

Private and Confidential

Mrs Ann Wybar
Framlingham Medical Practice
Pembroke Road
Framlingham
Suffolk
IP13 9HA

Improving Practice Questionnaire Report

Framlingham Medical Practice

November 2017



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

Mrs Ann Wybar
Framlingham Medical Practice
Pembroke Road
Framlingham
Suffolk
IP13 9HA

t 01392 823766
f 01392 824767

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

15 November 2017

Dear Mrs Wybar

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=212790>

Please contact the office on 01392 823766 or reports@cfepsurveys.co.uk if you require further information about your report.

Yours sincerely

CFEP UK Reports Team

Report Contents

Introduction

Your patient feedback

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

Supporting documents

Details of score calculation
Explanation of quartiles
Page by page guide to the interpretation of your report
Sample questionnaire

Introduction

About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies 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	1	16	62	72	55	3
Q2 Telephone access	10	28	49	67	50	5
Q3 Appointment satisfaction	1	17	35	73	82	1
Q4 See practitioner within 48hrs	14	24	48	54	58	11
Q5 See practitioner of choice	13	29	43	55	60	9
Q6 Speak to practitioner on phone	7	14	57	47	53	31
Q7 Comfort of waiting room	4	17	65	80	40	3
Q8 Waiting time	2	36	63	63	38	7
Q9 Satisfaction with visit	0	0	15	48	145	1
Q10 Warmth of greeting	0	2	11	40	155	1
Q11 Ability to listen	0	1	14	36	153	5
Q12 Explanations	0	1	17	35	154	2
Q13 Reassurance	0	3	16	37	148	5
Q14 Confidence in ability	0	1	15	30	159	4
Q15 Express concerns/fears	0	2	14	46	140	7
Q16 Respect shown	0	1	12	27	161	8
Q17 Time for visit	0	2	22	39	143	3
Q18 Consideration	0	2	20	44	139	4
Q19 Concern for patient	0	1	20	41	142	5
Q20 Self care	0	1	20	42	138	8
Q21 Recommendation	0	3	12	38	149	7
Q22 Reception staff	1	10	34	67	85	12
Q23 Respect for privacy/confidentiality	5	8	26	69	92	9
Q24 Information of services	0	16	37	62	82	12
Q25 Complaints/compliments	0	12	57	54	65	21
Q26 Illness prevention	0	8	60	63	57	21
Q27 Reminder systems	2	11	45	62	70	19
Q28 Second opinion / comp medicine	4	9	40	43	50	63

