

**Private and Confidential**

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# Improving Practice Questionnaire Report

Enterprise Practice

January 2014



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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': 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	8	27	34	19	0
Q2 Telephone access	12	18	22	22	11	5
Q3 Appointment satisfaction	4	11	18	34	21	2
Q4 See practitioner within 48hrs	5	15	19	22	27	2
Q5 See practitioner of choice	3	8	31	16	29	3
Q6 Speak to practitioner on phone	5	8	24	23	22	8
Q7 Comfort of waiting room	0	9	33	31	15	2
Q8 Waiting time	14	21	30	15	7	3
Q9 Satisfaction with visit	0	2	8	27	51	2
Q10 Warmth of greeting	0	3	4	22	61	0
Q11 Ability to listen	0	2	5	18	65	0
Q12 Explanations	0	4	6	24	54	2
Q13 Reassurance	0	2	9	25	52	2
Q14 Confidence in ability	1	1	2	20	63	3
Q15 Express concerns/fears	1	2	8	21	52	6
Q16 Respect shown	0	1	6	19	61	3
Q17 Time for visit	0	3	13	28	46	0
Q18 Consideration	1	3	8	27	47	4
Q19 Concern for patient	1	1	6	23	55	4
Q20 Self care	0	2	7	28	50	3
Q21 Recommendation	0	1	5	15	63	6
Q22 Reception staff	0	7	20	23	39	1
Q23 Respect for privacy/confidentiality	0	6	20	23	38	3
Q24 Information of services	4	7	16	22	33	8
Q25 Complaints/compliments	1	9	20	33	14	13
Q26 Illness prevention	3	6	23	30	20	8
Q27 Reminder systems	2	7	23	30	21	7
Q28 Second opinion / comp medicine	1	7	19	29	14	20

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

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

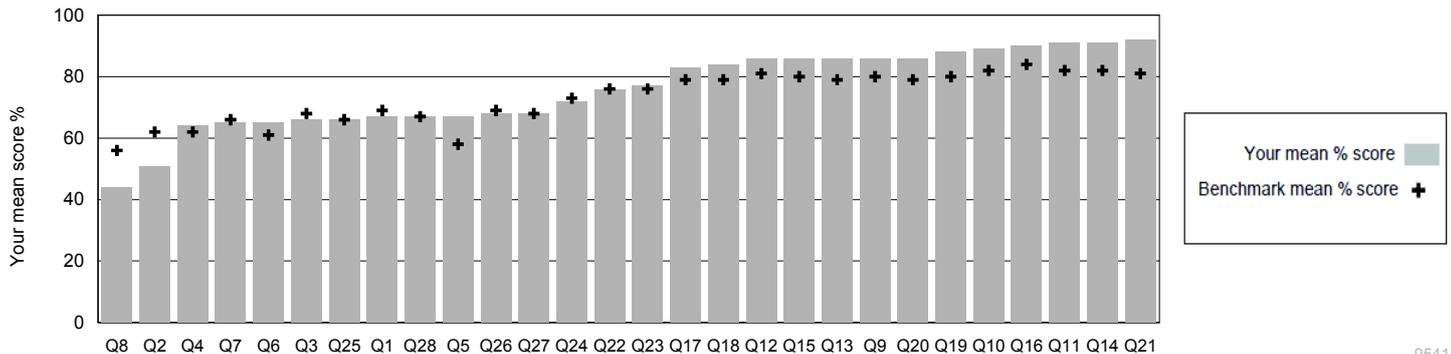
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	67	69	23	64	68	73	92
Q2 Telephone access	51	62	13	53	63	71	92
Q3 Appointment satisfaction	66	68	23	63	68	74	92
Q4 See practitioner within 48hrs	64	62	18	54	62	70	96
Q5 See practitioner of choice	67	58	22	48	57	65	95
Q6 Speak to practitioner on phone	65	61	25	54	61	67	92
Q7 Comfort of waiting room	65	66	27	60	66	71	90
Q8 Waiting time	44	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	80	41	76	81	85	97
Q10 Warmth of greeting	89	82	45	78	82	86	96
Q11 Ability to listen	91	82	46	78	83	87	97
Q12 Explanations	86	81	42	77	81	85	97
Q13 Reassurance	86	79	41	75	80	84	98
Q14 Confidence in ability	91	82	43	79	83	87	99
Q15 Express concerns/fears	86	80	45	76	81	85	96
Q16 Respect shown	90	84	49	80	85	88	98
Q17 Time for visit	83	79	38	75	80	84	96
Q18 Consideration	84	79	41	75	79	83	98
Q19 Concern for patient	88	80	43	76	80	84	97
Q20 Self care	86	79	38	75	79	83	97
Q21 Recommendation	92	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	76	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	77	76	43	72	76	80	96
Q24 Information of services	72	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	68	68	27	63	68	72	96
Q28 Second opinion / comp medicine	67	67	30	62	67	71	96
Overall score	76	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



## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (2001-4000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	67	71	42	66	72	77	91
Q2 Telephone access	51	71	35	64	73	80	91
Q3 Appointment satisfaction	66	73	38	67	74	80	92
Q4 See practitioner within 48hrs	64	69	31	61	69	77	93
Q5 See practitioner of choice	67	68	33	60	69	76	92
Q6 Speak to practitioner on phone	65	65	38	58	66	72	92
Q7 Comfort of waiting room	65	70	44	64	71	76	90
Q8 Waiting time	44	61	35	53	61	69	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	86	81	54	76	82	87	97
Q10 Warmth of greeting	89	82	57	77	83	88	96
Q11 Ability to listen	91	82	55	77	83	88	97
Q12 Explanations	86	81	57	76	82	87	97
Q13 Reassurance	86	80	56	75	80	85	96
Q14 Confidence in ability	91	82	58	78	83	88	96
Q15 Express concerns/fears	86	80	55	75	80	86	96
Q16 Respect shown	90	84	58	79	85	89	97
Q17 Time for visit	83	80	56	75	81	86	96
Q18 Consideration	84	79	54	74	80	85	98
Q19 Concern for patient	88	80	54	76	81	86	97
Q20 Self care	86	79	52	74	80	85	97
Q21 Recommendation	92	82	54	77	83	88	97
<b>About the staff</b>							
Q22 Reception staff	76	81	52	77	82	87	96
Q23 Respect for privacy/confidentiality	77	80	55	76	81	85	96
Q24 Information of services	72	77	50	72	78	83	96
<b>Finally</b>							
Q25 Complaints/compliments	66	70	42	65	71	76	96
Q26 Illness prevention	68	72	48	68	73	78	96
Q27 Reminder systems	68	72	50	66	72	77	96
Q28 Second opinion / comp medicine	67	71	45	66	71	76	96
Overall score	76	76	50	71	77	82	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

