

# **PATIENT PARTICIPATION REPORT**

## **Potteries Medical Centre**

**2011/2012**

### **Patient Group Basic Introduction**

The Surgery Participates in a Direct Enhanced Service for Patient Participation. The Practice has a small group of Patient representatives who currently meet once a month to discuss the current service provision and propose changes, provide feedback and patient viewpoints and identify areas requiring discussion and review.

The Group is established, however is still growing and is currently facilitated by the Practice Manager (Claire Woodfint). The meetings are very informal and the Manager will invite anyone along that patients feel might be beneficial – as well as making suggestions to the group. A member of the reception team and clinical team will be introduced at the meetings to make it a very informal but productive meeting environment.

### **Practice Introduction**

The Practice Opening Times

Normal Opening Hours and telephone access hours are  
8am to 6.30pm on Monday, Tuesday, Wednesday and Friday.  
8am to 1pm on Thursday.

Extended opening hours:

The Surgery is open on a Tuesday until 8.30pm – there is not telephone access after the usual hours of 6.30pm but patient can ring up and book on the day for their extended hours appointments.

### **Profile of our Current Patient Group Members**

Patient Members:

We currently have seven patient members and are constantly open to new members – at each New patient Check with the Nurse, they are informed of the Group and asked if they would like to join. We currently have one new patient that is going to attend our next group meeting.

Member background:

Each member of the Group has a background knowledge as well as having clinical issues that might require specialist assistance from the Surgery.

Our youngest member is in their 30's and has a young disable child – we felt it important to get their viewpoint in order for us to know if any specialist physical access is required as well as admin access.

Two of the members of the Surgery have moved with the Surgery from the previous premises many years ago and so can give a good perspective of any changes made and whether they have made the Surgery better or not.

One member of the Group has complex needs for themselves and their partner – it is important to get their view point in order to ensure we are supplying as much information as possible in relation to Carers access etc.

Our newest member requesting to join is new to the Surgery and it is important to get their viewpoint in order to be able to see if things work well in another surgery etc and to get a new persons perspective on the services currently provided.

The Practice Manager has experience of working in Primary care, building up from starting as a receptionist in 2005. She has currently completed a Diploma and moved on to a Graduate Certificate in Leadership and Management and is awaiting the results to graduate in July this year. She has a keen interest in customer satisfaction as her 15 year career since leaving full time education has been based around Customer Service

At each meeting we introduce a member of the Admin Team in order for the patients to know their areas of expertise in the Surgery as well as knowing that all the staff have a great deal of experience in the general day to day work of a Medical Receptionist.

Overall the group represents Patients who are Carers, patients who are retired, long standing patients and new patients. The Surgery has a very small number of Ethnic patients and as yet does not have any members from this representation. However, the Surgery is continuing to promote the Group to all new patients as well as existing ones and will continue to strive to achieve an even better mix of patients.

### **Patient Representation**

We have made every effort possible to recruit patients in order for it to reflect the demographics of our patient population. During our recruitment process we:

1. Advertised the Group in the surgery waiting room by poster as well as a ticker message on the patient call in screen
2. Created a Surgery Website with an addition tab on the Patient Participation Group, its background and how to join the group.
3. Promotion of the new website to all new patients as well as attaching a small information leaflet to the repeat prescriptions and also posters in the Surgery.

## **The Views of the patients**

The Group decided to use a Registered company in order to be able to produce a comprehensive, constructed and approved form of questionnaire.

The Surgery received questionnaires from the Company and were given out to patients after they had seen to GP. All Surveys were confidential and were returned to the company for assessment and results correlation securely and confidentially.

The Surgery plans to perform other Surveys throughout the year in order to ensure we have a comprehensive report of patient views, possibly concentration on certain areas such as repeat prescriptions, access etc.

## **The Survey Results**

The results of the survey has been analysed and any trends or comments requiring further discussion were put to the Group for some constructive feedback.

The results of the survey are published onto the Surgery Website and are self explanatory.

## **Access**

Over 70% of patients were happy with the Opening hours, telephone access and ability to see their chosen GP within 48 hours. The surgery strives to ensure the patient can see their chosen GP within 48 hours, however, this is not always possible as some of the GP's work part time. If their chosen GP is unavailable due to their working pattern, they are always offered an appointment within 48 hours to see an alternative GP.

