

**Private and Confidential**  
Mrs Ann Singleton  
Dr Bradbury Surgery  
Eccleston Health Centre  
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Eccleston  
Chorley  
Lancashire  
PR7 5RA

## **Improving Practice Questionnaire Report**

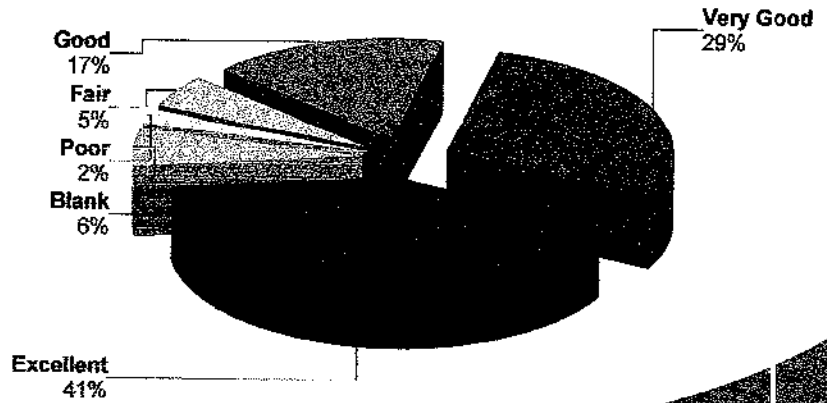
Dr Bradbury Surgery

February 2015



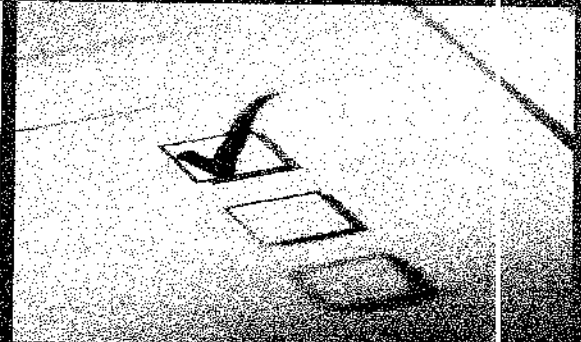
# 87%

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



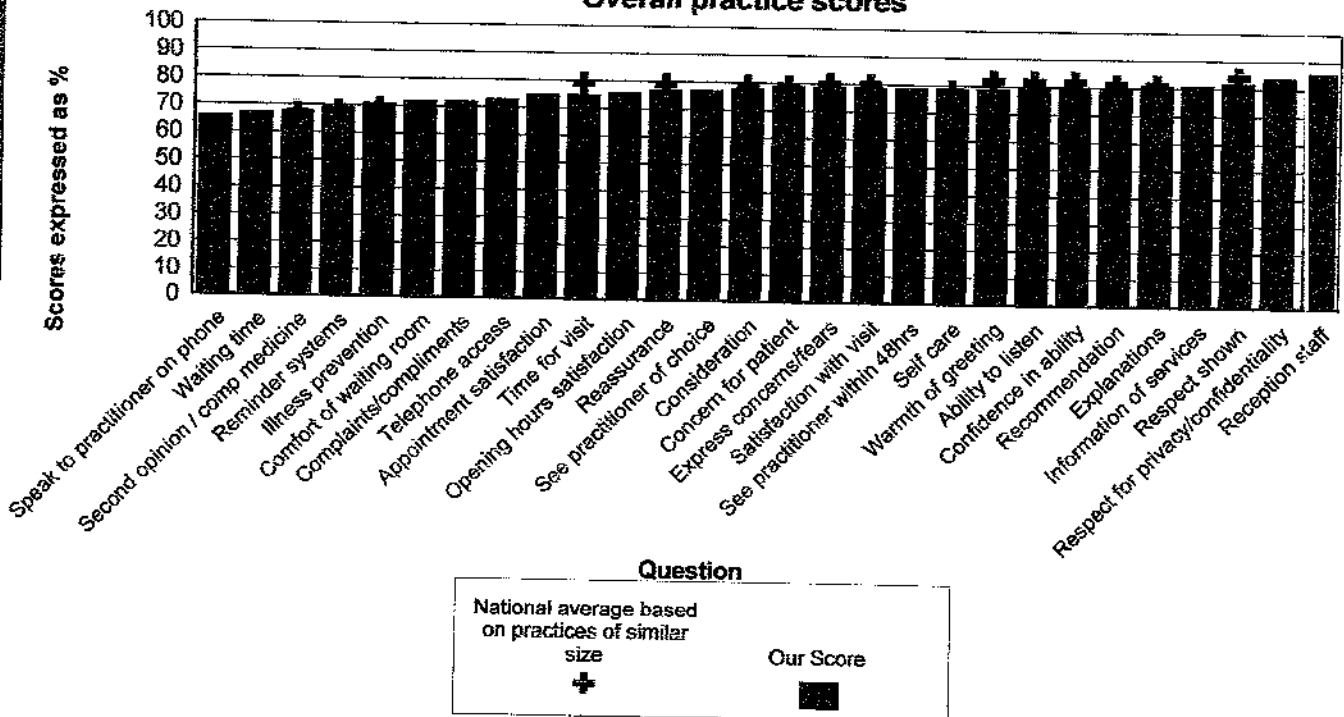
Thank you for your participation in this survey

