

# *Certificate of Completion*

This is to certify that

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8235062  
SW1W 8NA

**Practice List Size: 2800**

**Surveys Completed: 78**

has completed the

**Improving Practice Questionnaire**  
Approved for the PE2 Quality Indicator of the GMS Contract

Completed on 20 March 2009



**Michael Greco**  
Director

**Private and Confidential**

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# Improving Practice Questionnaire Report

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March 2009



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20 March 2009

Dear Dr Shakarchi

Please find enclosed your practice report outlining 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. In addition, there is an authorised certificate of completion which you can show your PCO as evidence of the PE2 Quality indicator.

I hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with some basis for reflection. Also enclosed is material to help you with the PE6 Quality Indicator in the GMS contract. We would be grateful if you could consider returning a copy of these forms to the office. In order for us to improve our services, please could you complete and return the enclosed feedback form in the envelope provided.

The IPQ report has been updated in order to further improve the clarity of the feedback provided. As a result the ordering of the report has changed slightly from the previous version.

Please contact Matthew Taylor on 01392 252740 or [matthew.taylor@cfep.co.uk](mailto:matthew.taylor@cfep.co.uk) if you require further information about your report or would like electronic versions of the supporting documentation. If you have ordered a results poster, it will arrive within the next 15 days. Please note, a request for replacement results will attract a fee of £15 + VAT.

Yours sincerely



Helen Powell  
Data Manager

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Score Explanation

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Sample questionnaire

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Evaluation question ratings and scores

Table 1: Distribution and frequency of ratings

	Blank	Poor	Fair	Good	Very Good	Excellent
Q 1 Opening hours satisfaction	4	0	4	14	25	31
Q 2 Telephone access	1	0	1	11	33	32
Q 3 Appointment satisfaction	3	0	4	12	23	36
Q 4 See practitioner within 48hrs	4	1	3	11	35	24
Q 5 See practitioner of choice	4	0	3	13	24	34
Q 6 Speak to practitioner on phone	15	1	3	20	19	20
Q 7 Comfort of waiting room	3	1	7	20	27	20
Q 8 Waiting time	3	0	9	21	20	25
Q 9 Satisfaction with visit	1	0	1	3	31	42
Q 10 Warmth of greeting	5	0	1	3	28	41
Q 11 Ability to listen	1	0	1	5	24	47
Q 12 Explanations	1	0	1	6	28	42
Q 13 Reassurance	3	0	1	9	26	39
Q 14 Confidence in ability	3	0	2	1	28	44
Q 15 Express concerns	1	0	1	6	32	38
Q 16 Respect shown	2	0	1	6	21	48
Q 17 Time for visit	3	0	4	13	33	25
Q 18 Consideration	3	0	0	13	24	38
Q 19 Concern for patient	1	1	1	11	28	36
Q 20 Recommendation	3	0	2	7	24	42
Q 21 Reception staff	2	0	7	15	28	26
Q 22 Respect shown	3	0	4	13	28	30
Q 23 Information of services	10	0	2	16	22	28
Q 24 Complaints/compliments	9	1	3	19	30	16
Q 25 Illness prevention	7	0	4	16	26	25
Q 26 Reminder systems	9	0	2	20	27	20
Q 27 Second opinion / comp medicine	14	0	4	18	23	19

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

Evaluation question ratings and scores

Table 2: Mean percentage scores and benchmarks

	Your mean score (%)	National mean (%)*	National quartiles (%)*				
			Min	Q1	Q2 Median	Q3	Max
<b>About the practice</b>							
Q 1 Opening hours satisfaction	71	51	31	48	52	55	76
Q 2 Telephone access	75	46	8	44	51	57	83
Q 3 Appointment satisfaction	74	54	30	51	56	60	85
Q 4 See practitioner within 48hrs	68	48	16	44	50	57	87
Q 5 See practitioner of choice	73	41	11	39	45	51	84
Q 6 Speak to practitioner on phone	62	44	17	41	45	50	78
Q 7 Comfort of waiting room	59	52	24	49	54	58	80
Q 8 Waiting time	60	40	12	36	40	46	75
<b>About the practitioner</b>							
Q 9 Satisfaction with visit	83	71	47	68	72	75	89
Q 10 Warmth of greeting	83	73	49	70	74	77	90
Q 11 Ability to listen	84	74	49	71	75	78	90
Q 12 Explanations	81	72	48	69	72	76	88
Q 13 Reassurance	79	71	46	68	71	74	88
Q 14 Confidence in ability	84	75	50	72	75	78	90
Q 15 Express concerns	80	72	47	69	72	75	88
Q 16 Respect shown	84	77	53	74	77	80	92
Q 17 Time for visit	68	63	40	60	63	67	82
Q 18 Consideration	78	69	45	66	69	73	87
Q 19 Concern for patient	75	70	46	67	71	74	87
Q 20 Recommendation	80	73	47	70	74	77	90
<b>About the staff</b>							
Q 21 Reception staff	65	65	45	64	67	71	89
Q 22 Respect shown	71	64	46	63	66	70	88
Q 23 Information of services	71	61	42	59	62	66	85
<b>Finally</b>							
Q 24 Complaints/compliments	61	52	33	49	53	56	77
Q 25 Illness prevention	67	57	40	55	57	61	80
Q 26 Reminder systems	65	54	36	52	55	59	80
Q 27 Second opinion / comp medicine	63	54	37	52	55	58	79
<b>Overall</b>							
Overall Score	73	61	42	59	62	65	83