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

Your patient feedback

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

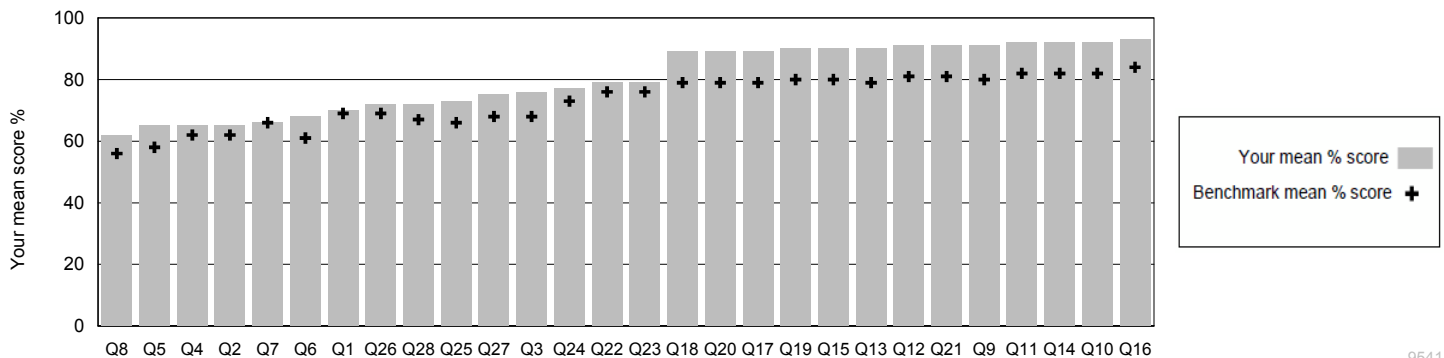
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	70	69	23	64	68	73	92
Q2 Telephone access	65	62	13	53	63	71	92
Q3 Appointment satisfaction	76	68	23	63	68	74	92
Q4 See practitioner within 48hrs	65	62	18	54	62	70	96
Q5 See practitioner of choice	65	58	22	48	57	65	95
Q6 Speak to practitioner on phone	68	61	25	54	61	67	92
Q7 Comfort of waiting room	66	66	27	60	66	71	90
Q8 Waiting time	62	56	25	50	56	62	90
About the practitioner							
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	92	82	43	79	83	87	99
Q15 Express concerns/fears	90	80	45	76	81	85	96
Q16 Respect shown	93	84	49	80	85	88	98
Q17 Time for visit	89	79	38	75	80	84	96
Q18 Consideration	89	79	41	75	79	83	98
Q19 Concern for patient	90	80	43	76	80	84	97
Q20 Self care	89	79	38	75	79	83	97
Q21 Recommendation	91	81	41	78	82	86	99
About the staff							
Q22 Reception staff	79	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	79	76	43	72	76	80	96
Q24 Information of services	77	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	73	66	31	62	66	70	96
Q26 Illness prevention	72	69	34	64	68	72	96
Q27 Reminder systems	75	68	27	63	68	72	96
Q28 Second opinion / comp medicine	72	67	30	62	67	71	96
Overall score	80	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 (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	70	67	49	64	68	71	76
Q2 Telephone access	65	57	22	51	59	64	78
Q3 Appointment satisfaction	76	66	39	62	67	71	79
Q4 See practitioner within 48hrs	65	59	29	53	59	67	80
Q5 See practitioner of choice	65	53	26	47	54	59	78
Q6 Speak to practitioner on phone	68	59	36	54	60	65	78
Q7 Comfort of waiting room	66	64	42	59	64	68	82
Q8 Waiting time	62	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	91	80	51	76	81	84	92
Q10 Warmth of greeting	92	81	52	78	82	86	95
Q11 Ability to listen	92	82	52	79	83	87	95
Q12 Explanations	91	81	52	77	81	85	94
Q13 Reassurance	90	79	52	76	80	84	94
Q14 Confidence in ability	92	82	53	79	83	86	95
Q15 Express concerns/fears	90	80	52	76	81	85	95
Q16 Respect shown	93	84	53	80	85	88	95
Q17 Time for visit	89	79	48	75	80	83	91
Q18 Consideration	89	78	51	75	79	83	96
Q19 Concern for patient	90	79	51	76	80	84	95
Q20 Self care	89	78	52	75	79	83	94
Q21 Recommendation	91	81	51	78	82	86	95
About the staff							
Q22 Reception staff	79	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	79	74	50	71	74	77	85
Q24 Information of services	77	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	73	64	43	61	64	68	75
Q26 Illness prevention	72	67	47	65	67	71	79
Q27 Reminder systems	75	66	47	63	66	70	77
Q28 Second opinion / comp medicine	72	65	44	63	65	68	81
Overall score	80	72	49	69	73	76	83