Patient Experience Survey Results 2014/2015  
Dr Bradbury Surgery



## "Striving towards excellence"

Overall practice scores



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



## 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	0	7	27	43	45	2
Q2 Telephone access	3	6	33	36	43	3
Q3 Appointment satisfaction	1	9	24	42	45	3
Q4 See practitioner within 48hrs	2	5	24	29	59	5
Q5 See practitioner of choice	3	6	20	35	52	8
Q6 Speak to practitioner on phone	3	11	30	31	24	25
Q7 Comfort of waiting room	3	9	27	44	39	2
Q8 Waiting time	3	12	29	50	24	6
Q9 Satisfaction with visit	4	6	19	29	63	3
Q10 Warmth of greeting	5	8	12	34	64	1
Q11 Ability to listen	6	4	13	35	61	5
Q12 Explanations	3	5	15	35	61	5
Q13 Reassurance	4	7	15	40	52	6
Q14 Confidence in ability	3	7	14	37	61	2
Q15 Express concerns/fears	6	1	19	35	59	4
Q16 Respect shown	2	5	17	33	65	2
Q17 Time for visit	5	5	22	37	48	7
Q18 Consideration	3	6	15	40	50	10
Q19 Concern for patient	2	7	14	40	51	10
Q20 Self care	2	7	15	38	53	9
Q21 Recommendation	5	4	14	31	62	8
Q22 Reception staff	1	1	14	33	75	0
Q23 Respect for privacy/confidentiality	2	2	13	40	65	2
Q24 Information of services	1	6	16	35	59	7
Q25 Complaints/compliments	0	8	31	30	34	21
Q26 Illness prevention	2	8	30	39	34	11
Q27 Reminder systems	2	8	34	30	36	14
Q28 Second opinion / comp medicine	2	7	32	23	26	34

