

**Private and Confidential**

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# Improving Practice Questionnaire Report

Seaford Medical Practice

November 2016



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14 November 2016

Dear Mr Abbott

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=193161>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

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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 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	2	30	200	309	213	3
Q2 Telephone access	45	140	231	202	116	23
Q3 Appointment satisfaction	11	29	195	269	246	7
Q4 See practitioner within 48hrs	46	124	194	159	141	93
Q5 See practitioner of choice	38	103	188	179	142	107
Q6 Speak to practitioner on phone	13	78	191	167	148	160
Q7 Comfort of waiting room	5	58	243	284	160	7
Q8 Waiting time	22	147	263	188	126	11
Q9 Satisfaction with visit	0	4	48	175	526	4
Q10 Warmth of greeting	0	4	34	175	542	2
Q11 Ability to listen	0	3	45	149	555	5
Q12 Explanations	0	6	53	156	534	8
Q13 Reassurance	0	9	52	168	514	14
Q14 Confidence in ability	1	4	45	150	550	7
Q15 Express concerns/fears	0	9	58	177	501	12
Q16 Respect shown	0	6	36	137	572	6
Q17 Time for visit	0	16	55	180	502	4
Q18 Consideration	0	8	64	180	469	36
Q19 Concern for patient	0	10	55	169	507	16
Q20 Self care	0	10	67	186	460	34
Q21 Recommendation	2	6	46	157	530	16
Q22 Reception staff	4	18	130	270	264	71
Q23 Respect for privacy/confidentiality	6	31	141	231	281	67
Q24 Information of services	2	43	145	239	251	77
Q25 Complaints/compliments	5	45	218	204	145	140
Q26 Illness prevention	6	34	199	230	202	86
Q27 Reminder systems	11	48	160	200	251	87
Q28 Second opinion / comp medicine	18	38	152	160	149	240

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

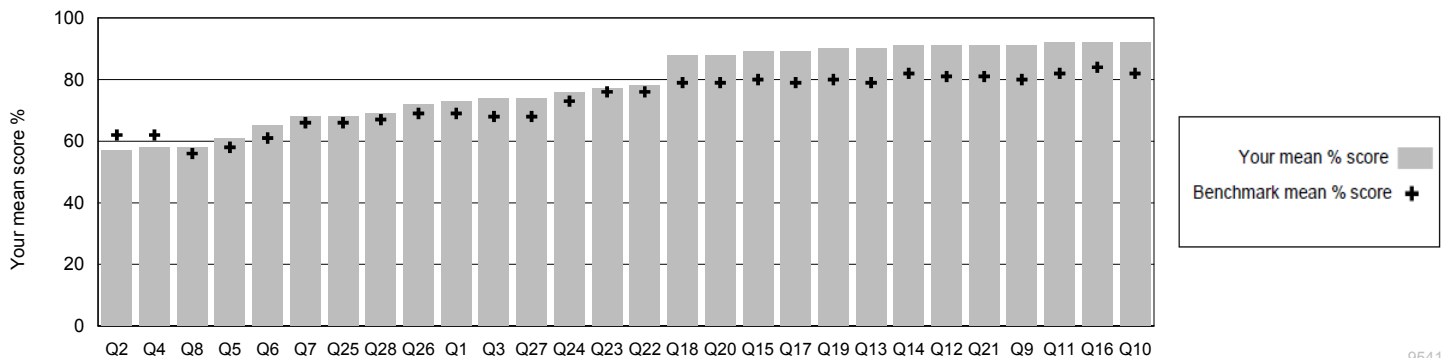
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	73	69	23	64	68	73	92
Q2 Telephone access	57	62	13	53	63	71	92
Q3 Appointment satisfaction	74	68	23	63	68	74	92
Q4 See practitioner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

9541

\*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



9541

## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (>12000 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	73	67	45	64	67	71	78
Q2 Telephone access	57	53	15	46	52	60	77
Q3 Appointment satisfaction	74	64	33	60	64	69	81
Q4 See practitioner within 48hrs	58	56	23	50	56	63	80
Q5 See practitioner of choice	61	48	22	41	48	55	83
Q6 Speak to practitioner on phone	65	57	31	51	57	63	76
Q7 Comfort of waiting room	68	62	47	57	63	68	83
Q8 Waiting time	58	53	28	49	53	58	74
<b>About the practitioner</b>							
Q9 Satisfaction with visit	91	80	60	76	80	84	94
Q10 Warmth of greeting	92	81	62	78	81	85	95
Q11 Ability to listen	92	82	65	78	82	86	96
Q12 Explanations	91	80	63	76	81	85	95
Q13 Reassurance	90	79	61	75	80	83	94
Q14 Confidence in ability	91	82	65	79	83	86	95
Q15 Express concerns/fears	89	80	62	76	80	84	94
Q16 Respect shown	92	84	68	80	84	87	95
Q17 Time for visit	89	78	59	74	79	83	93
Q18 Consideration	88	78	59	74	78	82	92
Q19 Concern for patient	90	79	60	75	79	83	93
Q20 Self care	88	78	61	74	78	82	92
Q21 Recommendation	91	81	60	78	81	85	95
<b>About the staff</b>							
Q22 Reception staff	78	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	77	72	51	69	72	76	83
Q24 Information of services	76	68	45	65	69	72	80
<b>Finally</b>							
Q25 Complaints/compliments	68	62	34	58	62	66	76
Q26 Illness prevention	72	65	42	62	65	68	79
Q27 Reminder systems	74	64	38	60	64	68	80
Q28 Second opinion / comp medicine	69	63	42	60	63	67	77
Overall score	79	70	48	67	70	74	86