## **Admin Staff**

Over 76% of patients were happy with the reception staff and their knowledge and manner.

All admin staff receive an annual appraisal and are introduced to training courses if necessary. The Staff are very well trained and informed and have some long standing experience. New members of staff are taught in the same manner and receive appropriate training in knowledge of services as well as dealing with patients and ensuring patient satisfaction.

## **Clinical staff**

The majority of patients scored their Doctors knowledge, concern, confidence of their appointment above 80%.

The GP's strive to ensure that the patient is comfortable at their appointment and happy with the consultation they receive. There is a complaints procedure in place should the patient be unhappy with the service they have received.

### **Additional Information & Action Plan**

The results were generally very positive and the Group focussed on the areas of the Survey in which we had scored below the National Average. This was 'the ability to speak with a clinician on the phone' and 'The comfort of the Waiting Area'

The Group agreed to look at a number of issues throughout the year based around the Patient Survey Results.

- The Group also suggested that there still be a female GP available when the long term locum GP is on Maternity Leave. This has been looked into and we are hoping to welcome a local female Locum GP from the North Staffs PCT in May 2012 for an approximate 6 month period.
- The ability to talk with a GP On the phone will be discussed at a clinical meeting in May 2012. This will enable us to see if there are any areas for improvement here. The Surgery does operate an informal policy where patients can speak with a Nurse or GP for brief telephone advice. The results of this survey alone may not be a clear enough indication as to an area we need to improve on.
- The Waiting Room issue has been looked into and the Surgery are obtaining quotes from companies to have the Waiting area re-decorated. Also addressed at the meeting were the mix of Information posters – these will be amended after re-decoration. The Practice Nurse will work with a member of the reception team and will ensure that each month or every two months a clinical area will be identified and promoted. The posters will also be more structured and will have areas in the room in which they will be placed.

### **Informing Patients of Survey Results and Action Plans**

The Survey results and this report will be displayed on the Practice Website and has already been discussed with the Practice Patient Group.

The Results will also be available to patients visiting the Surgery and will be placed as a Ticker message on the Patient Call in Screen.

The Survey Results will be laminated and put into a folder in the waiting area for patient perusal.

## 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    | 5    | 29   | 51        | 41        | 0            |
| Q2 Telephone access                     | 1    | 3    | 28   | 57        | 39        | 0            |
| Q3 Appointment satisfaction             | 2    | 5    | 24   | 55        | 42        | 0            |
| Q4 See practitioner within 48hrs        | 3    | 6    | 36   | 39        | 41        | 3            |
| Q5 See practitioner of choice           | 2    | 5    | 35   | 47        | 35        | 4            |
| Q6 Speak to practitioner on phone       | 9    | 19   | 48   | 28        | 8         | 16           |
| Q7 Comfort of waiting room              | 6    | 21   | 40   | 43        | 16        | 2            |
| Q8 Waiting time                         | 4    | 19   | 44   | 47        | 10        | 4            |
| Q9 Satisfaction with visit              | 0    | 4    | 25   | 44        | 54        | 1            |
| Q10 Warmth of greeting                  | 1    | 3    | 23   | 38        | 59        | 4            |
| Q11 Ability to listen                   | 2    | 3    | 23   | 39        | 60        | 1            |
| Q12 Explanations                        | 1    | 5    | 18   | 40        | 63        | 1            |
| Q13 Reassurance                         | 1    | 4    | 22   | 42        | 59        | 0            |
| Q14 Confidence in ability               | 1    | 4    | 20   | 38        | 65        | 0            |
| Q15 Express concerns/fears              | 1    | 1    | 24   | 46        | 55        | 1            |
| Q16 Respect shown                       | 1    | 2    | 14   | 43        | 66        | 2            |
| Q17 Time for visit                      | 0    | 6    | 21   | 43        | 55        | 3            |
| Q18 Consideration                       | 1    | 3    | 19   | 46        | 51        | 8            |
| Q19 Concern for patient                 | 2    | 3    | 16   | 43        | 57        | 7            |
| Q20 Self care                           | 0    | 3    | 19   | 49        | 49        | 8            |
| Q21 Recommendation                      | 1    | 3    | 16   | 34        | 65        | 9            |
| Q22 Reception staff                     | 0    | 3    | 25   | 54        | 44        | 2            |
| Q23 Respect for privacy/confidentiality | 1    | 4    | 19   | 50        | 51        | 3            |
| Q24 Information of services             | 0    | 6    | 28   | 40        | 47        | 7            |
| Q25 Complaints/compliments              | 0    | 3    | 37   | 50        | 22        | 16           |
| Q26 Illness prevention                  | 0    | 7    | 27   | 53        | 28        | 13           |
| Q27 Reminder systems                    | 0    | 7    | 32   | 46        | 30        | 13           |
| Q28 Second opinion / comp medicine      | 0    | 7    | 32   | 41        | 21        | 27           |