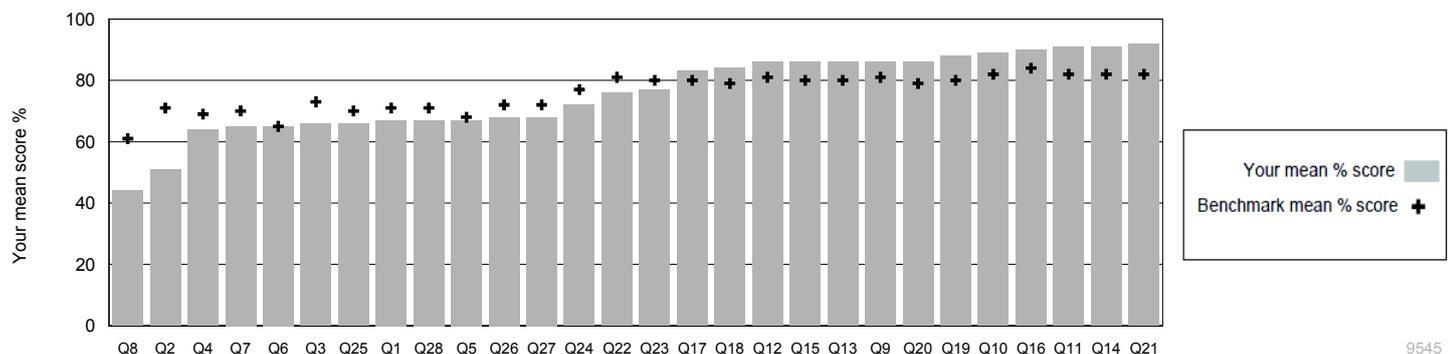
9545

\*Based on data from 185 practices carrying out 248 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 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 (2001-4000 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 (2001-4000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	5	74	73	46	67	73	80	95
25 - 59	37	75	75	50	71	76	81	94
60 +	44	78	78	47	74	79	83	96
Blank	4	-	-	-	-	-	-	-
<b>Gender</b>								
Female	45	73	76	48	70	77	82	93
Male	41	80	77	51	73	77	82	95
Blank	4	-	-	-	-	-	-	-
<b>Visit usual practitioner</b>								
Yes	70	78	77	50	73	78	82	95
No	11	72	72	38	66	72	79	93
Blank	9	68	74	49	68	73	80	99
<b>Years attending</b>								
< 5 years	5	83	76	51	71	77	81	93
5 - 10 years	19	68	75	49	70	76	81	95
> 10 years	61	79	76	48	72	77	82	96
Blank	5	66	73	47	66	74	81	100

\*Based on data from 185 practices carrying out 248 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.

## Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	11/08/2004
Q1 Opening hours satisfaction	67	62
Q2 Telephone access	51	60
Q3 Appointment satisfaction	66	65
Q4 See practitioner within 48hrs	64	59
Q5 See practitioner of choice	67	62
Q6 Speak to practitioner on phone	65	50
Q7 Comfort of waiting room	65	55
Q8 Waiting time	44	47
Q9 Satisfaction with visit	86	79
Q10 Warmth of greeting	89	82
Q11 Ability to listen	91	82
Q12 Explanations	86	81
Q13 Reassurance	86	77
Q14 Confidence in ability	91	83
Q15 Express concerns/fears	86	79
Q16 Respect shown	90	83
Q17 Time for visit	83	73
Q18 Consideration	84	76
Q19 Concern for patient	88	78
Q20 Self care	86	--
Q21 Recommendation	92	83
Q22 Reception staff	76	80
Q23 Respect for privacy/confidentiality	77	75
Q24 Information of services	72	70
Q25 Complaints/compliments	66	62
Q26 Illness prevention	68	67
Q27 Reminder systems	68	63
Q28 Second opinion / comp medicine	67	66
Overall score	76	70

-- 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.

## 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?

- The overall service offered is of a high quality. I cannot think of any improvements needed.
- Probably shorter waiting times when necessary.
- My opinion it wouldn't need much.
- Changing the telephone number from a premium rate number.
- More magazines.
- Cleaning services. I tried to use 3 of the ladies toilets, but all were soiled and disgusting and very dirty - unflushed and excrement in two toilets. I feel it is not the duty of the staff of the practice to clean the toilets - but for a cleaner to be employed at least twice a day to improve standards as not acceptable the way they are at present.
- I think it's very good - maybe on screen letting you know how many people are in front of you when you check in.
- The practice is run very efficiently, staff are very helpful and you are always greeted with a smile. I would largely put this down to one senior member of staff, a great staff member.
- If there is a long wait to see the doctor, it would be nice if we could be told how long we would have to wait. Can't get through on the phone to the surgery.
- This doctor has got me researching and working with medical trainees and it has opened a whole new topic for me. The doctor has often made time to see as well as the practice staff - they have their service down to a tee!
- I am very happy with the practice.
- No improvement required.
- I am happy with service.
- It's an excellent practice.
- Would like it to be easier to make an appointment. Difficult to get through on the phone. Always have to visit surgery to arrange.
- Appointments system is crazy.
- Length of time waiting in the practice from the (due) time of my appointments. That is I wait on average 20-30 minutes - This period relates from 2006 to 2013 (to date).
- Doctor are very nice surgery of Enterprise Practice.
- It is already good practice so it is up to them to improve.
- At times the staff (reception) appear to be "pushed" - overworked?
- The length of time given for appointments could improve I think.
- The waiting times are quite long. I have already been waiting 30 minutes for a 9am appointment. Appointments seem to be secured better by coming at 8am rather than calling by phone at 8:30 and possibly missing out.
- Cut waiting time.
- This is an excellent practice with excellent GPs. The staff are extremely friendly and helpful and I rarely have any problems or issues.
- This practice has cared for me and my family (even prior to this doctor becoming a partner) for many years. It is a caring and considerate practice. My only concern is whether it will be possible to get an appointment when I am unable to get myself here at 8am to queue for an appointment!
- Replace premium rate phone line with 0800 or 0845 line. Reduce repeat prescription time to 24 hours.
- None. I have always been treated and listened to in this practice with full respect, dignity and extreme politeness.