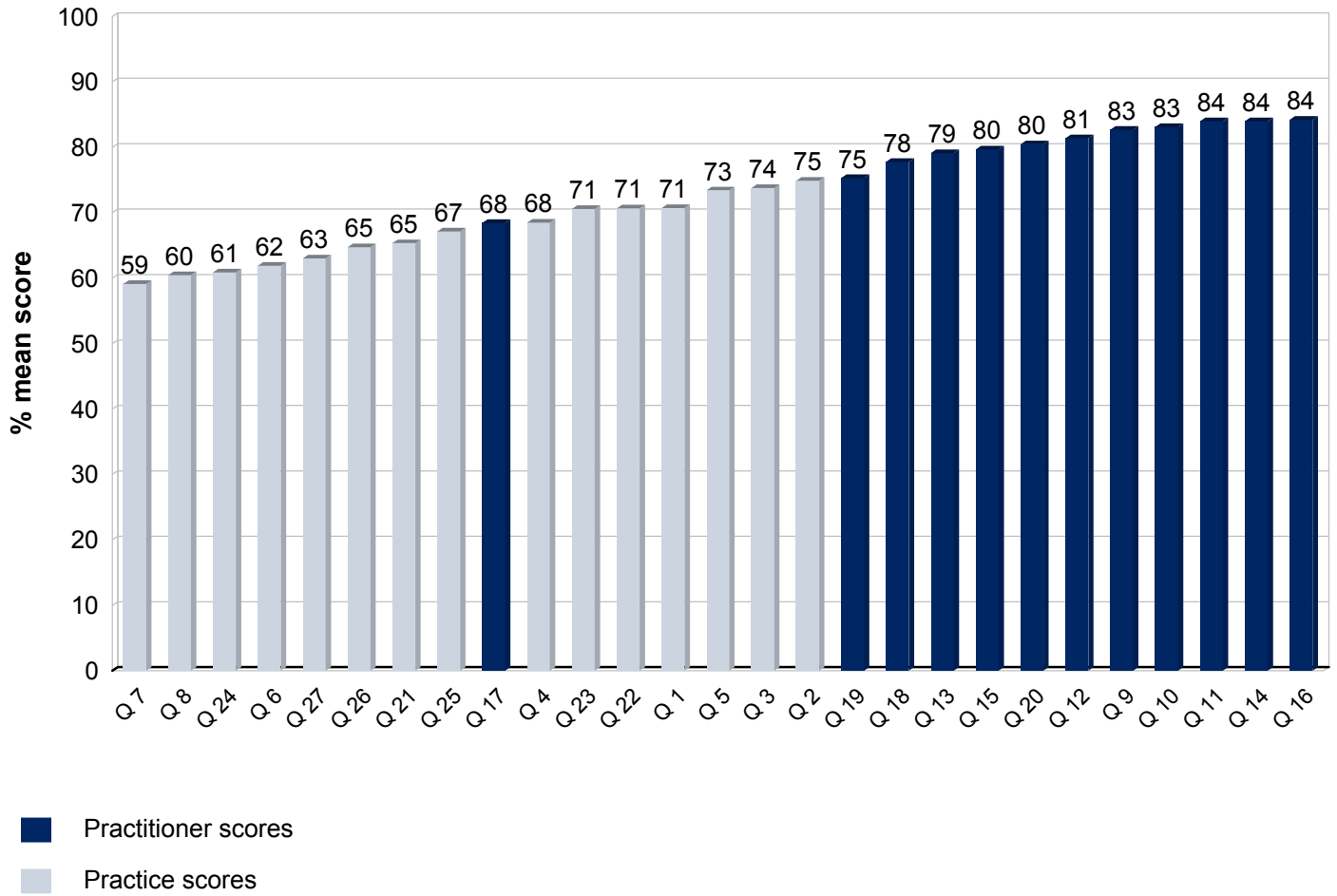
\* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