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           | 74                  | 67                      | 44  | 62             | 66     | 71             | 99  |
| Q2 Telephone access                     | 75                  | 64                      | 24  | 56             | 64     | 72             | 99  |
| Q3 Appointment satisfaction             | 75                  | 69                      | 37  | 64             | 69     | 74             | 99  |
| Q4 See practitioner within 48hrs        | 72                  | 65                      | 25  | 57             | 65     | 72             | 99  |
| Q5 See practitioner of choice           | 72                  | 61                      | 24  | 53             | 60     | 69             | 99  |
| Q6 Speak to practitioner on phone       | 52                  | 61                      | 31  | 54             | 61     | 67             | 99  |
| Q7 Comfort of waiting room              | 58                  | 66                      | 31  | 61             | 66     | 72             | 100 |
| Q8 Waiting time                         | 58                  | 58                      | 24  | 51             | 57     | 63             | 99  |
| <b>About the practitioner</b>           |                     |                         |     |                |        |                |     |
| Q9 Satisfaction with visit              | 79                  | 80                      | 49  | 76             | 80     | 84             | 99  |
| Q10 Warmth of greeting                  | 80                  | 81                      | 50  | 78             | 82     | 86             | 99  |
| Q11 Ability to listen                   | 80                  | 81                      | 50  | 78             | 82     | 86             | 100 |
| Q12 Explanations                        | 81                  | 80                      | 49  | 77             | 81     | 84             | 100 |
| Q13 Reassurance                         | 80                  | 79                      | 49  | 75             | 79     | 83             | 100 |
| Q14 Confidence in ability               | 82                  | 82                      | 50  | 79             | 83     | 86             | 100 |
| Q15 Express concerns/fears              | 80                  | 80                      | 50  | 76             | 80     | 84             | 100 |
| Q16 Respect shown                       | 84                  | 83                      | 50  | 80             | 84     | 88             | 100 |
| Q17 Time for visit                      | 79                  | 74                      | 46  | 70             | 74     | 79             | 100 |
| Q18 Consideration                       | 80                  | 78                      | 48  | 74             | 78     | 82             | 100 |
| Q19 Concern for patient                 | 81                  | 79                      | 48  | 75             | 79     | 83             | 100 |
| Q20 Self care                           | 80                  | 80                      | 51  | 78             | 81     | 85             | 99  |
| Q21 Recommendation                      | 83                  | 81                      | 46  | 77             | 81     | 85             | 100 |
| <b>About the staff</b>                  |                     |                         |     |                |        |                |     |
| Q22 Reception staff                     | 78                  | 77                      | 40  | 72             | 76     | 81             | 99  |
| Q23 Respect for privacy/confidentiality | 79                  | 76                      | 45  | 72             | 76     | 80             | 100 |
| Q24 Information of services             | 76                  | 73                      | 43  | 69             | 73     | 77             | 100 |
| <b>Finally</b>                          |                     |                         |     |                |        |                |     |
| Q25 Complaints/compliments              | 70                  | 66                      | 42  | 62             | 66     | 71             | 100 |
| Q26 Illness prevention                  | 72                  | 70                      | 46  | 66             | 69     | 73             | 100 |
| Q27 Reminder systems                    | 72                  | 68                      | 43  | 63             | 67     | 72             | 99  |
| Q28 Second opinion / comp medicine      | 69                  | 68                      | 44  | 63             | 67     | 72             | 99  |
| Overall score                           | 75                  | 70                      | 46  | 66             | 69     | 73             | 100 |