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

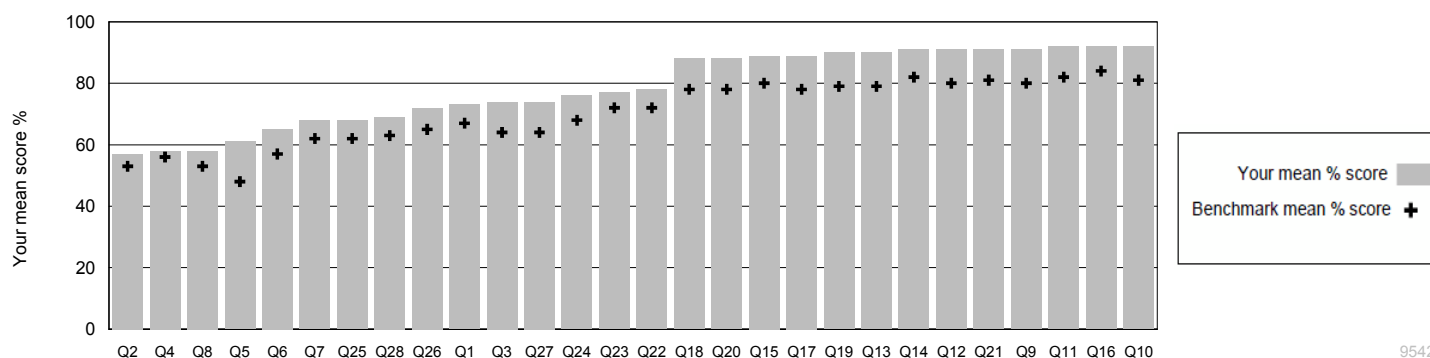
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\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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 (>12000 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 (>12000 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	19	80	69	50	65	70	74	83
25 - 59	176	78	70	47	66	70	74	87
60 +	535	79	72	50	69	72	75	85
Blank	27	78	69	51	64	69	74	89

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	411	78	70	48	67	70	74	86
Male	325	80	72	49	68	72	75	84
Blank	21	78	69	49	65	69	74	85

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	509	80	73	53	70	73	76	86
No	179	78	68	44	64	68	72	84
Blank	69	79	69	47	65	69	74	86

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	126	81	71	47	67	72	74	88
5 - 10 years	114	79	70	47	66	71	75	86
> 10 years	502	79	71	49	67	71	75	85
Blank	15	81	69	50	64	69	73	85

\*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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

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## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	26/10/2010	24/11/2008	17/09/2007
Q1 Opening hours satisfaction	73	68	59	59
Q2 Telephone access	57	46	38	44
Q3 Appointment satisfaction	74	68	62	62
Q4 See practitioner within 48hrs	58	60	56	59
Q5 See practitioner of choice	61	61	57	58
Q6 Speak to practitioner on phone	65	57	54	57
Q7 Comfort of waiting room	68	63	58	57
Q8 Waiting time	58	57	47	47
Q9 Satisfaction with visit	91	84	83	79
Q10 Warmth of greeting	92	85	85	80
Q11 Ability to listen	92	86	85	82
Q12 Explanations	91	84	84	80
Q13 Reassurance	90	83	82	80
Q14 Confidence in ability	91	85	85	82
Q15 Express concerns/fears	89	84	83	81
Q16 Respect shown	92	88	87	84
Q17 Time for visit	89	84	76	73
Q18 Consideration	88	82	81	79
Q19 Concern for patient	90	83	82	80
Q20 Self care	88	82	--	--
Q21 Recommendation	91	85	84	82
Q22 Reception staff	78	71	62	65
Q23 Respect for privacy/confidentiality	77	71	63	66
Q24 Information of services	76	68	62	63
Q25 Complaints/compliments	68	61	56	58
Q26 Illness prevention	72	67	61	62
Q27 Reminder systems	74	65	60	57
Q28 Second opinion / comp medicine	69	65	60	60
Overall score	79	73	69	68

-- 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?

