

Private and Confidential

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Improving Practice Questionnaire Report

Beechwood Medical Practice

November 2017



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22 November 2017

Dear Mrs Monteith

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=209432>

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

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Introduction

About the IPQ

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

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

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan' to help you reflect on the survey results.

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	1	20	73	81	42	0
Q2 Telephone access	24	60	59	51	20	3
Q3 Appointment satisfaction	5	24	66	73	47	2
Q4 See practitioner within 48hrs	12	45	53	56	49	2
Q5 See practitioner of choice	24	61	63	34	20	15
Q6 Speak to practitioner on phone	7	39	81	47	23	20
Q7 Comfort of waiting room	0	21	84	70	37	5
Q8 Waiting time	12	46	94	38	22	5
Q9 Satisfaction with visit	1	7	46	65	91	7
Q10 Warmth of greeting	1	4	48	62	93	9
Q11 Ability to listen	3	3	33	54	116	8
Q12 Explanations	0	11	37	56	106	7
Q13 Reassurance	1	10	40	57	99	10
Q14 Confidence in ability	1	6	33	61	107	9
Q15 Express concerns/fears	2	5	38	55	105	12
Q16 Respect shown	0	7	26	61	110	13
Q17 Time for visit	2	10	33	59	98	15
Q18 Consideration	0	11	53	47	92	14
Q19 Concern for patient	1	14	51	53	86	12
Q20 Self care	2	8	48	60	83	16
Q21 Recommendation	1	9	38	53	101	15
Q22 Reception staff	2	13	60	66	68	8
Q23 Respect for privacy/confidentiality	4	11	55	74	65	8
Q24 Information of services	3	9	69	61	55	20
Q25 Complaints/compliments	3	18	76	49	40	31
Q26 Illness prevention	3	14	74	56	41	29
Q27 Reminder systems	4	12	61	67	47	26
Q28 Second opinion / comp medicine	4	13	66	41	34	59

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

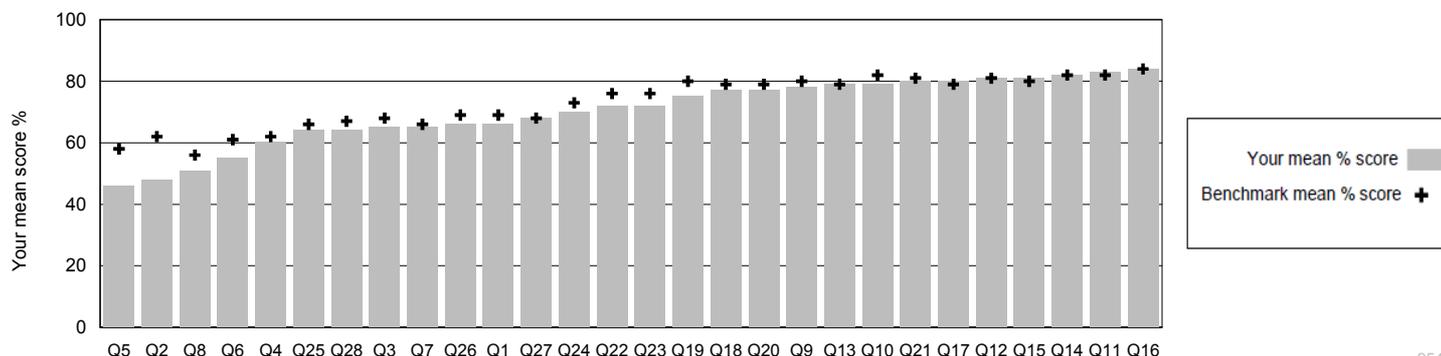
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	69	23	64	68	73	92
Q2 Telephone access	48	62	13	53	63	71	92
Q3 Appointment satisfaction	65	68	23	63	68	74	92
Q4 See practitioner within 48hrs	60	62	18	54	62	70	96
Q5 See practitioner of choice	46	58	22	48	57	65	95
Q6 Speak to practitioner on phone	55	61	25	54	61	67	92
Q7 Comfort of waiting room	65	66	27	60	66	71	90
Q8 Waiting time	51	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	78	80	41	76	81	85	97
Q10 Warmth of greeting	79	82	45	78	82	86	96
Q11 Ability to listen	83	82	46	78	83	87	97
Q12 Explanations	81	81	42	77	81	85	97
Q13 Reassurance	79	79	41	75	80	84	98
Q14 Confidence in ability	82	82	43	79	83	87	99
Q15 Express concerns/fears	81	80	45	76	81	85	96
Q16 Respect shown	84	84	49	80	85	88	98
Q17 Time for visit	80	79	38	75	80	84	96
Q18 Consideration	77	79	41	75	79	83	98
Q19 Concern for patient	75	80	43	76	80	84	97
Q20 Self care	77	79	38	75	79	83	97
Q21 Recommendation	80	81	41	78	82	86	99
About the staff							
Q22 Reception staff	72	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	72	76	43	72	76	80	96
Q24 Information of services	70	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	64	66	31	62	66	70	96
Q26 Illness prevention	66	69	34	64	68	72	96
Q27 Reminder systems	68	68	27	63	68	72	96
Q28 Second opinion / comp medicine	64	67	30	62	67	71	96
Overall score	70	73	35	69	73	77	95