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

## Your patient feedback

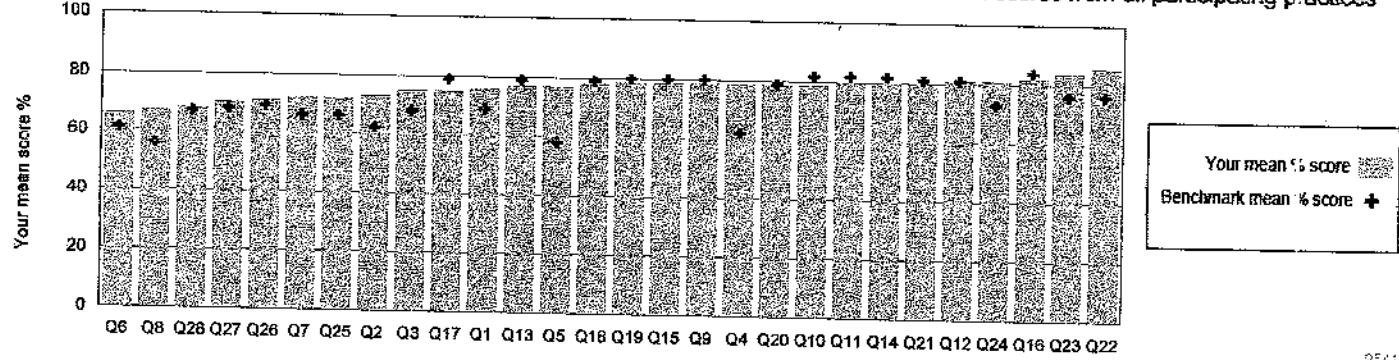
Table 2: Your mean percentage scores and benchmarks from all participating practices

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

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

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



## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (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		69	50	65	69	73	88
Q2 Telephone access		65	29	58	66	73	86
Q3 Appointment satisfaction		69	45	64	70	75	89
Q4 See practitioner within 48hrs		63	31	55	63	71	89
Q5 See practitioner of choice		59	32	51	60	66	87
Q6 Speak to practitioner on phone	66	61	35	55	61	68	86
Q7 Comfort of waiting room		66	42	60	66	72	86
Q8 Waiting time		55	26	49	56	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	79	80	59	76	81	85	93
Q10 Warmth of greeting	79	82	62	78	83	87	94
Q11 Ability to listen	80	82	61	78	83	87	94
Q12 Explanations	81	81	61	77	81	86	92
Q13 Reassurance	77	79	59	75	80	84	92
Q14 Confidence in ability	80	82	62	78	83	87	93
Q15 Express concerns/fears	79	80	59	76	81	85	92
Q16 Respect shown	82	84	64	80	85	88	94
Q17 Time for visit	75	79	56	75	80	84	91
Q18 Consideration	78	79	58	75	80	84	91
Q19 Concern for patient	79	79	57	75	80	84	91
Q20 Self care	79	78	58	74	79	84	90
Q21 Recommendation	80	81	59	77	82	86	92
<b>About the staff</b>							
Q22 Reception staff		77	58	73	78	81	91
Q23 Respect for privacy/confidentiality		76	58	73	77	80	91
Q24 Information of services		73	55	69	74	77	90
<b>Finally</b>							
Q25 Complaints/compliments		66	43	62	68	71	85
Q26 Illness prevention	71	69	47	65	70	73	87
Q27 Reminder systems	70	68	44	64	69	73	86
Q28 Second opinion / comp medicine	68	67	45	63	68	72	86
Overall score	77	73	53	70	74	78	88

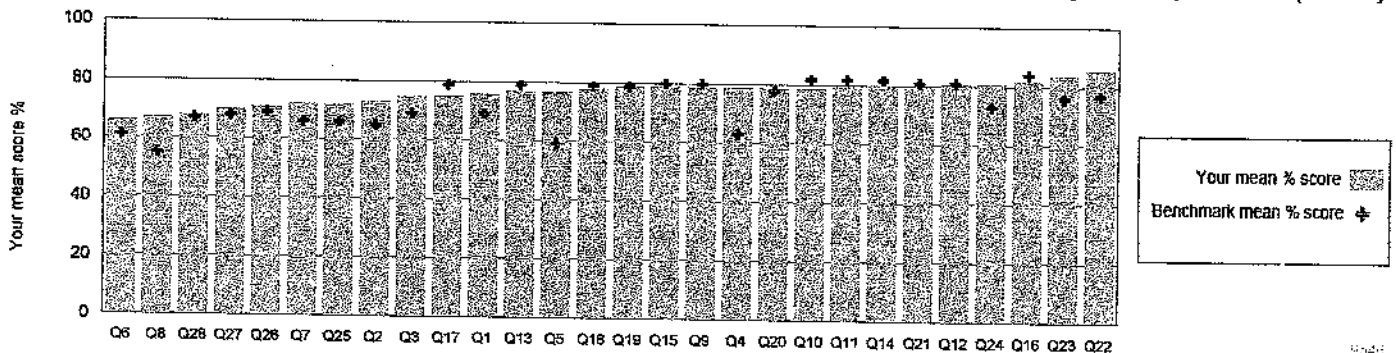
Your mean score for this question falls in the highest 25% of all means  
 Your mean score for this question falls in the middle 50% of all means  
 Your mean score for this question falls in the lowest 25% of all means