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

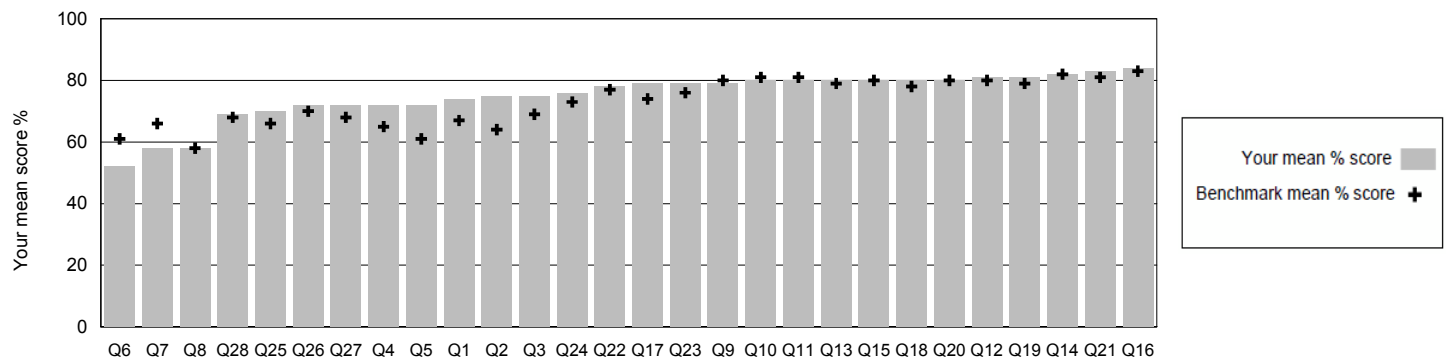
\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

- scores not illustrated if less than 5 patient responses

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

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

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



## Your patient feedback

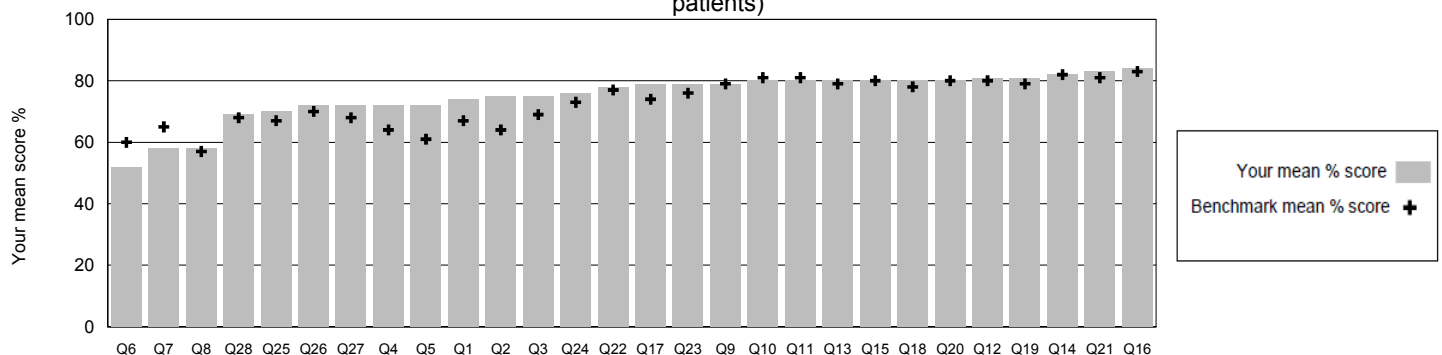
Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