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

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*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	67	23	64	68	71	88
Q2 Telephone access	48	56	13	47	58	65	78
Q3 Appointment satisfaction	65	65	23	62	65	69	85
Q4 See practitioner within 48hrs	60	57	18	52	58	64	83
Q5 See practitioner of choice	46	49	22	44	48	55	84
Q6 Speak to practitioner on phone	55	57	25	52	57	63	85
Q7 Comfort of waiting room	65	64	27	60	65	69	86
Q8 Waiting time	51	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	78	80	41	76	81	84	91
Q10 Warmth of greeting	79	82	45	78	83	85	93
Q11 Ability to listen	83	82	46	79	83	87	94
Q12 Explanations	81	81	42	77	81	85	92
Q13 Reassurance	79	80	41	76	80	84	91
Q14 Confidence in ability	82	82	43	79	83	86	92
Q15 Express concerns/fears	81	80	45	77	81	84	91
Q16 Respect shown	84	84	56	81	85	88	93
Q17 Time for visit	80	79	38	75	80	83	91
Q18 Consideration	77	79	46	75	79	83	89
Q19 Concern for patient	75	80	46	76	80	84	90
Q20 Self care	77	78	38	75	79	83	89
Q21 Recommendation	80	81	41	78	82	86	91
About the staff							
Q22 Reception staff	72	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	72	73	43	70	73	76	90
Q24 Information of services	70	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	64	63	31	60	64	66	86
Q26 Illness prevention	66	66	34	63	66	69	86
Q27 Reminder systems	68	65	27	62	65	68	86
Q28 Second opinion / comp medicine	64	64	30	61	64	68	87
Overall score	70	71	35	68	72	75	87

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

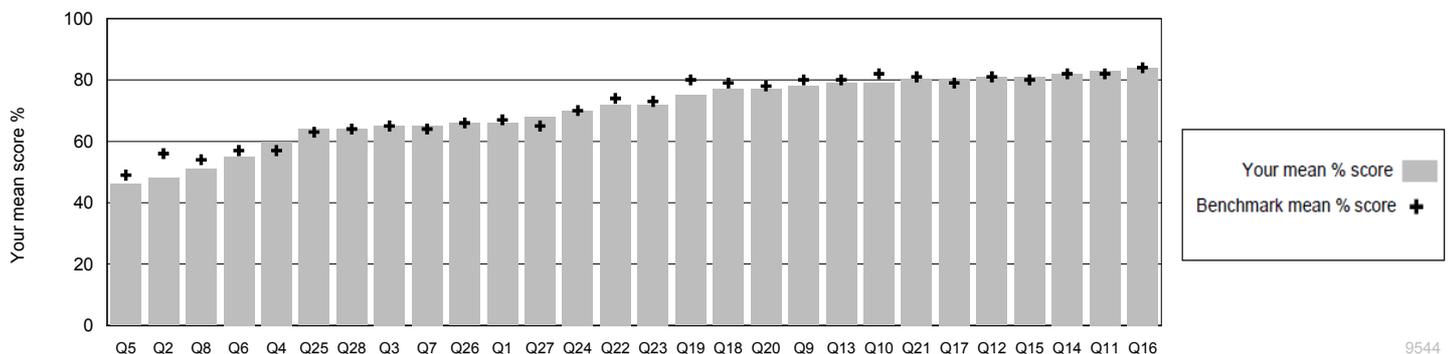
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*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