- Satisfied of all the treatments.
- More cooperation from the receptionist - there have been 2 occasions when one felt one was being blocked or prevented from seeing a doctor - any doctor - in a matter of some urgency - and having to wait 4 days before a doctor would be available!
- Open more evenings/weekends as I work full time I find it very difficult to attend during the day. I have requested a change in doctor to one I prefer but this has not happened.
- Having to ring at 8am is always a stressful experience, sometimes ringing repeatedly over and over again does not provide a result until 8:20am. I'm not sure how this could be improved apart from more staff - but it is just a comment. The sign 'to doctors' which hangs above the door to treatment room should be above the door, i.e. in line with door lintel. At the moment it benefits no-one.
- None really - it's a big improvement on previous practice, particularly ease of getting appointments.
- Reception staff vary - some very good and helpful, others a little standoffish.
- Very good practice.
- Unsure as to where/how Q28 is available. My concern with NHS is lack of access to consultant, post surgery, is lack of reassurance by GP, negative advice for future versus possible improvements.
- The only thing that would improve is another voice on the call screen for going into the doctor's room.
- Get the online booking service working.
- Not always easy to get through on the phone.
- A sign in service such as the one used at another surgery would help the doctors know if the person was waiting or not.
- I had to wait just over two weeks for my appointment which I felt was a bit too long to wait.
- Excellent advice, really good with children.
- There is no privacy at the appointments desk.
- Doctor was very helpful, friendly and supportive. Excellent advice and knowledge about my condition.
- More doctors, more appointments. I have to wait 3-6 weeks for an appointment. I would like to be offered sooner appointments, even if it's with a different doctor. It would be nice if there was a 'drop in and wait in line' service to see a doctor. I'd rather do this and wait 2 hours than 4 weeks.
- The waiting room could clearly show which doctors are in and how many delay minutes on a permanent screen.
- As someone who used to be terrified of doctors etc, I only wish you had all been around 50 years ago. Thank you all.
- There is no confidentiality when speaking to reception. Lots of patients in the waiting room can hear what is being said.
- All practices are under pressure. However I consider this practice to be excellent.
- Sometimes I have to wait a couple of weeks for an appointment, so maybe more doctors needed.
- Improve the length of time having to wait for a routine appointment.
- I was lucky but many people find it difficult to see their own GP when they feel they need to.
- It is such an excellent practice. Thank you to all, and especially to my doctor.
- No, none. Your automated booking service is wonderful and very efficient. Thank you.
- Appointments are difficult to schedule online.

## 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?

- This is the best practice I know of, but it needs better parking spaces.
- As a disabled person higher seating and more parking area.
- The music on the phone booking line could be happier!
- The automatic appointment booking system by telephone could be improved.
- More access at the weekend.
- Larger car park?
- Satisfied.
- More privacy when speaking to reception.
- I attended for a doctor consultation at the same time as a flu jab. Looking at the age of the patients for the flu jab they all seemed elderly and could attend at any time of day. The waiting room was packed as a result of the flu jab at the doctor's consultation times.
- None, I think you run things extremely well.
- There is no privacy and confidentiality in the set up when talking to a receptionist. People have to shout and all the waiting room can hear.
- Nothing.
- Open Saturday mornings.
- Overall service is satisfactory in view of the times we live in.
- At this moment in time I do not believe any improvement is necessary.
- In general, the practice appears to function in a good manner by all levels of the staff.
- Magazines in the waiting area. Response on the website to patient feedback.
- A very good practice considering the pressures that the staff find themselves in due to poor NHS funding.
- More appointments required as waiting 2-3 weeks to see a GP is unacceptable, as is having to try to get through on the phone at 08:00 in a vain attempt to get an urgent appointment. Also open all day Saturday would be practical.
- One late opening evening per week to book appointments. A place where your name could go if you are a few minutes late waiting for a parking space to know if your name has been called.
- Very good.
- Practice seems to be quite efficient now.
- Generally very good.
- The best practice in the South!
- Privacy and confidentiality at reception is not good. Everything can be heard by anyone in the waiting room - DOB, phone number, address and sometimes medical info.
- Not at present.
- The ticket system to see a receptionist for appointment bookings etc, is often arduous and time consuming unnecessarily. I observed 3 people recently leave rather than wait as their ticket number was so far from being called that demonstrates poor access and a potential missed opportunity.
- Nothing I can think of.
- No, it's brilliant.