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

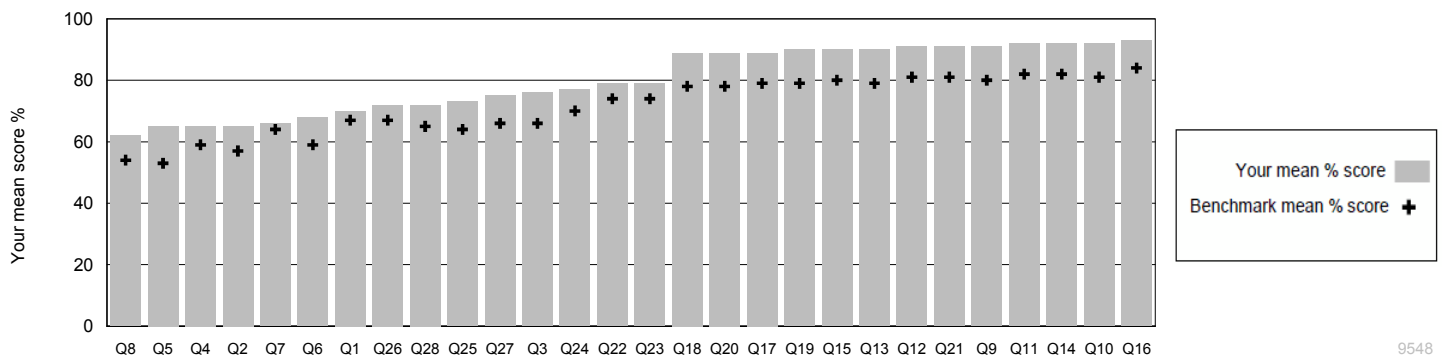
9548

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

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

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

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (8001-10000 patients)



9548

Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	15	73	70	41	66	71	75	90
25 - 59	74	81	71	50	68	72	75	81
60 +	110	81	73	49	70	74	77	88
Blank	10	80	70	48	66	71	75	92
Gender								
Female	113	79	71	49	68	72	75	83
Male	79	83	73	48	70	74	76	83
Blank	17	75	70	50	65	71	75	92
Visit usual practitioner								
Yes	135	81	74	51	71	75	77	85
No	54	79	69	43	65	69	73	80
Blank	20	82	71	49	67	71	75	86
Years attending								
< 5 years	48	83	72	45	68	73	76	82
5 - 10 years	30	78	71	48	67	71	75	83
> 10 years	121	80	72	51	69	73	76	85
Blank	10	81	70	51	65	71	74	89

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

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

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

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

954E

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	02/12/2013	28/12/2012	10/02/2012
Q1 Opening hours satisfaction	70	66	68	72
Q2 Telephone access	65	63	64	72
Q3 Appointment satisfaction	76	73	71	78
Q4 See practitioner within 48hrs	65	65	67	75
Q5 See practitioner of choice	65	64	61	68
Q6 Speak to practitioner on phone	68	60	60	66
Q7 Comfort of waiting room	66	60	57	64
Q8 Waiting time	62	56	55	61
Q9 Satisfaction with visit	91	87	86	89
Q10 Warmth of greeting	92	89	89	89
Q11 Ability to listen	92	89	87	89
Q12 Explanations	91	88	87	87
Q13 Reassurance	90	86	85	86
Q14 Confidence in ability	92	87	87	88
Q15 Express concerns/fears	90	86	85	87
Q16 Respect shown	93	90	89	90
Q17 Time for visit	89	85	85	87
Q18 Consideration	89	84	84	85
Q19 Concern for patient	90	86	85	87
Q20 Self care	89	83	84	85
Q21 Recommendation	91	87	85	88
Q22 Reception staff	79	76	74	75
Q23 Respect for privacy/confidentiality	79	76	76	76
Q24 Information of services	77	73	73	76
Q25 Complaints/compliments	73	67	67	71
Q26 Illness prevention	72	70	67	72
Q27 Reminder systems	75	71	69	72
Q28 Second opinion / comp medicine	72	70	65	72
Overall score	80	77	76	79

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?

- Very good overall service.
- Can't fault the care and attention at this practice. I think it would be hard to improve.
- Brilliant, especially this doctor and one other.
- We are always very happy.
- Better regulation of waiting room temperature.
- Receptionists could improve, sometimes very rude.
- As this practice is working at full capacity, before the influx of new housing in the town, one hopes that they will be able to recruit another doctor and build on new practice rooms. A great service now. Thanks.
- I would like to be able to see my preferred named doctor more easily, latest appointment meant waiting over three weeks!
- Communication from reception about changed appointments.
- Excellent service.
- More up to date magazines in reception. More toys for younger children.
- Open on a Saturday morning!
- Need to take urgent action to secure adjacent premises currently for sale. This will allow the practice to address the imminent 50% increase in patient numbers in Framlingham. This opportunity will not recur!
- Very pleased with everything.
- This is referring to an incident that happened 13 days ago. Tell the receptionist not to ask personal questions about your health in front of other people. Training for the receptionists. When I was very ill I was told I would have to wait 2 hours and 20 minutes for an emergency appointment. Receptionist was rude, had no medical training.
- No, it's good.
- Waiting room accommodation needs updating.
- Very happy with overall service.
- None. Thank you all.
- Sometimes a long queue at the window and some patients have serious issues taking some time. Best if second window could be opened when necessary.
- I have always had wonderful service here.
- I had no wait to see this doctor today but I've had big delays in the past.
- Not that I can think of.
- Stop reception taking and making phone calls which all the waiting room can hear.
- Possibly a shorter route to obtaining permission for ear syringing.
- None, entirely satisfied.
- Better availability of appointments; however, with a greater population would need more doctors with increased facilities. The planning authorities don't seem to recognise this problem.
- My doctor is popular so may sometimes have to wait for an appointment if I specifically want to see her.
- More doctors.