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 (10001-12000 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 (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	24	70	70	42	66	70	75	91
25 - 59	103	71	70	35	67	70	74	87
60 +	70	70	73	24	70	73	76	87
Blank	20	70	69	50	63	69	74	86
Gender								
Female	110	70	71	32	67	71	74	87
Male	72	72	73	45	69	73	77	88
Blank	35	67	69	49	65	69	74	89
Visit usual practitioner								
Yes	98	72	74	35	71	74	77	89
No	71	70	68	35	64	68	72	84
Blank	48	66	70	53	65	70	73	83
Years attending								
< 5 years	34	78	72	28	68	72	76	88
5 - 10 years	33	73	71	40	67	71	75	91
> 10 years	121	68	72	48	69	72	75	86
Blank	29	68	69	49	65	69	73	85

*Based on data from 103 practices carrying out 153 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	14/11/2013	02/12/2011	25/11/2008
Q1 Opening hours satisfaction	66	60	64	66
Q2 Telephone access	48	34	40	53
Q3 Appointment satisfaction	65	59	60	64
Q4 See practitioner within 48hrs	60	48	54	62
Q5 See practitioner of choice	46	39	43	52
Q6 Speak to practitioner on phone	55	49	57	55
Q7 Comfort of waiting room	65	62	62	66
Q8 Waiting time	51	49	48	48
Q9 Satisfaction with visit	78	74	78	79
Q10 Warmth of greeting	79	74	79	81
Q11 Ability to listen	83	76	81	82
Q12 Explanations	81	77	79	80
Q13 Reassurance	79	75	77	78
Q14 Confidence in ability	82	78	80	82
Q15 Express concerns/fears	81	74	78	80
Q16 Respect shown	84	79	83	84
Q17 Time for visit	80	74	78	75
Q18 Consideration	77	73	78	79
Q19 Concern for patient	75	73	79	80
Q20 Self care	77	73	77	--
Q21 Recommendation	80	76	81	81
Q22 Reception staff	72	68	74	73
Q23 Respect for privacy/confidentiality	72	68	71	72
Q24 Information of services	70	63	68	70
Q25 Complaints/compliments	64	58	60	63
Q26 Illness prevention	66	61	62	67
Q27 Reminder systems	68	62	59	63
Q28 Second opinion / comp medicine	64	58	61	64
Overall score	70	65	68	71

-- 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?

- Possibly to provide an email service for patients to have messages pass.
- As a night worker find it hard to stay awake to get an appointment. Otherwise love the practice.
- Be better funded! It is a great practice working as best as possible within the staffing and funding restraints.
- I try not to come to the doctors if possible, but I never have any problems. I use the online appointment service, I gave up with the phones. For me personally there is nothing I would change.
- Sometimes you have to wait a long time for your call to be answered.
- Keep it up!
- I think the practice is brilliant and they are very reassuring and always positive and helpful. Especially brilliant with the children.
- Very satisfied.
- A TV would be nice, also more magazines and papers and water to drink.
- No, by far one of the best surgeries in Bristol.
- Needs more telephone lines and availability of appointments to see your own doctor.
- Due to my working hours, it would be nice to have a consistent day allocated to late appointments as every time I have enquired about late appointments no one has been able to tell me what day late appointments are.
- All excellent.
- More online appointment availability.
- Improved phone access in the mornings.
- It does feel like a lottery when and with which doctor you get when trying to get an appointment to see the doctor of my choice.
- I found the reception staff very professional, clear, gave time to my concern.
- Offer better appointments for working people who work 8-5pm. Difficult to see anyone! The doctor I see is brilliant!
- Very happy with practice procedures and support for patients.
- Usually very professional - occasionally difficult to make an appointment.
- Need more appointments when people work full time.
- Only regarding keeping children amused - a couple of books/kids magazines would be nice.
- I'd like the treatment room door closed during my visit.
- Ordering repeat prescription has always been a hard task for me in this practice and I always have to see a GP to get my medication correctly of which is a waste of time. It is difficult to get two weeks appointments in advance when needed.
- I never give anything 10/10 because we can all do better but, fair to say, I am pleased with the practice overall.
- Making it easier to get through on the phone at designated times to book appointments.
- Continue with internet appointments - very helpful.
- I understand that staff are working hard, however, having a set time to make phone calls arises some complications for those who are working during these times.
- Release some internet appointments the evening before to avoid the rush at 8am.

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?