## 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?

- Being able to book repeat 12 week Vit B12 injection at time of previous injection.
- I think is working well, thank you.
- Access to my medical notes did not seem easy for the doctor, he found it difficult to find recent hospital results.
- The car park.
- I wish I could receive a reminder (computer driven) of when my drug related blood tests are due.
- I'm not a great fan of automated systems but can't see an alternative!
- Patient partner needs to be more interactive.
- Make it a bit clearer where to wait for GP and whether you need to go to reception or just sit down and wait.
- Booking an appointment online - the system did not recognise me or the practice when I tried to make an appointment last week.
- All excellent.
- A few magazines wouldn't go amiss.
- Nothing springs to mind.
- Very satisfied.
- Current health priorities should be sent to patients. If you are not attending the surgery regularly then the information on the screen is not available.
- I think that having to wait a long time for an appointment is not good. I would suggest that one GP runs an 'open surgery' every day (rota for all GPs) say 9-11:30 and patients need to come in and sit and wait to see the GP - whoever is on duty - patients couldn't choose. Cut off time 11:30am.
- In respect of my son, when he needs to see a doctor (needs antibiotics for example) and my doctor is unavailable I would prefer him to see any doctor immediately, unless it is personal.
- Waiting for reception with tickets akin to supermarket. Time to wait for person to talk to on phone and to make appointments.
- To have a few magazines. Also for that voice to call people, to call people's name correctly! It's a wonder some people recognised their own name!
- Waiting time for appointments is sometimes rather long, as in occasionally I've had to wait up to ten days or so before an appointment is available with my GP of choice.
- Put TV for children please.
- I did have trouble getting an appointment. However, if it had been urgent I know I could have seen another doctor.
- Improve privacy between counter and people waiting.
- I got excellent service.
- Sometimes I found the reception staff to be a little rude. However, this is without doubt the best practice I have ever been part of!
- Simplified online access to make appointment.
- Excellent service!
- An excellent practice. Thank you for being there. Perhaps a little more 'warmth' on reception.
- Service is as good as it can be.

## 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 can't see the patient announcements when they call you, so trying to listen for my name is difficult because it cannot pronounce my name properly.
- Biggest concern! Appointments when you want to see your own GP, very poor.
- Can't always hear the name called.
- Very good.
- It is always good.
- Online appointments would be good. I have tried to access the practice online but fail?
- New to practice - a lot better and more organised than my previous practice.
- Maybe longer opening on a Saturday. More opportunity to actually speak to your doctor.
- I have been with this practice many years. It has been the best practice I have ever been registered with.
- Never had to seek a second opinion.
- Cannot improve excellence.
- I think we are very lucky here in Seaford to have such an excellent Medical Centre.
- Excellent in all respects. I have recently had a cataract removed, all initiated by my doctor no doubt. No improvement needed.
- No complaints.
- Given the demand and modern living I have no constructive suggestion for improvement.
- I am completely happy with service.
- On the whole I have always found everyone very helpful. No complaints at all! Wish telephoning for an appointment was a little easier.
- Excellent.
- I feel this practice is very forward thinking and under what must be very difficult circumstances are polite, helpful and caring. We receive a very personal service and humour is used appropriately.
- Appointments system - I was advised to phone at 8am only to be told the on the day appointments had all been taken by people using automated system before 8. I had not been advised of this!
- The reception staff do their best to provide privacy but the 'open nature' of the whole area makes it impossible.
- Set up a minor injuries department so older people did not have to travel to Hastings? Bexhill? Eastbourne?
- Rehash the pronunciation of the automatic announcements.
- Reception staff could be more welcoming! On many occasions I have called you and felt as if I'm more of a bother to them than a concern. Other occasions I've had a lovely, friendly and helpful receptionist (customer service training might be needed).
- Not happy with rows of chairs in reception facing each other.
- A walk in clinic would be a great idea! While I was waiting for my nurse I saw a lady who had fallen in the street come in and had to be sent to Eastbourne!
- We consider that we are extremely lucky to have such a well run practice. Trying to get an appointment sometimes is a problem but not very often.
- Excellent service.
- Information between doctors and nursing staff needs to improve.