\*Based on data from 184 practices carrying out 263 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 (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	6	72	71	46	65	71	76	90
25 - 59	60	73	73	52	68	74	78	87
60 +	51	83	75	51	72	76	79	89
Blank	7	69	71	39	66	72	76	100
<b>Gender</b>								
Female	76	76	73	53	70	74	78	89
Male	40	79	74	52	70	75	79	87
Blank	8	72	72	44	66	72	78	98
<b>Visit usual practitioner</b>								
Yes	92	78	75	57	72	76	80	90
No	18	67	70	48	65	70	75	88
Blank	14	78	72	48	67	72	77	93
<b>Years attending</b>								
< 5 years	16	63	73	52	68	73	78	94
5 - 10 years	21	80	72	52	68	74	78	87
> 10 years	77	79	74	53	71	75	78	91
Blank	10	78	71	43	66	71	78	92

\*Based on data from 184 practices carrying out 263 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.

Page 4

## Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	23/01/2014	12/11/2012	10/10/2011
Q1 Opening hours satisfaction	76	77	83	78
Q2 Telephone access	73	73	74	74
Q3 Appointment satisfaction	75	78	80	78
Q4 See practitioner within 48hrs	79	86	86	84
Q5 See practitioner of choice	77	83	86	80
Q6 Speak to practitioner on phone	66	66	69	68
Q7 Comfort of waiting room	72	73	81	62
Q8 Waiting time	67	71	74	65
Q9 Satisfaction with visit	79	83	86	84
Q10 Warmth of greeting	79	84	88	85
Q11 Ability to listen	80	83	84	81
Q12 Explanations	81	82	83	82
Q13 Reassurance	77	82	81	82
Q14 Confidence in ability	80	85	86	86
Q15 Express concerns/fears	79	82	81	80
Q16 Respect shown	82	85	85	88
Q17 Time for visit	75	79	78	79
Q18 Consideration	78	80	82	80
Q19 Concern for patient	79	80	82	82
Q20 Self care	79	80	81	80
Q21 Recommendation	80	85	84	84
Q22 Reception staff	86	86	89	86
Q23 Respect for privacy/confidentiality	84	81	83	82
Q24 Information of services	81	80	84	80
Q25 Complaints/compliments	72	72	78	74
Q26 illness prevention	71	71	76	77
Q27 Reminder systems	70	72	79	77
Q28 Second opinion / comp medicine	68	72	78	75
Overall score	77	79	82	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?

