

Private and Confidential

Ms Julia Mercer
Cheriton Bishop and Teign Valley Practice
Cheriton Bishop
Exeter
Devon
EX6 6JA

Improving Practice Questionnaire Report

Cheriton Bishop and Teign Valley Practice

December 2012



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

Ms Julia Mercer
Cheriton Bishop and Teign Valley Practice
Cheriton Bishop
Exeter
Devon
EX6 6JA

t 0845 5197493
f 01392 824767

e enquiries@cfepsurveys.co.uk
w www.cfepsurveys.co.uk

19 December 2012

Dear Ms Mercer

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

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

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order 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=143309>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely



Helen Powell
Survey Manager

Report Contents

Introduction

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks from all participating practices (table 2, graph 1)	P2
Your mean percentage scores and benchmarks by practice list size (table 3, graph 2)	P3
Your patient demographics (table 4)	P4
Your current and previous mean percentage scores (table 5)	P5
Your patient comments	P6

Supporting documents

Details of score calculation
Explanation of quartiles
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 (please see <http://www.cfepsurveys.co.uk/library/publications.aspx>) have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

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

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	1	1	36	56	66	1
Q2 Telephone access	0	0	20	54	85	2
Q3 Appointment satisfaction	0	1	24	51	85	0
Q4 See practitioner within 48hrs	0	4	22	46	83	6
Q5 See practitioner of choice	0	5	23	68	62	3
Q6 Speak to practitioner on phone	0	6	28	63	51	13
Q7 Comfort of waiting room	0	4	27	63	67	0
Q8 Waiting time	0	22	41	52	40	6
Q9 Satisfaction with visit	0	0	13	34	111	3
Q10 Warmth of greeting	0	1	11	32	113	4
Q11 Ability to listen	0	0	11	28	120	2
Q12 Explanations	0	1	18	31	108	3
Q13 Reassurance	0	2	13	41	102	3
Q14 Confidence in ability	0	1	11	40	106	3
Q15 Express concerns/fears	0	2	16	31	106	6
Q16 Respect shown	0	1	9	29	119	3
Q17 Time for visit	0	2	15	39	99	6
Q18 Consideration	0	1	14	46	95	5
Q19 Concern for patient	0	0	15	38	103	5
Q20 Self care	0	1	19	47	90	4
Q21 Recommendation	0	0	13	32	111	5
Q22 Reception staff	0	1	15	45	99	1
Q23 Respect for privacy/confidentiality	1	2	19	49	89	1
Q24 Information of services	0	6	20	53	77	5
Q25 Complaints/compliments	0	7	35	55	47	17
Q26 Illness prevention	0	6	44	56	46	9
Q27 Reminder systems	0	6	35	56	53	11
Q28 Second opinion / comp medicine	1	4	23	44	42	47