See score explanation for percentage score calculation and quartile information

Outliers (+/-1%) have been removed

Evaluation question ratings and scores

Graph 1: Mean percentage scores in ascending order of performance



Scores according to patient demographic category: age, gender, visit type and years attending

Table 3: Number of patient responses by category, mean scores and national benchmarks by list size

Number of Responses	Your mean score (%)	National mean scores (%) by practice list size				
		All practices	< 3000	3 - 6000	6 - 12000	> 12000

**Age**

Age Group	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Under 25	3	61	58	62	58	57	56
25 - 59	51	75	59	65	61	59	56
60 +	18	76	66	71	68	65	63
Not specified	6	-	-	-	-	-	-

**Gender**

Gender	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Female	37	68	60	66	62	60	58
Male	33	80	63	68	65	62	60
Not specified	8	-	-	-	-	-	-

**Visit Usual Practitioner**

Visit Usual Practitioner	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Usual practitioner	69	72	64	68	65	64	62
Not usual practitioner	3	95	55	61	57	55	54
Not specified	6	-	-	-	-	-	-

**Years Attending**

Years Attending	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
< 5 years	22	70	61	65	62	60	59
5 - 10 years	23	74	60	66	62	59	57
> 10 years	27	75	62	68	64	61	59
Not specified	6	-	-	-	-	-	-

**Overall**

Overall Score	Number of Responses	Your mean score (%)	All practices	< 3000	3 - 6000	6 - 12000	> 12000
Overall Score	78	73	61	66	63	61	58

\* Based on data from more than 3000 practices surveyed between 01-April-2007 and 31-March-2008 with 40 or more responses

-- If there is only one response in any category for anonymity breakdown of scores is not reported