## 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?

- Sometimes it is difficult to get an appointment with a doctor. This is particularly so when the only way to do this is during those weeks when an 8am call to the surgery on the day and this is often unsuccessful.
- I've been a patient at this practice for a few years. I've noticed over this time that it has become busier and at times the staff have come across as rushed when on the phone. However, I have never experienced anyone being rude or unhelpful. Maybe staffing levels need to be looked at if the practice has taken on more patients?
- Excellent all round.
- All very good.
- I think the information on the VDU display is very good and very useful. Well done!
- Calling system - very impersonal.
- As far as myself and family are concerned the practice overall is excellent. We have been patients for many years with no complaints.
- Very pleased.
- We are lucky to have a well organised doctors surgery.
- I don't like the automated call system. After all these years it still does not pronounce names properly. The personal call was much better.
- None at the moment.
- Telephone booking (blood tests) are always unavailable.
- I can never see my own doctor. Free up more appointments.
- I have been a patient here for a few years. My previous experience compared to Seaford was different as chalk and cheese.
- Very good service. Excellent and friendly nurse.
- Perhaps another doctor could be available for when the surgery is under pressure (outbreaks of flu etc).
- Comments about trying to speak to a doctor on the phone is past attempts, not at this visit with other doctors.
- Set up a menopause advice clinic or support/information sessions.
- Availability to make appointments. Doctors only in 1/2 days per week. More full time doctors.
- More space needed - the adjoining clinic is under use and it does appear that the Dental Clinic is not used by patients.
- The problem is too many patients and not enough hours in the day. Don't know how you could get around this!
- Generally well satisfied.
- Reception staff I find brusque and unfriendly.
- Earlier and late opening hours. Walk-in to health practitioner.
- Seems less space/seating since the chairs have been reorganised. Felt less crowded the old arrangement.
- In general the reception staff are good. However there are times when they are inclined to treat one like an airhead.
- Very satisfied.
- Give patients choice in referrals and GPs encourage greater involvement by patients in their own health care.
- Always great service.



## 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 have only just registered so I do not have much experience of the practice yet.
- All very positive - am very pleased to be able to have regular appointments with the same GP and be able to get an appointment when needed.
- Surgery first class.
- Cannot think of anything.
- A water cooler in the waiting area possibly? Can't think of anything else.
- More information about health education, e.g. weight loss and lifestyle, so important in preventing diabetes, heart attacks, strokes, etc.
- Making it easier to make appointments over the telephone.
- Had to wait 3 weeks to see doctor. Automated voice machine cannot say my name.
- Non-urgent visits arranged earlier (i.e. not 2-3 weeks).
- More staff on duty to answer early phone calls at (say) 8am to make appointments. Lines always 'engaged'.
- Seems to be trying all the time! Well done.
- More time for my appointment.
- Saturday opening.
- Occasional poor processing of prescription.
- My only suggestion is concerning the reception windows and proximity to the waiting area. You can hear patients' names, addresses, phone numbers, complaints. It is not confidential and could be embarrassing.
- Reception team sometimes not that helpful and I often have to wait 1-2 weeks for appointment.
- When making an appointment to see one's GP there is a two week delay. Although one can ring on the day for an appointment, normally by the time I get through all the slots have gone.
- Reception area at desk not confidential enough, I mean from number calling, doctors, etc, those waiting can hear! Don't like the idea of phoning very early on the day for an appointment and then all the appointments have gone by 8:15. This is not good!
- I think it is unsatisfactory the receptionists ask you to disclose personal info about your diagnosis/condition in waiting room - I know I need a sister to inject me.
- Allowing reception to advise re bugs and viruses circulating in the community. Not 'is it urgent' if you wish to speak to a doctor. Old people living alone try on the whole to look after themselves but need sometimes assurance from the practice without having to call out a doctor. The 'bell' for reception is very similar to 'bell' for doctor, any hope of a change of tone?
- Delay in seeing doctor is a constant issue.
- More space. The grossly underused community clinic could provide a solution to this problem.
- I have no complaints - my doctor is full time so getting an appointment is not difficult. Other people who have a part time doctor always complain of difficulty in seeing the same doctor.
- Better time allocation. My doctor is lovely but always running very late. She needs more time per patient.
- Very difficult to get an appointment - ringing at 08:30 is impossible - phone constantly engaged and by the time one gets through all appointments for that day are gone.
- It would help if two receptionists were on duty all the time!
- Utilise under use in community clinic holding dental service presumably. General practice no longer takes place here.