- Water machine. Area for children. Air conditioning.
- Mother and baby parking. More accurate 'wait' time on check in screen.
- Appointment on telephone for same day very difficult. Why is it not possible to make a longer term appointment (within a week)? I am never able to see same doctor.
- When someone has been at this practice for several years and has an ongoing medical condition and need vaccination their medical records should be checked and advised accordingly if contraindicated to any vaccine.
- I have found another doctor unsympathetic and cold in manner previously but cannot complain (about treatment or medical advice).
- The website tells you opening hours on the phone are from 8am - but most times you can only call from 8:30am (confusing).
- A notice board that includes lifestyle classes such as yoga, meditation, mindfulness, stress reduction, etc. A 'what's on' in the community.
- You could allow longer time with doctor.
- Easier way for old, disabled people not on internet to get an appointment with their doctor without queuing from 7:30am that day. Telephone always busy, when you can get through appointments gone.
- Extended hours.
- No problems at all.
- Re-look at the system for booking by phone appointments. At present the advice is to phone 8:00am next day when it takes a long time to get through, and very often to ring next day as there are no vacancies.
- I am pleased to be registered with this practice - I have been relying on this practice for many years!
- I personally satisfied with Beechwood Medical.
- Highly recommended.
- Practice is excellent, no need to improve.
- This practice is providing an excellent service given the austerity the NHS and public services face. We must not take for granted how unique the NHS is to providing free at the point of contact and access clinical care. To grumble is typical first world mindset. We are very lucky!
- Be able to make appointments a day or two in advance. More weekend appointments please.
- Difficulty getting through to the practice by telephone at 8am - needs more staff.

Your patient feedback

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

Any comments about how the doctor/nurse could improve?

- No they're always busy and never know what's coming through the door.
- Very pleased with my doctor overall.
- No - she was great.
- I try to see this doctor, he is one of the best doctors in this practice and would advise anyone to see him. I have seen other doctors and not been happy with them. Warm and kind.
- No comment, always good.
- This doctor is caring and thoughtful.
- Very satisfied.
- This doctor is the best.
- Needs to improve overall care, GP to see regular instead of different doctors.
- None - always excellent.
- None - very pleased with the doctor.
- This doctor is a wonderful doctor.
- More doctors needed. More time of appointment needed.
- No problems with this doctor, very friendly and professional.
- None at all! I've never had a doctor who makes me feel listened to. With this doctor and one other, I always leave feeling well looked after and like I've been listened to.
- It is quite difficult to see the same doctor that I am comfortable with and talk about my ailment, and it is quite difficult to see female doctor that you're happy with.
- No, this doctor has been very helpful and supportive. He is a good listener and is empathetic which is why I choose to see him if possible.
- This doctor very good bedside manner. He looked tired.
- This doctor is very understanding.
- Check contraindications to vaccine if a patient is going to another country and the doctor knows in advance.
- None, this is a great service.
- Just keep on being here!
- Unable to think of any. Excellent doctor.
- No improvement at all!
- None, I am very satisfied with my regular GP.
- All doctors are good, cooperative.
- This doctor was brilliant, caring and knowledgeable. Very reassuring. Nothing to improve.
- None. This doctor was professional, interested and put me at ease. Her grasp of the issues discussed was clear, concise and factual. Please pass on my sincere thanks and appreciation of her clinical and excellent people skills (excellent plus).

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 = 217

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	1	20	73	81	42	0

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

$$\frac{\text{(number of Poor ratings x 0) + (number of Fair ratings x 25) + (number of Good ratings x 50) + (number of Very Good ratings x 75) + (number of Excellent ratings x 100)}}{\text{(Total number of patient responses - number of blank/spoilt)}} = \frac{(1 \times 0) + (20 \times 25) + (73 \times 50) + (81 \times 75) + (42 \times 100)}{(217 - 0)} = 14,425/217$$

Your mean percentage score for Q1 = 66%

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	66

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

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*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

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

Page 6

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

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

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

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

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

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

About the practice

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

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

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

Please turn over ↶



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

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

About the staff

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

Finally

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

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

Any comments about how the doctor/nurse could improve?