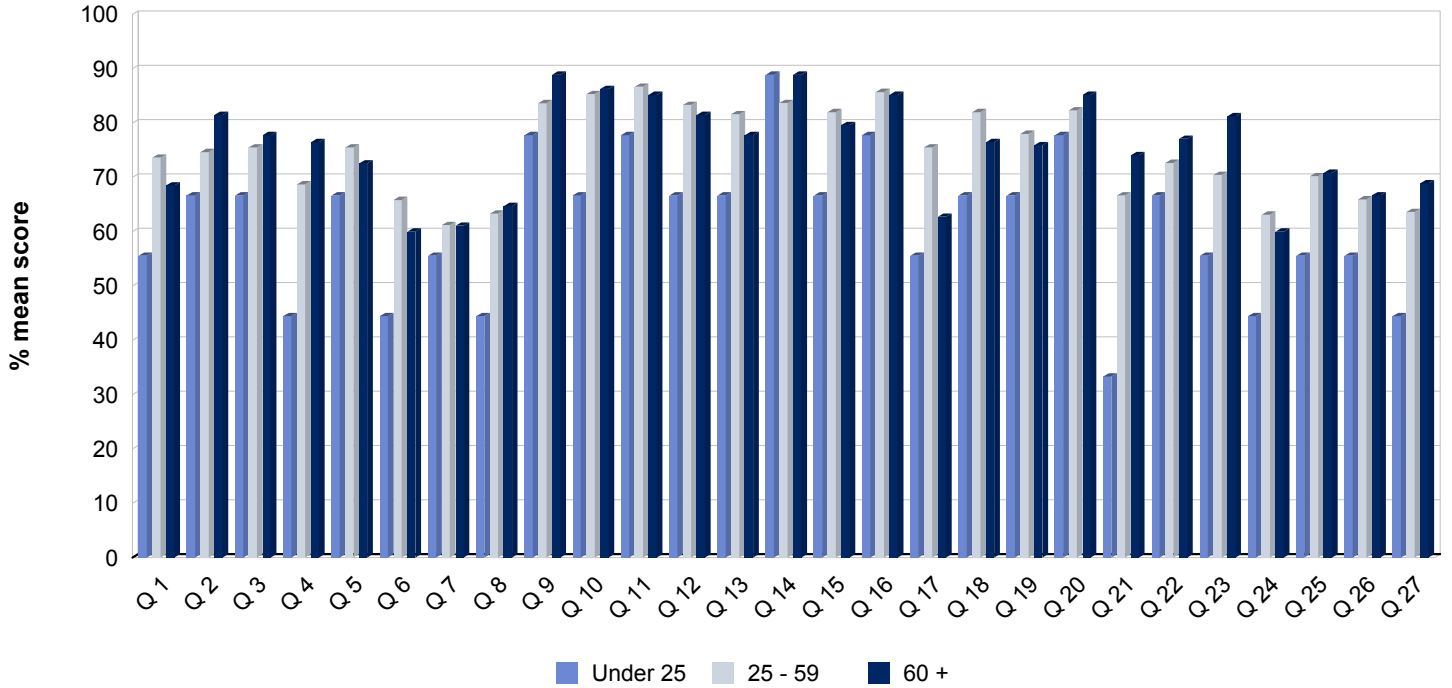
- Data not reported

Statistical reliability cannot be guaranteed for small numbers but act as a guide

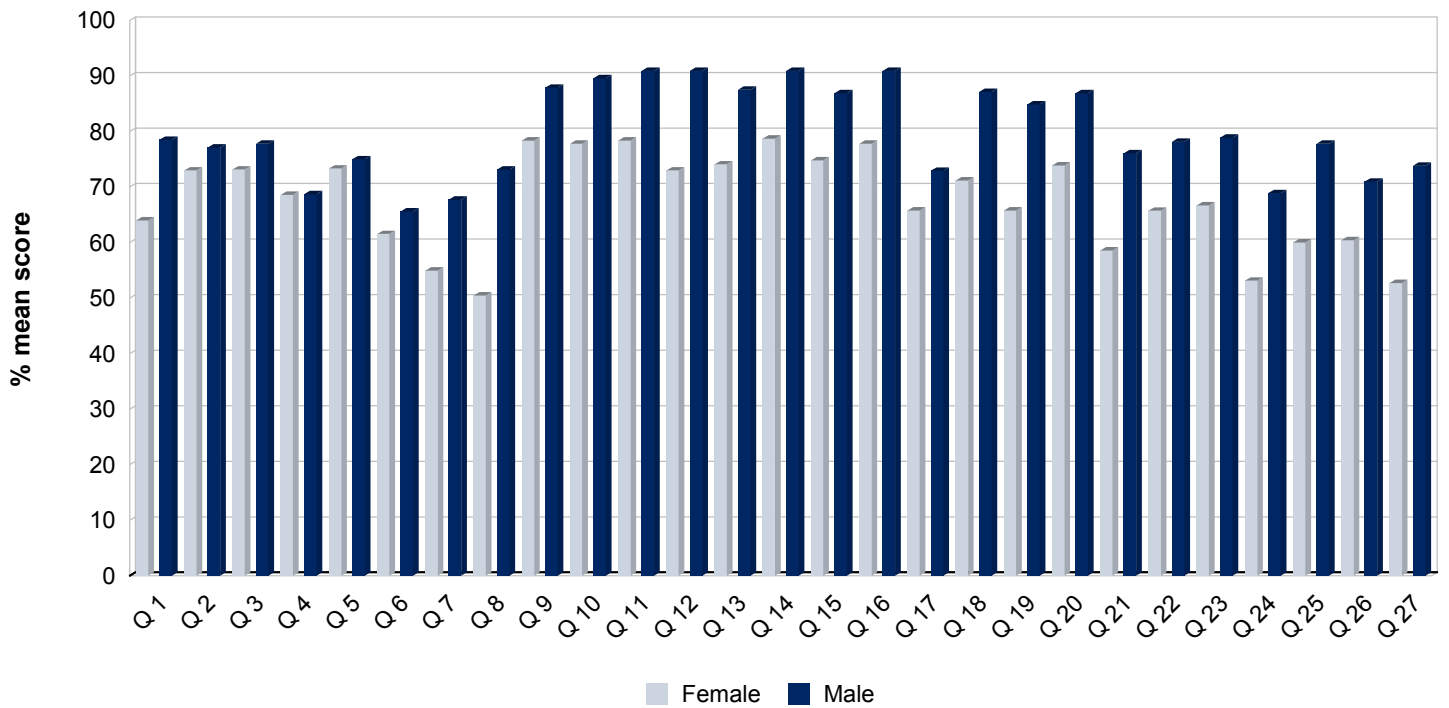
## Scores according to patient demographic category: age, gender, visit type and years attending