## Your patient feedback

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

- More help with different approaches to illness, e.g. meal replacements, when unable to eat, or alternative therapies or help with hormones.
- Very good service.
- Take over the little used clinic still enough space for the service provided there. Is the dental suite ever used.
- Accessibility of own GP, in our family nearest appointment with own GP about 2 weeks wait. Other doctors available but own not readily on hand.
- The car park is quite small for the amount of patients in the practice. The wait to see receptionists is very long since the ticket system was introduced. I spent 20 minutes waiting as I have only ever seen two receptionists working when there are spaces for four and one generally has other matters to attend to, leaving one to see waiting people.
- Illness prevention - not just on TV screens. More info needed. Antibiotic information - overuse of and resistance to.
- Better telephone system. Weekend service.
- Phoning up for an appointment could be easier.
- Provide own online calendar of appointment availability to select.
- Very difficult to get an appointment with your doctor.
- Reception staff will not (or can't) book you in to see your doctor. Must be a phone call to your doctor.
- No, all good.
- We do not like the automated phone in.
- The ability to interface with reception is poor. This is because of the ticket system recently put in. It is like a meat queue! If I want to ask a quick question I have to get a ticket. There should be receptionist available to ask a quick question. The old system was better. At least one could eyeball the length of the queue. Also if one needs to wait there is no possibility of reading a book without constant distractions. Seaford is the only health centre that I know of with this system of queueing. DGH is how it should be ideally.
- All excellent, no faults.
- I think the practice is very well run.
- I feel the practice has good standards.
- Nothing I can think of.
- Shorter telephone introduction when calling to try to make contact, i.e. appointments, or to try to speak to a doctor. Make it possible to have a quick word with a nurse instead of having to wait in a queue at the reception desk.
- I am very happy with this practice.
- In my opinion this practice is excellent in every way.
- No - very good.
- Very good.
- Telephone to remind.
- As a working person I find making an appointment to see a doctor very frustrating. The ring on the day is sometimes not practical for my situation.
- Having diet clinics, counselling services, acupuncture availability, easier access to secretaries to doctors not finishing at 10:30am.
- I have always been satisfied with the treatment I received since moving to Seaford.

## Your patient feedback

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

- Service excellent.
- The only issue I have with the practice is parking availability, or lack of.
- Telephone appointment system is abysmal, i.e. call at 8am, 8th in the queue when answered, 'sorry no appointments available, call back'. On mobile cost was £5!
- All of our dealings with the practice are brilliant. Reception staff are amazing. Nurses helpful. Doctor supportive.
- IT system excellent. SMS reminders good.
- The automated system for appointment announcements is difficult to understand as it mispronounces the names, even the doctors!
- Giving more time to the HCA in treating problems.
- Something that does concern me is the warm air hand blower in the men's toilet. I feel that if a young person drying their hands got too close under the blower they would burn themselves. The heat would be better to be turned down. I did some weeks ago speak to one of the maintenance personnel but nothing has yet been done about the blower.
- If possible, more parking for disabled as there are only a few spaces. Difficult I know but we live in hope.
- Would help to have weekend access rather than having to go to A&E for emergencies.
- None, it works extremely well.
- I have no experience of needing to complain.
- Satisfied at all the treatment.
- It would be good if the telephone number could be in the information books, for podiatry etc.
- Appointment booking system needs overhauling as I have had appointments cancelled without notice and struggled to get a new appointment.
- Reception area not very confidential and do find it rather noisy. Difficulty in contacting own doctor in allotted ring in times.
- To have more equipment that would save visit to Eastbourne DGH, e.g. cardiology measurements - as with diabetes.
- Make telephone easier for making appointments. Let me know when my doctor is working/off.
- Difficult to privately talk to reception without people in the reception area hearing. Also while waiting in the area one can feel awkward listening to conversations being held by reception.
- More volunteers, less nurses.
- I am elderly and live alone with no transport but taxis. Some of the girls on the desk are most unhelpful.
- Excellent service!
- Excellent practice.
- I see no need for further change. The practice is very reassuring.
- Just go being lovely.
- To one of the nurses and one of the doctors I am grateful as I am still alive.
- No complaints - I think they all do a wonderful job and work very hard, especially with rude or awkward patients.
- None, it has always been very good.
- Can't get past receptionists to see doctor. Always full. Last time I was depressed and in tears and told I would have to wait a full week but had to phone doctor in the morning a week later to be told it was all full that day?

## Your patient feedback

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

- Arrangements at reception desk could be better.
- It would be useful if Brighton spoke to Eastbourne and blood tests for Brighton could be sent to Brighton directly. At the moment you either have to take them to Newhaven to be sent over or come and collect the results and post them.
- More information about test results.
- Drinking water available in waiting area and things to read.
- Appointment times could be better.
- A good practice in general.
- I'm very satisfied with the service I get from the practice and particularly my doctor.
- Very good service.
- Not very private at appointments and prescriptions desk - if you are waiting you can hear other people's conversations.
- Improve repeat prescription times and stop losing them!
- All very good.