- Nurse far better than one doctor. More time given - is excellent.
- Newspaper/magazines in waiting room. Used to have opportunity to watch news on TV. Waiting area is open at reception but I expect that private area could be offered for discussion if required.
- Very good service given always.
- Provision of reading material/magazines etc. in the waiting area. Reorganise the 'samples' procedure when requested by the doctor at time of visit. It is demeaning to have to walk back into the waiting area to hand the specimen into reception, particularly in full view of other patients.
- More appointments outside normal working hours. Blood tests/ear syringing only seems to be done on certain days which can mean a long wait for a simple procedure. Reception area is too open and lacks any privacy. Seating arrangements can make it difficult to move past others when surgery is busy.
- More doctors with more time.
- The administration staff are excellent, but better communication between self, admin and doctors.
- With the number of residents in the village, I think it would be good if it was open on a Thursday.
- Magazines, books for children, the walk in surgery sometimes has a long wait and there are no toys or reading materials available for adults or children. Some days offering earlier to later walk in times would be good, especially on evening walk ins.
- Excellent service every time! Very lucky to have this.
- Q7 - offer magazines/TV/drinks vendor.
- 'Well Woman' checks? Not sure if this is provided or not? More routine screening for a range of illnesses/cancer/health conditions.
- Open surgery 4-6 in afternoon. Saturday mornings.
- Replace phone service with one that accepts redial.
- It would be useful and reassuring if there was a consistency in the doctors, rather than the turnover being so high, it is alarming how many doctors have left this surgery in the recent months.
- Well woman/man assessments.
- No idea.
- Open at the weekends.
- Fantastic. If you are thinking of closing this practice, you will be making a grave mistake.
- The mental health support could be drastically improved.
- If it works well enough, don't try fixing it.
- I was communicated with by a note on my prescription. I didn't see it and it led to big problems. Why not text or email or letter? Shows more respect. Many problems - keep repeating - no interest in addressing them. A senior member of staff has been extremely rude and shows no respect. They should not be dealing with patients. They could at least pretend to listen. I doubt they want feedback. They bully. I will change practice.
- No organisation is perfect - all can improve, but overall I can think of nothing in particular as room for improvement.
- Get a phone service that accepts repeat answering (redial) it's difficult to hang on until your line becomes free sometimes, in an emergency this could prove a real problem.
- The so-called music in the waiting area is irritating and not necessary! Otherwise Eccleston is very lucky to have such an efficient, friendly health centre.

## 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?

- Brilliant.
- Regular over 40's checks.
- All willing and help very good.
- Needs to sit and listen without immediately jumping to conclusion.
- Nurse is excellent in all ways. Doctor needs to listen to patients more, show empathy and understand that people may be anxious about their health. Be open to fact that patients may present several symptoms and not to be dismissive of them. Do not make the patient feel they are wasting your time. This leads to further anxiety and problems.
- More time.
- Nurse service is excellent. Doctor made to feel inconvenient on every visit.
- No, one doctor and two other practitioners are always very professional and have been great with my children.
- One practitioner is brilliant, friendly and always listens and shows warmth and respect.
- Make you feel more welcome and less rushed.
- One doctor in particular needs to work on their bedside manner and listen to what the patient is saying without giving the impression that they haven't got time to give and that they can't be bothered. They are very abrupt and off-putting.
- One doctor is often a little too blunt and you feel you are wasting her time. She often asks 'what do you want me to do?'.
- My assessment was based not on all doctors. Some are great and really listen. Some treat you as though you are wasting time.
- All are fantastic.
- Can first class tickets to the Mediterranean be issued on prescription.
- They give an excellent service.

Handwritten 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 = 124

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	7	27	43	45	2

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

$$\frac{\begin{aligned} &(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) \\ &+ (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100) \end{aligned}}{\begin{aligned} &(\text{Total number of patient responses} - \text{number of blank/spoilt}) \end{aligned}} = \frac{(0 \times 0) + (7 \times 25) + (27 \times 50) + (43 \times 75) + (45 \times 100)}{(124 - 2)} = 9,250/122$$

Your mean percentage score for Q1 = 76%

## 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	76

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

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

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



PLEASE 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 your choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

Please turn over ↷



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

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

**About the staff**

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

**Finally**

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

Any comments about how this practice could improve its service?

Any comments about how the doctor/nurse could improve?

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

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



# *Certificate of Completion*

This is to certify that

**Dr Bradbury Surgery**  
Eccleston Health Centre  
Doctors Lane  
Chorley  
Lancashire  
PR7 5RA

**Practice List Size: 4200**  
**Surveys Completed: 124**

has completed the

## Improving Practice Questionnaire

Completed on 11 February 2015



**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.