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 cannot find any fault.
- No problems.
- Probably, we are all worried about the service when all these houses are built and lots of new families with needs?
- Excellent.
- Less waiting time.
- I saw a lot of information in reception/waiting area about medical advice and support services, except on weight loss and exercise. Perhaps I missed it? But it seems a key way patients can help themselves.
- Access to a practice doctor at weekends, phone call would be sufficient. 111 service not satisfactory when used.
- It is sometimes very difficult to get through on telephone. Also not everyone has the ability to access online booking system.
- Excellent.
- Improve waiting times.
- New patient and very happy with the reception and the doctor is very good!
- It would be helpful if the surgery was open on Saturdays.
- First visit and very pleased with everything.
- I have only been a patient at this practice for less than a year and all the staff have been friendly and helpful.
- As a recent arrival in Framlingham, I have a very limited experience of the practice, but I have been impressed by the service I have received from both medical and clerical staff, including information provided before I came.
- The booking system for future appointments may need some attention; maybe with a patient focus group to improve the service.
- Booking appointments ahead for a specific doctor is difficult.
- There's been a big change for the better - long may it continue.
- More warmer doctors.
- If you have tests that come back negative, I think the practice should let patients know in good time, not necessarily wait for patients to ring up to find out.

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?

- Kind, warm doctor, very understanding.
- I think this practice is wonderful. Thank you all.
- This doctor is a very caring doctor and I will always request to see her. She has given me the confidence to come to the doctors.
- Very pleased.
- This doctor is always extremely good, a very good communicator and very professional. We are lucky to have her as our GP.
- None, this doctor is always a pleasure.
- None, apart from this doctor has been so supportive and helpful and I thank her very much.
- No. This doctor is amazing!
- Perhaps a little more time to really listen to me and not to feel that I'm wasting their time.
- A little less concentration on recording things on the computer screen.
- You cannot improve the best doctor you have.
- Doctor is top form. No problem.
- Simply a great doctor.
- No. Just stay as it is.
- None. He is an excellent physician, very thorough and attentive. I have every confidence in him.
- None. We are so lucky to have you all.
- No, I am very satisfied.
- None, he was super.
- The doctor should stay exactly as he is. He is awesome.
- Doctor was very thorough.
- None, entirely satisfied.
- Always happy with my consultation with this doctor and others in the practice.
- Less work.
- No problems.
- Very satisfied.
- None. Excellent.
- No improvements for any of the doctors seen, all provide an excellent service.
- Clearer explanations offered by doctors about why have symptoms/causes.
- No, she was excellent! Thank you.
- None. This doctor has always provided a first class service.
- None, the best doctor I have ever seen, 10/10.
- She is 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 the doctor/nurse could improve?

- I think this doctor is one of the best doctors I have seen. He is kind, thorough and really cares!
- This doctor took his time with my parents, clearly evaluated their previous care, addressed their concerns and explained everything well ensuring that they clearly understood the plan for the future.
- All very good.
- He is a superb doctor and they were all like him!
- None, very warm and welcoming.

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 209

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	16	62	72	55	3

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

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(1 \times 0) + (16 \times 25) + (62 \times 50) + (72 \times 75) + (55 \times 100)}{(209 - 3)} = 14,400/206$$

Your mean percentage score for Q1 = 70%

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	70

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.

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

Thank you for your time and assistance

Certificate of Completion

This is to certify that

Framlingham Medical Practice

Pembroke Road
Framlingham
Suffolk
IP13 9HA

Practice List Size: 9286

Surveys Completed: 209

has completed the

Improving Practice Questionnaire

Completed November 2017



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.