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

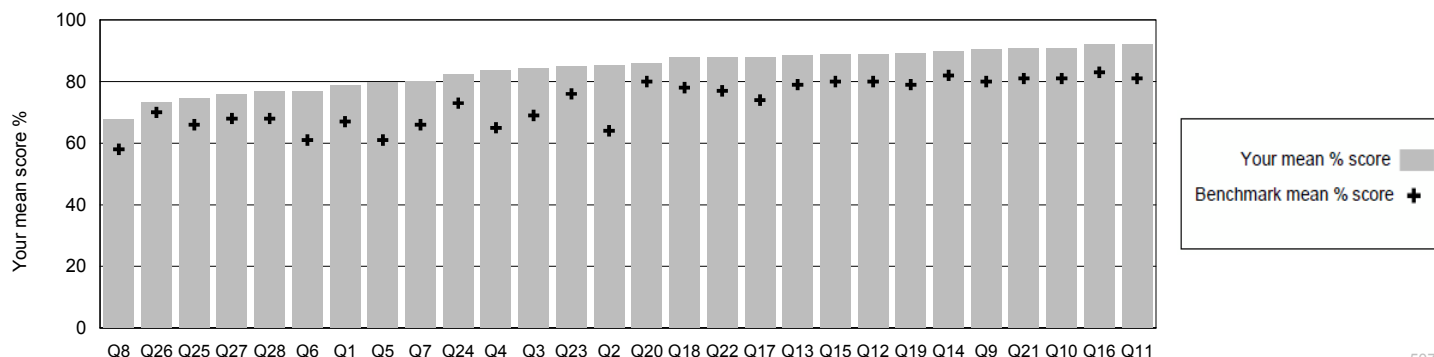
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	79	67	44	62	66	71	99
Q2 Telephone access	85	64	24	56	64	72	99
Q3 Appointment satisfaction	84	69	37	64	69	74	99
Q4 See practitioner within 48hrs	84	65	25	57	65	72	99
Q5 See practitioner of choice	80	61	24	53	60	69	99
Q6 Speak to practitioner on phone	77	61	31	54	61	67	99
Q7 Comfort of waiting room	80	66	31	61	66	72	100
Q8 Waiting time	68	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	91	80	49	76	80	84	99
Q10 Warmth of greeting	91	81	50	78	82	86	99
Q11 Ability to listen	92	81	50	78	82	86	100
Q12 Explanations	89	80	49	77	81	84	100
Q13 Reassurance	88	79	49	75	79	83	100
Q14 Confidence in ability	90	82	50	79	83	86	100
Q15 Express concerns/fears	89	80	50	76	80	84	100
Q16 Respect shown	92	83	50	80	84	88	100
Q17 Time for visit	88	74	46	70	74	79	100
Q18 Consideration	88	78	48	74	78	82	100
Q19 Concern for patient	89	79	48	75	79	83	100
Q20 Self care	86	80	51	78	81	85	99
Q21 Recommendation	91	81	46	77	81	85	100
About the staff							
Q22 Reception staff	88	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	85	76	45	72	76	80	100
Q24 Information of services	82	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	75	66	42	62	66	71	100
Q26 Illness prevention	73	70	46	66	69	73	100
Q27 Reminder systems	76	68	43	63	67	72	99
Q28 Second opinion / comp medicine	77	68	44	63	67	72	99
Overall score	84	73	46	69	73	77	100

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

5071

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



5071

Your patient feedback

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

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	79	67	46	62	66	71	94
Q2 Telephone access	85	64	30	57	66	72	91
Q3 Appointment satisfaction	84	69	44	64	69	74	94
Q4 See practitioner within 48hrs	84	64	28	57	64	72	95
Q5 See practitioner of choice	80	61	34	54	61	67	89
Q6 Speak to practitioner on phone	77	60	34	55	61	66	86
Q7 Comfort of waiting room	80	65	38	60	67	71	96
Q8 Waiting time	68	57	31	51	57	63	91
About the practitioner							
Q9 Satisfaction with visit	91	79	53	76	80	84	96
Q10 Warmth of greeting	91	81	52	78	82	85	96
Q11 Ability to listen	92	81	51	78	82	86	95
Q12 Explanations	89	80	51	77	81	84	94
Q13 Reassurance	88	79	52	75	79	83	95
Q14 Confidence in ability	90	82	53	79	83	86	95
Q15 Express concerns/fears	89	80	52	76	80	84	95
Q16 Respect shown	92	83	54	80	84	87	96
Q17 Time for visit	88	74	50	69	74	78	93
Q18 Consideration	88	78	50	74	78	82	94
Q19 Concern for patient	89	79	51	75	79	83	95
Q20 Self care	86	80	63	78	80	85	92
Q21 Recommendation	91	81	51	77	82	85	96
About the staff							
Q22 Reception staff	88	77	53	73	77	81	95
Q23 Respect for privacy/confidentiality	85	76	56	72	76	80	96
Q24 Information of services	82	73	54	70	73	77	95
Finally							
Q25 Complaints/compliments	75	67	47	63	67	70	93
Q26 Illness prevention	73	70	50	67	70	73	94
Q27 Reminder systems	76	68	50	64	68	72	95
Q28 Second opinion / comp medicine	77	68	50	64	68	71	93
Overall score	84	73	51	69	73	77	94