## Your patient feedback

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

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

- I think my treatment is up to standard.
- No, she was lovely and made me feel at ease.
- Excellent and very professional with a warmth of concern.
- Both this doctor and one other provide exemplary care and service. No improvement needed.
- I have seen this doctor for many years and have always been happy to have her as my GP.
- My doctor was very helpful. Thank you.
- No, my doctor is ok.
- None at all, excellent.
- Not really.
- Please stay the same as you are and never leave the practice.
- None within the budget constraints.
- How can you improve on this wonderful service.
- It's a difficult problem. No bright ideas. Just need more doctors!
- My doctor is always giving me the best care and I feel he really wants to help and not rush me out the door. Always listens to everything. Thank you.
- This doctor is very kind, caring and attentive, he truly is a wonderful doctor. You cannot improve on perfection. Thank you.
- My doctor is fantastic, the best. He is kind, helpful and compassionate.
- Friendly, courteous and listens.
- I have no complaints at all about my doctor.
- No, I have an excellent doctor!
- I am most pleased with my GP.
- To always be able to see own doctor.
- A very good doctor, I'm pleased with my visit here today.
- No, this doctor is one of the best doctors I've ever had.
- Nothing, this doctor and one other are excellent.
- Clone - we need more like this.
- Couldn't be more satisfied with this doctor.
- The treatment I received from this doctor was brilliant. No improvements needed.
- No, she's perfect; friendly, approachable, efficient.
- My GP is both highly professional, combined with a genuine compassionate approach. She is quite exceptional considering the huge demands made on GPs. She would only improve if the 10 minute consultation rule was abolished. She often has to overrun her surgery to make sure she is giving the best service, which she always does.
- None at all.
- All ok.

## 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?

- Doctor does a very good job, listens and gives good advice.
- Maybe examining people as they hardly do so.
- A kind and gentle doctor.
- Some doctors seem to lack a level of confidence.
- This doctor is not my doctor but is the one I see for my minor problem which is really great as I don't have to go halfway around the country to find an appropriate person for the problem. This is the first time I have seen this doctor and if I needed to change doctors (which I don't), he would be the one. Thank you.
- He is excellent, very caring and patient.
- No, nothing but praise.
- None - an outstanding GP.
- He is very professional. I'm very happy to have him as a GP. Thank you.
- I am disabled. This doctor is the best doctor I have had. He listens when I speak, he explains things so that I can understand them, he never rushes my appointment. I can phone and talk with him if I can't get to the practice.
- No, she is perfect.
- No, lovely, friendly doctor, would not want to change her. Shows real concern/empathy and acts on concerns immediately.
- No. I think she is very good and always makes me feel at ease.
- All excellent.
- Spot on for me.
- I don't think she needs to improve.
- No, perfectly happy with my consultation and the doctors.
- No, this doctor is excellent. Very understanding and helpful. I really rate her. So pleased I was assigned to her following my previous doctor's retirement.
- She is brilliant.
- My doctor is excellent and is the only reason I continue to stay with the practice. However, it is very difficult to get an appointment with her.
- I would like to thank this doctor for the care and concern shown to me.
- GP is excellent.
- This doctor is sympathetic, empathic and gives me her precious time to listen and advise, and ultimately help with my health problems.
- My doctors (this and one other) are amazing. Let people stay when they move? I won't find another doctor like them.
- Perhaps be more available.
- No, the service is excellent.
- She is a star.
- Service very good.
- Very helpful and positive. I'm thankful for all her encouragement.

## 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?

- Always feel comfortable with her ability to deal with my situation and I trust her judgement implicitly.
- This was my first visit to this nurse and I feel she could not improve. Very friendly.
- None at all. Has got it absolutely right in her approach and treatment.
- Excellent.
- She is a great informer who got me going on the track.
- Excellent.
- It's like one big happy family. I'm always treated very well.
- She is excellent.
- Nurses I have seen are efficient and professional.
- None whatsoever! She, as always, is great.
- Be mindful of eating disorders when discussing a patient's BMI/weight.
- By making sure she knows the correct time of the appointment. We waited 30 minutes because of this.
- My doctor is good, understanding and always happy to help.
- Time constraints, he only works 3 days of the week at this practice.
- None, very good.
- I trust him and have every confidence in his expertise. He has a very open and warm personality which enables me to speak frankly to him.
- I would say it would be impossible to improve on him.
- No complaints.
- Cannot find anything for improvement.
- He is a superb GP.
- I am completely happy with this doctor.
- Not really! He is always ready to listen. A very pleasant manner and a nice smile too!
- I found this doctor welcoming, helpful and very insightful and professional. As I prefer continuing of care he offered me helpful hints how to achieve that.
- No, she was very professional in every respect. My only criticism of the visit was the waiting time was longer than I expected - I was seen 15-20 minutes late.
- No, excellent!
- No improvement needed. I enjoy my visits to her.
- She is lovely!
- This nurse was absolutely perfect with both my husband and myself. She has a lovely bedside manner.
- Before administering injections nurses need to check more thoroughly.
- Has a caring attitude and professional approach and good smile.
- Not at all. She was wonderful and a very warm person. A credit to the practice and nursing team.

