent to see same doctor and have consistency. To get an appointment on day you require it when poorly.
- Better updates on the online system.
- Have more than one person answering the telephone at busier periods. I have had occasions where my call wasn't answered for a whole morning sometimes. Also when a queue is forming back to the front doors in reception one of the other staff members from behind could support the one person on the desk in serving even if only for prescription collections or to make appointments, etc. I have queued for 15 minutes sometimes and people miss check-in due to it.
- More appointments available and not having to wait too long to see your choice of doctor.
- More staff.
- Not really you give an excellent service all round. Keep up the good work.
- If not online it is very hard to get an appointment.
- Overall I'm happy with the practice and doctors I have seen.
- Maybe an information letter for those who do not use online services. More out of hours appointments for those of us who work. In working time, I can be ringing for a good 20-30 minutes to get through to make an appointment. Sometimes none left!
- More late nights/early morning appointments. Saturday opening. I work full-time and have two children - not easy to make an appointment to suit, unless an urgent appointment.
- I don't get to come often because I can rarely see a doctor of my choice.
- Don't know how, but needs a better system in the mornings to get through on the phone to book and appointment.
- More advanced appointments without a load of stress.
- None I've been with you for many years - you are amazing.
- Personal consultations online.
- Extend opening hours to account for people working.
- Why is it not possible to have more than one receptionist on during peak times (i.e. morning from 8:00am) to book a doctor for that day. By 8:30am when you manage to get through there are no appointments.
- Couldn't answer some questions as new patients and situations have not arisen.
- I am impressed that I can always get an appointment on the morning I ring - excellent services.
- The receptionist today was very helpful and good humoured.

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 received a letter asking me to make an appointment with this doctor to investigate my loss of hearing but it took me three weeks plus an hour on the phone over three different days to get an appointment. Is there a possibility of giving an appointment date and time in the letter and ask the patient to confirm that appointment within a certain time before the slot is released.
- Generally good. Improvement in telephone answering for appointments.
- Not all receptionists are helpful or friendly.
- I must explain that I use the system to book appointments rather than by telephone.
- Slightly long hours, have to usually come in work hours.
- Sooner appointments for requested doctor/nurse, to see more appointments available on the online booking system.
- Not so far, excellent service. Thank you.
- See the same every time.
- Fortunately I do not have to see a doctor, only rarely. But each time I have been to the clinic I have received excellent care.
- None. This practice is superbly run.
- Make sure that we can see our doctors when we need to.

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?

- No improvement needed. Just never leave!
- This doctor was very reassuring and shows excellent care and dignity.
- This doctor doesn't need to improve he is the best doctor I have ever seen and is the only doctor to see, I would recommend him anywhere.
- All good.
- N/A - I felt very happy with my appointment.
- All doctors give friendly service.
- This doctor is brilliant.
- My experience of seeing this doctor and two other doctors have all been so helpful and even gone above and beyond to help me in the past.
- Get more of this doctor!
- Be able to see your doctor on every visit.
- Know she is brilliant.
- None - this doctor is an excellent communicator.
- None, I've been with this practice many years, you are all amazing and understanding - thank you.
- I have no complaints on any doctors visits. I have never felt rushed in my appointments.
- No. This doctor is fantastic.
- He was a little indecisive at times.
- Very good doctor.
- The doctor today was excellent.
- Stay as you are - always considerate and compassionate.
- N/A. Outstanding.
- He's the best doctor at your surgery.
- Not that I can think of. Excellent service. Thank you.
- Listen more and advise in easy terms which we could understand.
- Not at all - 100%.

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 = 175

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	9	47	64	52	3

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

$$\frac{(0 \times 0) + (9 \times 25) + (47 \times 50) + (64 \times 75) + (52 \times 100)}{(175 - 3)} = 12,575/172$$

(number of Poor ratings x 0) + (number of Fair ratings x 25)
 +(number of Good ratings x 50) + (number of Very Good ratings x 75) + (number of Excellent ratings x 100)
 (Total number of patient responses - number of blank/spoilt)

Your mean percentage score for Q1 = 73%

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

Question	Your mean score (%)
Q1 Opening hours satisfaction	73

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	64	68	73	92

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*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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

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

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

Please turn over ↻



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Certificate of Completion

This is to certify that

Birchwood Medical Practice

Jasmin Road
Birchwood
Lincoln
LN6 0QQ

Practice List Size: 9677

Surveys Completed: 175

has completed the

Improving Practice Questionnaire

Completed September 2019



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.