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

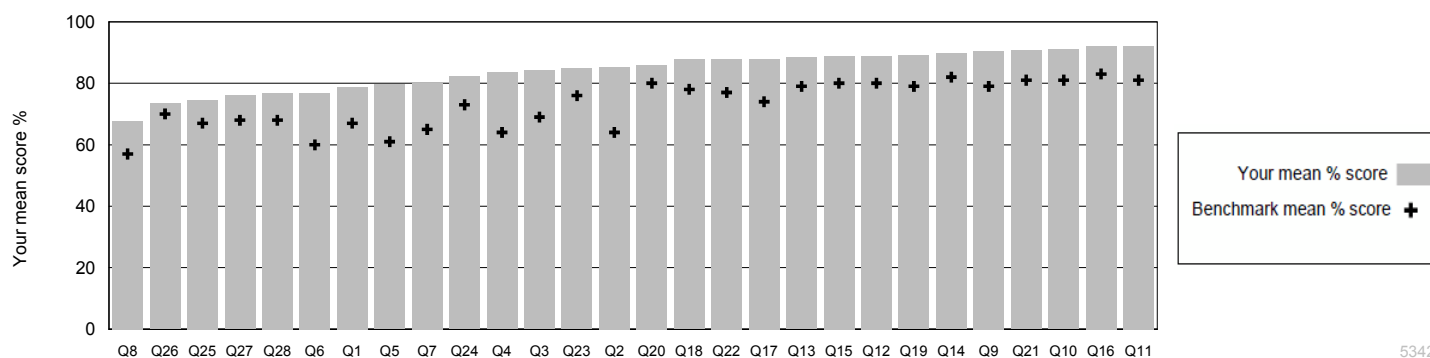
5342

* Based on data from 603 practices surveyed between April 2008 and March 2011 with 25 or more responses.

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (4001-6000 patients)



5342

Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (4001-6000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	11	83	70	46	65	71	75	98
25 - 59	63	86	72	51	68	72	76	94
60 +	80	84	76	53	72	76	80	92
Blank	7	72	71	42	65	72	78	100
Gender								
Female	96	84	72	52	69	73	77	95
Male	52	87	74	48	70	74	78	93
Blank	13	75	71	47	65	72	77	96
Visit usual practitioner								
Yes	101	86	74	53	71	75	78	93
No	38	83	68	37	64	69	73	96
Blank	22	76	71	45	66	71	76	95
Years attending								
< 5 years	29	83	72	46	68	73	77	97
5 - 10 years	27	86	72	37	68	73	77	91
> 10 years	94	85	74	52	70	74	78	93
Blank	11	74	71	45	65	72	77	96

* Based on data from 603 practices surveyed between April 2008 and March 2011 with 25 or more responses.

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

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

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

5342

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	05/10/2012	30/10/2004
Q1 Opening hours satisfaction	79	78
Q2 Telephone access	85	84
Q3 Appointment satisfaction	84	83
Q4 See practitioner within 48hrs	84	80
Q5 See practitioner of choice	80	76
Q6 Speak to practitioner on phone	77	73
Q7 Comfort of waiting room	80	85
Q8 Waiting time	68	68
Q9 Satisfaction with visit	91	88
Q10 Warmth of greeting	91	89
Q11 Ability to listen	92	89
Q12 Explanations	89	87
Q13 Reassurance	88	86
Q14 Confidence in ability	90	89
Q15 Express concerns/fears	89	88
Q16 Respect shown	92	90
Q17 Time for visit	88	82
Q18 Consideration	88	86
Q19 Concern for patient	89	88
Q20 Self care	86	--
Q21 Recommendation	91	90
Q22 Reception staff	88	89
Q23 Respect for privacy/confidentiality	85	86
Q24 Information of services	82	81
Q25 Complaints/compliments	75	79
Q26 Illness prevention	73	79
Q27 Reminder systems	76	77
Q28 Second opinion / comp medicine	77	78
Overall score	84	83