## 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 came to the surgery at 8:00am, and was given a 9:40 appointment. I saw the doctor at 10:35. The doctor was running late and he apologised. My only concern, was why I was given the time 9:40 to see the doctor, when I was here at 8:00am. I understand to make appointments by phone, I have to ring the practice at 8:30.
- The telephone should have a cheaper line to ring. Also Saturday to open.
- You are doing a great job. It would be great if you could allow patient to book appointment when they call at anytime rather than have specific time. Sometimes we are told to call again and we don't get a chance as we are working or can't call. Nurse time if it can be prolonged for blood test facility, during late afternoon would be ideal.
- The practice could improve by not pre-selecting the days when feedback is taken. Perhaps I'm being cynical but giving me feedback surveys to fill in on scheduled appointments doesn't actually give an accurate reflection of the practice! No one else in the waiting area was given feedback surveys. Selective data is irrelevant. Also no space for wheelchairs sensibly in waiting room.
- I really appreciate the care, consideration shown by the staff.
- Receptionists have improved but perhaps the surgery could have an online information portal so I can check things re how do I get a repeat prescription, how do I change address/name, how do I claim private treatment etc.
- The only problem with this practice is making appointment is really is bad. I never cannot make an appointment through phone as or is engaged and if I can get to receptionist by phone all appointments are gone. I need to come here and get an appointment.
- The appointment number is an 0845 which works out to be expensive. Also appointment line should be open from 8:00 so people who need to go to work can go afterwards.

## 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?

- Excellent - no suggestions.
- All the GPs I have seen have been extremely helpful and informative.
- He should not be allowed to be sick!
- I personally would say that this practice has offered me 100% satisfaction, below my expectations, all the time.
- This doctor and another doctor are amazing. Best doctors I have ever seen. My children really like them.
- Doctors are great. I love them. I am glad of being part of Enterprise Practice.
- The doctor is excellent. They listen to my concerns and have an informed discussion with me about symptoms etc. My conditions are complicated and the doctor takes on board my feelings and experiences and does so with respect and friendliness.
- This doctor is available on particular days. Could they consider increasing days at clinic even if means reducing the hours of each day. This isn't complaint but just a suggestion. But I am satisfied with the practice.
- More doctors like this doctor and one other!
- No, this doctor is perfect. So kind, caring and a good listener.
- No. This doctor is first class!
- I do not think the doctor could improve as they offer an excellent service and continuity of care.
- This doctor is a credit to the medical profession. They are caring, helpful, considerate, show great empathy and are a great doctor who has done everything that I needed doing.
- This doctor, the poor person, how they juggle their life amazes me!! Work, family, etc.
- None. This doctor is fantastic and has been to my family over the years.
- No comment. I am fine with doctor.
- Expected to pick up letter quickly on route to work. Your computer system failed and I ended up having to wait.
- Appointments system mad.
- None - excellent service.
- Our family. Very happy with this surgery.

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 = 90

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	8	27	34	19	0

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (8 \times 25) + (27 \times 50) + (34 \times 75) + (19 \times 100)}{(90 - 0)} = 6,000/90$$

Your mean percentage score for Q1 = 67%

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	67

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

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

### Page 6

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

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

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

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

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

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

### About the practice

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

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

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

Please turn over ↻



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

Poor Fair Good Very good Excellent

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

**About the staff**

Poor Fair Good Very good Excellent

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

**Finally**

Poor Fair Good Very good Excellent

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

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

Any comments about how the doctor/nurse could improve?