## 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?

- As with all the doctors and staff all excellent. No need for improvement.
- All very good and informative.
- She was excellent! She even gave me a flu vaccination along with shingles to save me visiting again! Lovely lady.
- Be a bit more relaxed.
- As far as myself and family are concerned no problems. Carry on as they are doing.
- No - perfect already!
- Very lovely nurse!
- This nurse was excellent. Very patient and professional.
- No, she is the best nurse I have seen.
- No need for improvement.
- Nothing, she was lovely.
- This doctor is always very considerate and patient. I feel that I have her complete confidence.
- Nothing, this doctor is wonderful.
- No, this doctor is extremely good, she is approachable, patient and skilled.
- None, she was excellent, understanding and very pleasant.
- Be in attendance more often.
- My doctor is the best I have ever had.
- She's excellent.
- For what I saw her for - excellent.
- My doctor is quite perfect, thanks!
- Excellent care, informed and caring GP. Needs more local services to support their current good practice, e.g. local hospital, x-ray scan.
- None - very good!
- First time I've seen this doctor and very impressed.
- Very good.
- No, this doctor has been so good to me.
- Sometimes I'd like further explanations. Occasionally his manner can leave me feeling as though I am wasting his time, although he is always friendly.
- I sometimes feel it difficult to communicate with my GP but today it was fine, he listened, he engaged and supported my needs.
- Cannot think of anything that this doctor could improve. He's fantastic!
- No - all good.
- Very positive - thank you.
- No, he's fab! This doctor is amazing.

## 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 service.
- This doctor is an attentive, caring professional.
- This doctor is brilliant.
- He doesn't need to improve anything.
- My doctor is excellent. He phoned me soon after my diagnosis of cancer to see how I was coping.
- No problems.
- Very happy with the care this doctor has shown me during my time at this practice.
- I am totally happy to be in the care of this doctor. We in Seaford are fortunate to have this health clinic.
- No, he is a wonderful, caring doctor.
- Very happy with this doctor. Availability sometimes not there but not his fault.
- My GP is excellent.
- I have never felt so comfortable and at ease in all my life. In my opinion she is the best of the best. Compassionate, understanding and a listener. Perfect.
- She is the best doctor I have ever had. She is absolutely dedicated and is so kind.
- This doctor usually overruns the time. I have no complaint about this as she always gives time to listen and advise. We are so lucky if we are one of her patients.
- This doctor is very good - no improvement necessary.
- None, very kind, caring doctor.
- A most dedicated doctor. Best I have ever had.
- This doctor always spends the required amount of time with me but the appointment times could be longer so she doesn't overrun. It would be terrible if she had to rush to fit us in a short space of time.
- No this doctor was very helpful for the selected time she is slotted. She is always willing to help where she can!
- Very happy with doctor's treatment already.
- None - I have every confidence.
- None. Over the years I have found the work and cheerful attitude of this HCA to be outstanding (as also has my husband).
- Over 6 weeks I have been seeing several HCAs and they have all been excellent.
- No, she's good. Lovely lady.
- The HCA I saw today was excellent.
- Excellent, no need to improve anything.
- I find HCAs do a really wonderful and caring job.
- I found her to be very excellent in everything.
- First class.
- No - very helpful and kind.
- Very good.



## 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?

- Space limitations in treatment room.
- None needed - excellent.
- None - very satisfactory.
- Service excellent.
- Some staff require a little more training with modern machines, i.e. computer electronics.
- Top class. Thank you.
- Carry on as she is.
- No, she was very professional and friendly.
- I can only comment on the excellent treatment and help. All other HCAs are also excellent in their care of patients.
- No, all at the top of their game. Lovely lady.
- I don't think my treatment could improve. I am always treated professionally.
- This HCA is excellent. We asked for her specifically as she has always been excellent.
- Never had any problems.
- I personally cannot think of any way the HCA I usually visit could improve. I think she is very knowledgeable regarding wound dressings and treatments and is excellent at her work.
- Very caring.
- None at all. She is a very pleasant and accomplished phlebotomist.
- She was excellent.
- No - perfect.
- This practitioner is excellent, very caring, always listens and reassures. I don't think there is much she could do to improve.
- Always excellent.
- No. Excellent is good enough.
- It's like one happy and caring family.
- Both phlebotomists are great!
- She was friendly, professional and remembered me from my last visit.
- None - she was very good and smiling.
- On the ball and very friendly.
- Very pleasant.

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 = 757

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	2	30	200	309	213	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(2 \times 0) + (30 \times 25) + (200 \times 50) + (309 \times 75) + (213 \times 100)}{(757 - 3)} = 55,225/754$$

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

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	73

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

9541

\*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"/>	<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.

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

# *Certificate of Completion*

This is to certify that

**Seaford Medical Practice**

Seaford Health Centre  
Dane Road  
Seaford  
East Sussex  
BN25 1DH

**Practice List Size: 17800**

**Surveys Completed: 757**

has completed the

## Improving Practice Questionnaire

Completed November 2016



**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.