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

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

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

Your patient feedback

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

Comments about how the practice could improve

- No, excellent.
- Wonderful.
- Anyone without a car has a long way to travel to firstly bring a repeat prescription and then secondly to come yet again to collect. Is there any way medicine could be collected at Tedburn St Mary?
- Could we have a Saturday morning (maybe 2 hours) when the dispensary is open for collection of medication please?
- As I'm very old and have to have regular blood taken it would help for a nurse to visit my home.
- Medication drop offs at home.
- This practice is excellent.
- More interesting up to date reading might be good i.e. WM News - a daily news paper, Country Living. I like the fact that you show good art work, contemporary and local.
- Evening appointments.
- No improvement is needed.
- When I request repeat prescriptions through the general practice email address I usually receive a response telling me it is ready, or when it will be ready. On the occasions when I have requested the same via the pharmacy email address, I have received no reply whatsoever, making me wonder if the prescription is ready. If a standard email could be sent out as a matter of course that would be really helpful.
- The practice provides an excellent service to me and my family.
- Not at present.
- I would like more privacy at the reception desk.
- Very pleased throughout with this service and friendliness and availability of doctors.
- I am fully satisfied with the service provided by this practice.
- Saturday surgery was useful for people working all week. Some higher seats for people with i.e. hip problems. Whilst staff show every respect conditions do not always allow.
- Some of the reading material i.e. magazines are quite old. Perhaps extending appointment times as I was kept waiting as this doctor is very thorough and caring.
- Very pleased with the service provided.
- Be more informed on complementary therapies and mental health treatments.
- Open Saturday am.
- I'm happy with service.
- Saturday surgery.
- Excellent in every way.
- I've always been impressed by the flexibility of this practice and the quality of staff, doctors and dispensary.
- Cannot be improved.
- Actual surgery hours on website also easier access to web-site would be beneficial.
- All very good.
- Very good, no complaint.

Your patient feedback

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

Comments about how the practice could improve

- No complaints whatsoever.
- Improve waiting time.
- The best practice I have attended.
- All round excellent practice. Very fortunate to be a patient.
- Display the names of the doctors and practice nurses.
- Excellent.
- None that I can think of.
- A brilliant practice.
- I feel the service is excellent and not sure how possible it is to improve it.

Comments about how the doctor/nurse could improve

- None I can think of.
- No improvement necessary.
- Very happy with the care and diagnosis provided by this doctor.
- It would be helpful to be able to speak to the pharmacy.
- This doctor is a fantastic doctor and a lovely person. I don't know how it can be improved. It is great!
- This doctor is excellent.
- Thank you.
- Devon Doctors service at weekends is worse than useless and in the evening and nights. You might as well not be on a doctors list if you have to use Devon Doctor out of hours, you'd get better treatment from the vet.
- Happy with my doctor.
- Excellent in every way.
- Marvellous.
- Excellent.
- My second visit to the surgery so no particular comment on this question.

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 = 161

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	1	36	56	66	1

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (1 \times 25) + (36 \times 50) + (56 \times 75) + (66 \times 100)}{(161 - 1)} = 12,625/160$$

Your mean percentage score for Q1 = 79%

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

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	79

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

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

5071

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>
---	---	---	--

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Cheriton Bishop and Teign Valley Practice

Cheriton Bishop
Exeter
Devon
EX6 6JA

Practice List Size: 4668

Surveys Completed: 161

has completed the

Improving Practice Questionnaire

Completed on 19 December 2012



Michael Greco
Director



Thank you to all patients who participated in this survey.
By letting the practice know your views, positive changes can be made for the benefit of all patients.