Graphs: 2,3,4 & 5 Mean percentage score by question for each demographic category

Graph 2: Age



Graph 3: Gender

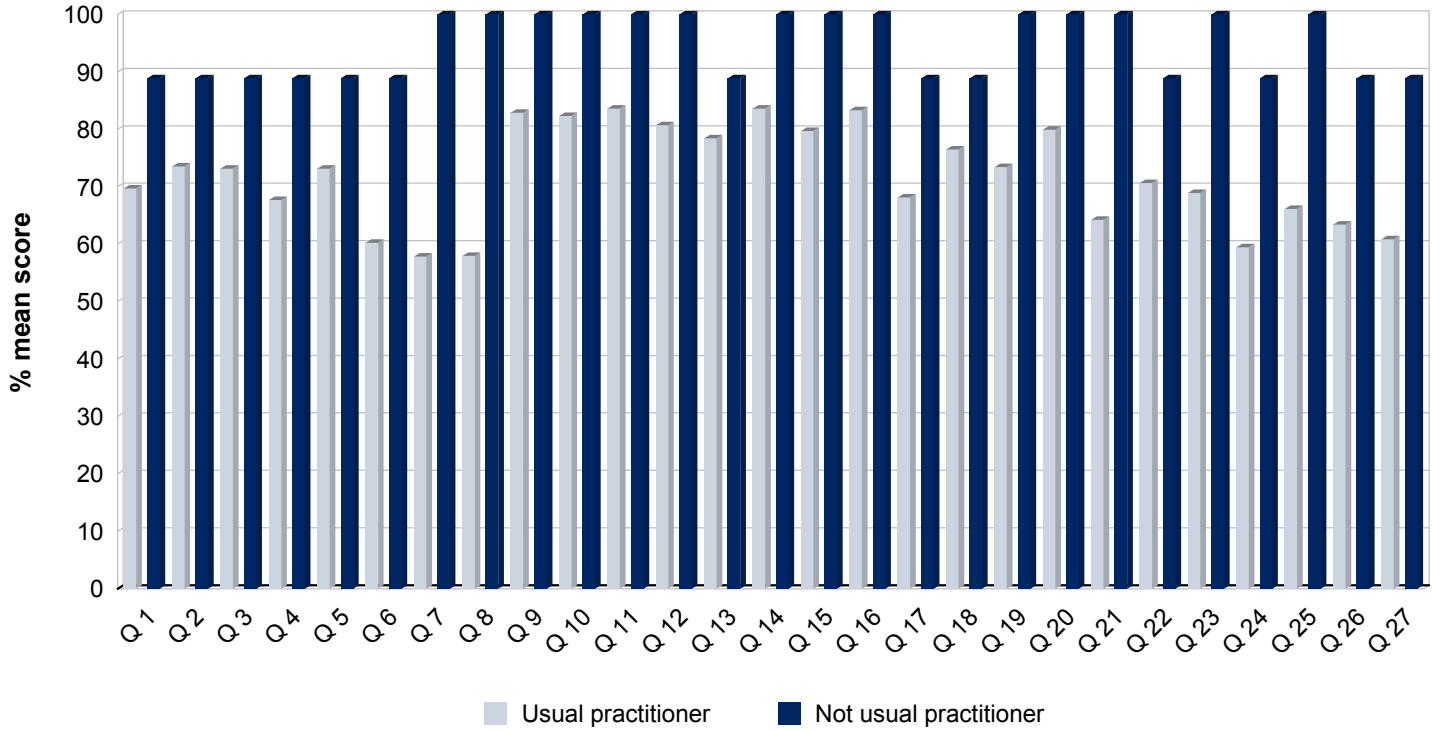


Statistical reliability cannot be guaranteed for small numbers but act as a guide