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

<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

**Enterprise Practice**  
Belmont Health Centre  
516 Kenton Lane  
Harrow  
MIDDLESEX  
HA3 7LT

**Practice List Size: 3702**

**Surveys Completed: 90**

has completed the

## Improving Practice Questionnaire

Completed on 03 January 2014



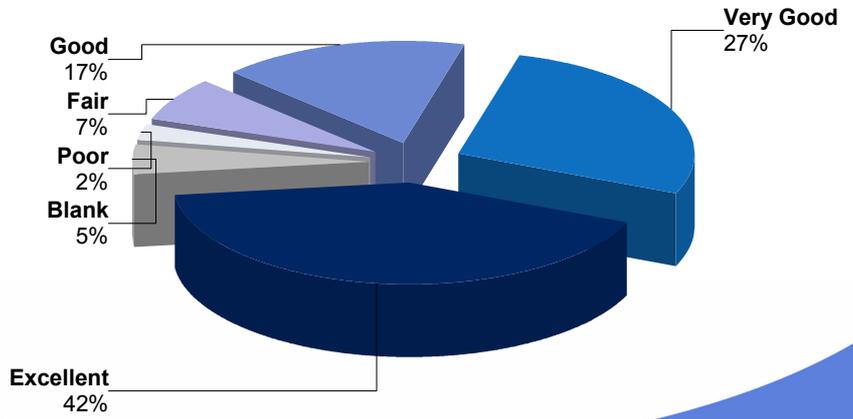
**Michael Greco**  
Director



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.

# 86%

of all patient ratings about this practice were **good, very good or excellent**



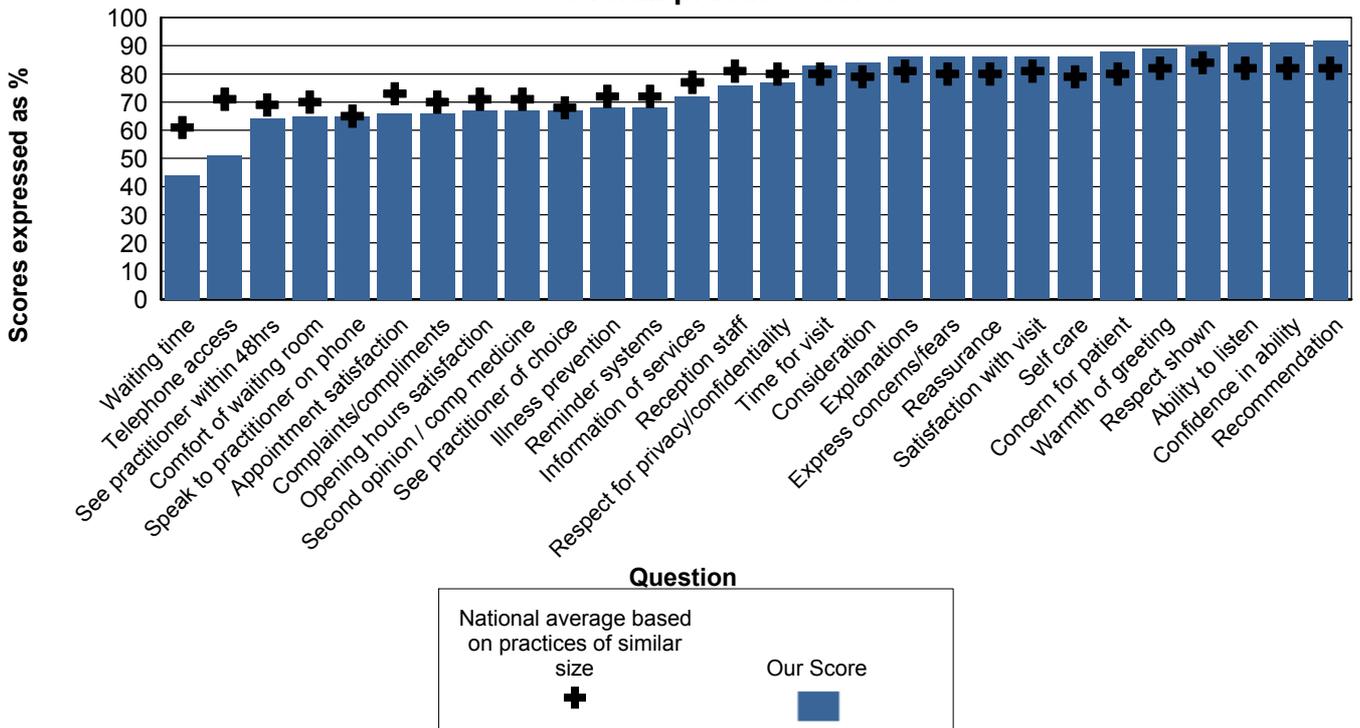
Thank you for your participation in this survey

## Patient Experience Survey Results 2013/2014 Enterprise Practice



# "Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you