|                                         | Your mean score (%) | Benchmark data (%)* |           |                |           |                |           |
|-----------------------------------------|---------------------|---------------------|-----------|----------------|-----------|----------------|-----------|
|                                         |                     | National mean score | Min       | Lower quartile | Median    | Upper quartile | Max       |
| <b>About the practice</b>               |                     |                     |           |                |           |                |           |
| Q1 Opening hours satisfaction           | 74                  | 67                  | 46        | 62             | 66        | 71             | 94        |
| Q2 Telephone access                     | 75                  | 64                  | 30        | 57             | 66        | 72             | 91        |
| Q3 Appointment satisfaction             | 75                  | 69                  | 44        | 64             | 69        | 74             | 94        |
| Q4 See practitioner within 48hrs        | 72                  | 64                  | 28        | 57             | 64        | 72             | 95        |
| Q5 See practitioner of choice           | 72                  | 61                  | 34        | 54             | 61        | 67             | 89        |
| Q6 Speak to practitioner on phone       | 52                  | 60                  | 34        | 55             | 61        | 66             | 86        |
| Q7 Comfort of waiting room              | 58                  | 65                  | 38        | 60             | 67        | 71             | 96        |
| Q8 Waiting time                         | 58                  | 57                  | 31        | 51             | 57        | 63             | 91        |
| <b>About the practitioner</b>           |                     |                     |           |                |           |                |           |
| Q9 Satisfaction with visit              | 79                  | 79                  | 53        | 76             | 80        | 84             | 96        |
| Q10 Warmth of greeting                  | 80                  | 81                  | 52        | 78             | 82        | 85             | 96        |
| Q11 Ability to listen                   | 80                  | 81                  | 51        | 78             | 82        | 86             | 95        |
| Q12 Explanations                        | 81                  | 80                  | 51        | 77             | 81        | 84             | 94        |
| Q13 Reassurance                         | 80                  | 79                  | 52        | 75             | 79        | 83             | 95        |
| Q14 Confidence in ability               | 82                  | 82                  | 53        | 79             | 83        | 86             | 95        |
| Q15 Express concerns/fears              | 80                  | 80                  | 52        | 76             | 80        | 84             | 95        |
| Q16 Respect shown                       | 84                  | 83                  | 54        | 80             | 84        | 87             | 96        |
| Q17 Time for visit                      | 79                  | 74                  | 50        | 69             | 74        | 78             | 93        |
| Q18 Consideration                       | 80                  | 78                  | 50        | 74             | 78        | 82             | 94        |
| Q19 Concern for patient                 | 81                  | 79                  | 51        | 75             | 79        | 83             | 95        |
| Q20 Self care                           | 80                  | 80                  | 63        | 78             | 80        | 85             | 92        |
| Q21 Recommendation                      | 83                  | 81                  | 51        | 77             | 82        | 85             | 96        |
| <b>About the staff</b>                  |                     |                     |           |                |           |                |           |
| Q22 Reception staff                     | 78                  | 77                  | 53        | 73             | 77        | 81             | 95        |
| Q23 Respect for privacy/confidentiality | 79                  | 76                  | 56        | 72             | 76        | 80             | 96        |
| Q24 Information of services             | 76                  | 73                  | 54        | 70             | 73        | 77             | 95        |
| <b>Finally</b>                          |                     |                     |           |                |           |                |           |
| Q25 Complaints/compliments              | 70                  | 67                  | 47        | 63             | 67        | 70             | 93        |
| Q26 Illness prevention                  | 72                  | 70                  | 50        | 67             | 70        | 73             | 94        |
| Q27 Reminder systems                    | 72                  | 68                  | 50        | 64             | 68        | 72             | 95        |
| Q28 Second opinion / comp medicine      | 69                  | 68                  | 50        | 64             | 68        | 71             | 93        |
| <b>Overall score</b>                    | <b>75</b>           | <b>70</b>           | <b>50</b> | <b>67</b>      | <b>70</b> | <b>73</b>      | <b>94</b> |

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

\* Based on data from 603 practices surveyed between April 2008 and March 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