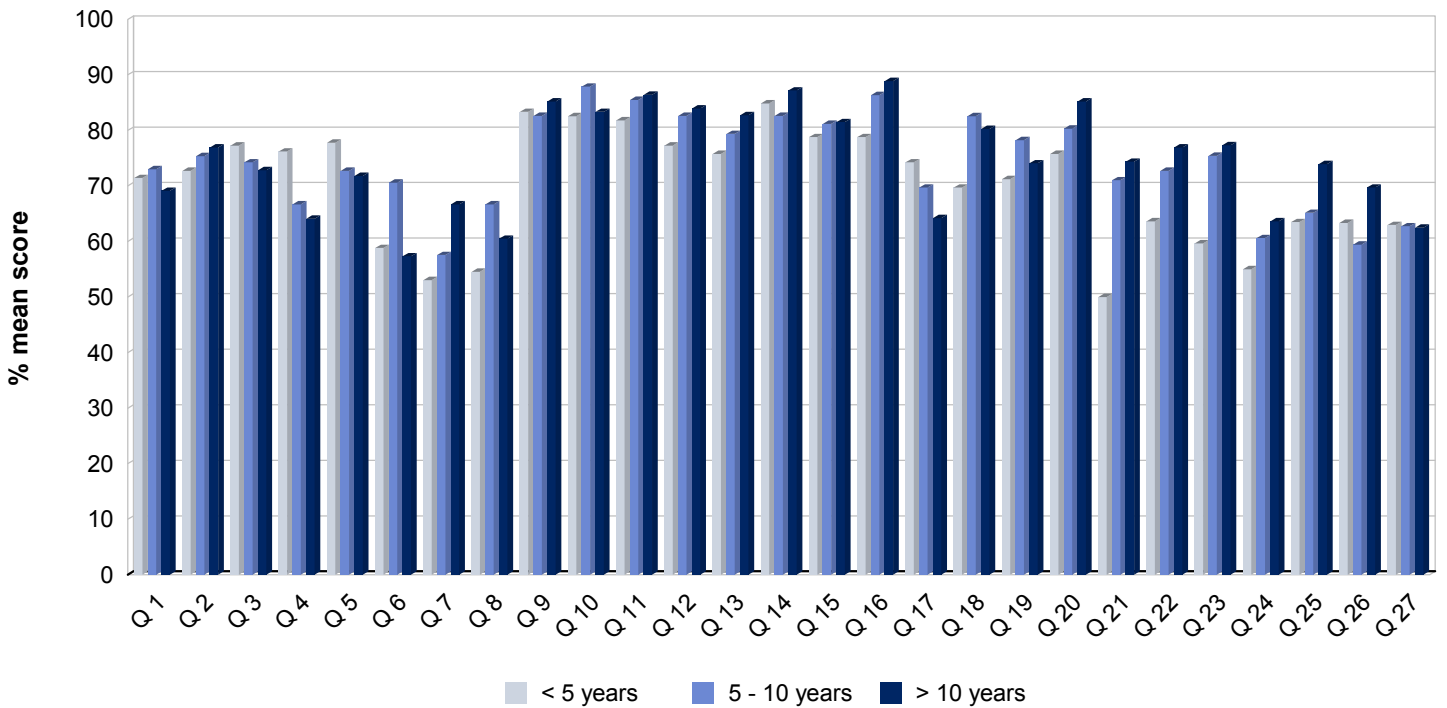
If there is only one response in any category for anonymity breakdown of scores is not reported

Scores according to patient demographic category: age, gender, visit type and years attending

Graph 4: Visit usual practitioner



Graph 5: Years Attending



Statistical reliability cannot be guaranteed for small numbers but act as a guide  
 If there is only one response in any category for anonymity breakdown of scores is not reported

Scores from previous IPQ survey(s)

Table 4: Comparison of mean percentage scores from previous survey(s)

	<b>03/11/08 26829</b>	<b>11/01/08 23291</b>	<b>10/01/07 18793</b>	<b>21/11/05 14178</b>
Q 1 Opening hours satisfaction	71	54	61	61
Q 2 Telephone access	75	60	69	69
Q 3 Appointment satisfaction	74	59	62	66
Q 4 See practitioner within 48hrs	68	49	55	58
Q 5 See practitioner of choice	73	54	54	55
Q 6 Speak to practitioner on phone	62	38	36	38
Q 7 Comfort of waiting room	59	46	47	53
Q 8 Waiting time	60	38	43	36
Q 9 Satisfaction with visit	83	63	64	69
Q 10 Warmth of greeting	83	64	63	69
Q 11 Ability to listen	84	61	66	67
Q 12 Explanations	81	61	66	68
Q 13 Reassurance	79	60	62	66
Q 14 Confidence in ability	84	67	69	70
Q 15 Express concerns	80	60	63	64
Q 16 Respect shown	84	66	68	69
Q 17 Time for visit	68	52	55	59
Q 18 Consideration	78	59	62	64
Q 19 Concern for patient	75	58	62	65
Q 20 Recommendation	80	62	64	68
Q 21 Reception staff	65	63	63	64
Q 22 Respect shown	71	63	65	66
Q 23 Information of services	71	58	54	56
Q 24 Complaints/compliments	61	48	51	51
Q 25 Illness prevention	67	52	56	55
Q 26 Reminder systems	65	48	50	51
Q 27 Second opinion / comp medicine	63	48	50	52
Overall	73	56	59	61