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

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

Certificate of Completion

This is to certify that

Beechwood Medical Practice
Fishponds Primary Care Centre
Beechwood Road
Fishponds
Bristol
Somerset
BS16 3TD

Practice List Size: 10660

Surveys Completed: 217

has completed the

Improving Practice Questionnaire

Completed on 22 November 2017



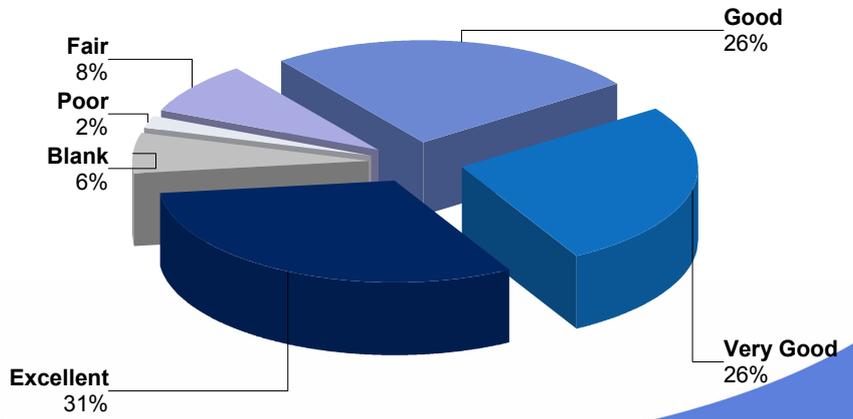
Michael Greco
Director



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.

83%

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



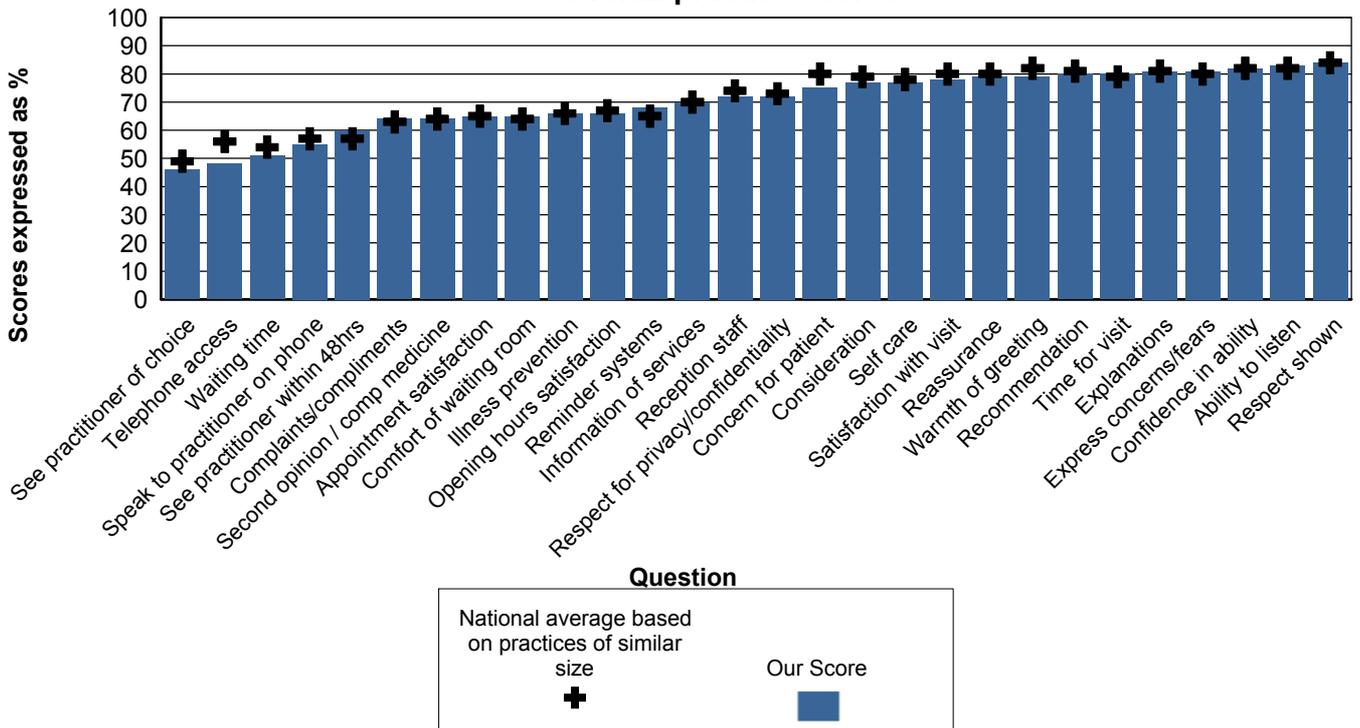
Thank you for your participation in this survey

Patient Experience Survey Results 2017/2018 Beechwood Medical Practice



"Striving towards excellence"

Overall practice scores



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