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



## Your patient feedback

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

|                                 | Number of responses | Your mean score (%) | Benchmark data (%)*     |         |                |        |                |         |
|---------------------------------|---------------------|---------------------|-------------------------|---------|----------------|--------|----------------|---------|
|                                 |                     |                     | National mean score (%) | Minimum | Lower Quartile | Median | Upper Quartile | Maximum |
| <b>Age</b>                      |                     |                     |                         |         |                |        |                |         |
| Under 25                        | 24                  | 68                  | 70                      | 46      | 65             | 71     | 75             | 98      |
| 25 - 59                         | 70                  | 75                  | 72                      | 51      | 68             | 72     | 76             | 94      |
| 60 +                            | 29                  | 81                  | 76                      | 53      | 72             | 76     | 80             | 92      |
| Blank                           | 5                   | 83                  | 71                      | 42      | 65             | 72     | 78             | 100     |
| <b>Gender</b>                   |                     |                     |                         |         |                |        |                |         |
| Female                          | 80                  | 76                  | 72                      | 52      | 69             | 73     | 77             | 95      |
| Male                            | 43                  | 73                  | 74                      | 48      | 70             | 74     | 78             | 93      |
| Blank                           | 5                   | 80                  | 71                      | 47      | 65             | 72     | 77             | 96      |
| <b>Visit usual practitioner</b> |                     |                     |                         |         |                |        |                |         |
| Yes                             | 93                  | 76                  | 74                      | 53      | 71             | 75     | 78             | 93      |
| No                              | 23                  | 70                  | 68                      | 37      | 64             | 69     | 73             | 96      |
| Blank                           | 12                  | 77                  | 71                      | 45      | 66             | 71     | 76             | 95      |
| <b>Years attending</b>          |                     |                     |                         |         |                |        |                |         |
| < 5 years                       | 24                  | 68                  | 72                      | 46      | 68             | 73     | 77             | 97      |
| 5 - 10 years                    | 24                  | 76                  | 72                      | 37      | 68             | 73     | 77             | 91      |
| > 10 years                      | 75                  | 78                  | 74                      | 52      | 70             | 74     | 78             | 93      |
| Blank                           | 5                   | 75                  | 71                      | 45      | 65             | 72     | 77             | 96      |

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

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

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

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



## Your patient feedback

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

### Comments about how the practice could improve

- Getting rid of a certain doctor. People know they have a problem when they come here they don't need to be made to feel small. And also doctor needs to know about a person's medical condition before talking.
- Always a top grade practice, no improvement needed.
- They're fine.
- If doctor was more approachable, sometimes I feel intimidated.
- You can hear everything that your staff say behind the glass.
- We think the doctors should be here all day and you not close at dinner.
- Could be here all day.
- Reception staff, one not very helpful. I find one member of staff very rude and not helpful at all.
- Doctor very good, no improvement from me.
- Very helpful when booking appointment. All staff are polite and helpful including the doctor.
- A water machine in the waiting area would be great and maybe some magazines/papers.
- Very happy with service. Much better than my last doctors, always willing to help me out with an appointment around my working hours.
- Have a television for when you have to wait.
- Always been satisfied with the practice. The practice now has a breath of fresh air with the arrival of two new doctors.
- A water drink machine would be good in waiting room.
- Everyone excellent.
- Open on a Saturday.
- Children should be more of a priority and therefore should be able to get to see a doctor that day when the parents ring.
- No, I've been with one doctor since birth. Coming to the old and new building for many years I've never had any problems.
- Just keep doing what you are doing now as it's working fine. You are already in the 21st century.
- The reception staff I feel need to be more polite on the telephone, their way of speaking isn't always good.
- No, the service is excellent!

## Your patient feedback

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

### Comments about how the doctor/nurse could improve

- By not being here!
- Needs to show an interest and not take personal calls when seeing me and not to be so grumpy.
- There's no need for the doctor to improve, if we weren't happy with the doctor or practice we would be at a different practice.
- Be more approachable, one doctor actually scares me.
- No, they're very good.
- None very satisfied.
- Very good service!
- All very good.
- This doctor is very good, no improvements need to be made.
- Highly satisfied with this doctor's concern and treatment.
- No everything is very professional.

# Improving Practice Questionnaire



|                   |                 |
|-------------------|-----------------|
| PRACTICE 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
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a 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"/> |

SAMPLE ONLY  
PLEASE DO NOT COPY

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"/> |

**SAMPLE ONLY  
PLEASE DO NOT COPY**

**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

**Potteries Medical Centre**

Beverley Drive  
Bentilee  
Stoke-on-Trent  
ST2 0JG

**Practice List Size: 4258**

**Surveys Completed: 128**

has completed the

## Improving Practice Questionnaire

Completed on 23 March 2012



**Michael Greco**  
Director



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