**Patient comments**

From the free text component of the questionnaire categorised according to age, gender and visit type

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

**Practice comment**

**Usual practitioner**

25 - 59	Female	The reception staff should be more friendly.
25 - 59	Female	Telephone manner of reception staff, can come accross as brisk and dismissive at times, though not emails, but the information they give is excellent.
25 - 59	Female	It is very well directed and always take into account patient priority, their consideration, also their improvement in treatment.
25 - 59	Female	To improve the surgery, I would prefer an Arabic speaker to work at the reception of the surgery to make it easy for me to book appointments as I don't speak English.
25 - 59	Female	One of the receptionists is rather abrupt and unfriendly.
25 - 59	Female	Modernise the premises.
25 - 59	Female	Carry on. Be more helpful.
25 - 59	Female	More than one day for baby clinic. Ideally more slots on other days.
-	-	Very impressed with being able to get an appointment at short notice on a Monday morning. Reception staff could have given a friendlier 'good morning'.
25 - 59	Not specified	Good.
25 - 59	Not specified	Needs refurbishment.
-	-	The service is excellent.
60 +	Male	I only wish there was harmony between the GPs at this surgery. Both are very good GPs.
60 +	Male	Couldn't be better.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

**Doctor/nurse comment**

**Usual practitioner**

25 - 59	Female	The practice is very efficient and helpful.
25 - 59	Female	Sometimes I feel by the way they respond to some of my requests that they would rather that I be able to pay.
25 - 59	Female	The doctor has nothing to improve, they are excellent and knows exactly what they are doing. The best for the patient. Well done doctor.
-	-	Good.
60 +	Female	Very good.
60 +	Female	They are very good.
60 +	Female	The nurse is ill-tempered.
-	-	Very satisfactory.
-	-	The doctor is superb. That's all I can say!

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

## Supporting documents : Score Explanation

Each individual score for the evaluation questions in the IPQ is expressed as a mean (average) for all patients who completed the question. These scores are expressed as a percentage of the maximum possible score, so the best possible score in each case is 100%. Not specified responses (items left blank) are not used in the score calculations. The overall score is the mean percentage score of all 27 questions for all patients who completed the questionnaire.

All questions follow a five point rating scale ranging from -33.3333% to 100%.

	Poor	Fair	Good	Very Good	Excellent	Not Specified
Percentage Score (%)	-33.3333	0	33.3333	66.6667	100	n/a

The following example uses data from your question 1

Number of Patients Surveyed:78

Questions	Rating					
	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q 1 Opening hours satisfaction	0	4	14	25	31	4

$$(0 \times -33.3333) + (4 \times 0) + (14 \times 33.3333) + (25 \times 66.6667) + (31 \times 100)$$

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$$78 - 4$$

=71% mean percentage score

## Explanation of Quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents  $\frac{1}{4}$  of the sampled population.

Quartiles are a useful measure of the dispersion of a statistical distribution because they are not affected by freak extreme values.

They comprise:

**First quartile** (designated **Q1**) = lower quartile, below which lies the lowest 25% of the data

**Second quartile** (designated **Q2**) = the median, cuts the data set in half

**Third quartile** (designated **Q3**) = upper quartile, above which lies the top 25%.

	Your mean score (%)
Q 1 Opening hours satisfaction	71

National means and quartiles (%)					
National mean	Min 0	Q1 25%	Q2 50%	Q3 75%	Max 100%
51	31	48	52	55	76

Based on our most current national benchmarks, your mean score of 71% falls between quartile 3 and the maximum which is in the highest 25% of all means

## Interpersonal Skills Ready Reckoner

This table is an easy checklist to help focus your communication skills training on areas measured by the IPQ (Qs 10-19) patient questionnaire.

Once you have taken time to read and reflect on the patient feedback in your report, identify areas on which you can improve. Refer to the table below to find those areas and work your way across it to see the skills you can focus on to improve your performance.

		Communication Skills													
IPQ Interpersonal Skill Items		Your % mean	Eye Contact	Agenda Setting	Common Language	Ask before tell	How does that fit with...?	Attributions and expectations	Empathy	What concerns you most	Interruptions	Touch and join	Names	Personal Information	Voice tone
C/F	Q 10 Warmth of greeting	83	●										●		●
C/F	Q 11 Ability to listen	84		●					●		●				
P	Q 12 Explanations	81			●	●		●							
E	Q 13 Reassurance	79							●	●				●	
P	Q 14 Confidence in ability	84				●	●							●	
E	Q 15 Express concerns	80				●				●		●			
C/F	Q 16 Respect shown	84	●								●				●
C/F	Q 17 Time for visit	68	●	●									●		
P	Q 18 Consideration	78				●	●	●							
E	Q 19 Concern for patient	75							●				●	●	

C/F=connect/friendliness

P=partnership

E=empathy

Please contact us for further information on our communication skills workshops  
**01392 252740 - enquires@cfep.co.uk - www.cfep.co.uk**

**Communication Skills Descriptors****Eye contact, etc.**

When greeting the patient, make eye contact, smile, shake hands, position height to align your eyes at the same level as patient's, remove barriers, greet the patient's companion and learn their name and role.

**Agenda setting**

Acknowledge the reason for the visit given to staff, "What were you hoping to accomplish at this visit today?", "And what else?", summarise patients' concerns, ask patient to prioritise, "What is the one thing you want to make sure happens before you leave here today?" Doctor explains her priorities and suggests a shared agenda.

**Common language**

Avoid technical terms, use language most patients will understand, use drawings, write down instructions.

**Ask before tell**

When you have information to give a patient, ask him, "What have you learned so far about lower back pain? What have you already tried? What do you want to learn from me about this?" Before giving a patient advice or information about a disease or treatment, ask his permission, "I have a number of things I'd like to go over with you about the surgery we are considering. Would you have a few more minutes to go over that with me today?"

**How does that fit with...?**

When giving a patient information about a diagnosis, prognosis, or treatment plan, pause to get her thoughts by asking, "How does that fit with what you've been thinking?"

**Attributions and expectations**

When discussing symptoms, invite the patient to tell you what he thinks might be causing it. Ask about other people in the patient's life. "When you go home tonight, who will ask you, 'What did the doctor say? What are they concerned about?'" Ask the patient what he thinks should be done to diagnose or treat the problem.

**Empathy**

Identify feeling, label it, express concern.

**What concerns you the most?**

Elicit the patient's worries about symptom/disease, "Since you rang the surgery last week to make this appointment, I imagine you've done some thinking about what this pain in your arm might be. What thoughts have concerned you the most?"

**Interruptions**

Allow the patient to finish her opening statement, after you've asked her to tell you what she hopes to accomplish at the consultation.

**Touch and join**

When the patient brings up concerns, especially non-medical, empathise with the concern, and then bridge back to the patient's priority items on the agenda you previously set.

**Names**

Use the patient's name when greeting, and throughout the consultation, as appropriate. Start with his formal name and ask the patient, "How would you prefer to be addressed?" If the patient has a name which you have difficulty pronouncing, acknowledge that difficulty and invite the patient to teach you how to pronounce his name properly.

**Personal information**

At each visit, invite the patient to tell you about something non-medical in her life. Do not ask about weather or parking. Make a note in your record of the visit. Review the previous visit note before seeing the patient. Mention that personal item at the next visit. "I recall you were taking your grandchildren for a holiday at the seaside. How did that go?"

**Voice tone**

Tone of voice communicates as much as or more information as the words we use. Make sure your tone of voice is warm, welcoming, and congruent with your words.

Please contact us for further information on our communication skills workshops  
**01392 252740 - enquires@cfep.co.uk - www.cfep.co.uk**

# Improving Practice Questionnaire

0003C

000000-00000

Doctors Name

OFFICE USE ONLY	Org ID
	Survey ID
	Doctor ID

## You can help this general practice improve its service

- The practice and the doctors at this surgery would welcome your honest feedback
- Please read and complete this survey after you have seen the doctor
- 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 48/24 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 (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor is...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor'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'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'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 was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor's ability is...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor 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 was...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶

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

	Poor	Fair	Good	Very good	Excellent
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"/>
18 This doctor'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'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 recommendation I would give to my friends about this doctor 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
21 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"/>
22 Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23 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
24 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"/>
25 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"/>
26 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"/>
27 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** 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 doctor?</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>	<p>What is the first part of your postcode (e.g. EX12 3)?</p> <p><input type="text"/></p>
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**Thank you for your time and assistance**