

Your patient feedback

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank
Q1 Opening hours satisfaction	1	12	93	83	47	8
Q2 Telephone access	40	66	68	37	28	5
Q3 Appointment satisfaction	10	27	86	67	45	9
Q4 See practitioner within 48hrs	39	73	66	29	27	10
Q5 See practitioner of choice	54	74	61	28	18	9
Q6 Speak to practitioner on phone	24	55	79	30	10	46
Q7 Comfort of waiting room	0	22	78	87	48	9
Q8 Waiting time	6	42	99	61	20	16
Q9 Satisfaction with visit	1	0	48	81	93	21
Q10 Warmth of greeting	0	2	37	77	108	20
Q11 Ability to listen	1	0	34	71	115	23
Q12 Explanations	1	3	42	67	111	20
Q13 Reassurance	0	3	45	77	103	16
Q14 Confidence in ability	0	2	37	71	116	18
Q15 Express concerns/fears	1	1	40	77	111	14
Q16 Respect shown	0	2	28	69	126	19
Q17 Time for visit	1	8	44	74	101	16
Q18 Consideration	0	4	48	74	96	22
Q19 Concern for patient	0	3	44	73	104	20
Q20 Self care	1	2	47	74	95	25
Q21 Recommendation	1	2	35	65	117	24
Q22 Reception staff	1	3	64	87	84	5
Q23 Respect shown	2	6	73	70	80	13
Q24 Information of services	5	18	74	67	63	17
Q25 Complaints/compliments	4	19	93	57	32	39
Q26 Illness prevention	1	14	84	72	53	20
Q27 Reminder systems	7	31	67	72	47	20
Q28 Second opinion / comp medicine	2	14	76	55	34	63

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

Your patient feedback

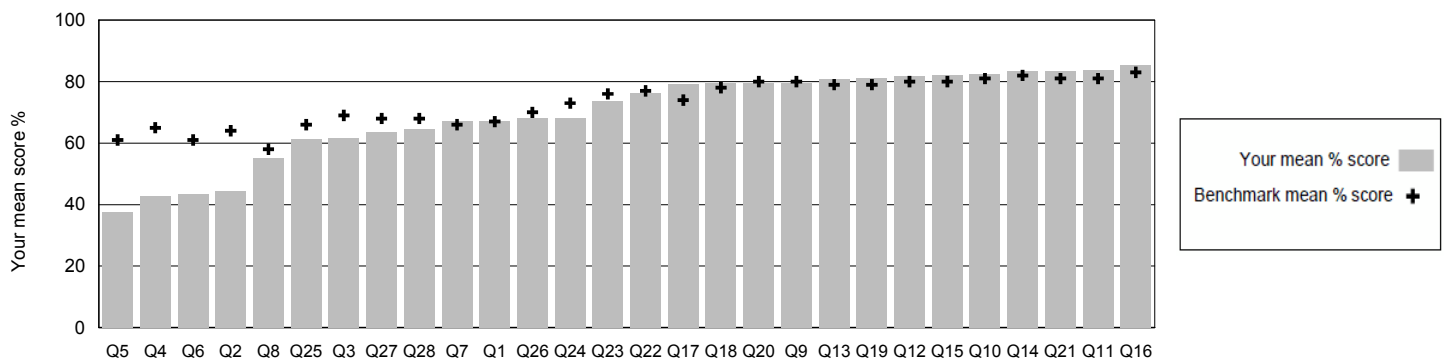
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	44	62	66	71	99
Q2 Telephone access	44	64	24	56	64	72	99
Q3 Appointment satisfaction	62	69	37	64	69	74	99
Q4 See practitioner within 48hrs	43	65	25	57	65	72	99
Q5 See practitioner of choice	37	61	24	53	60	69	99
Q6 Speak to practitioner on phone	43	61	31	54	61	67	99
Q7 Comfort of waiting room	67	66	31	61	66	72	100
Q8 Waiting time	55	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	80	80	49	76	80	84	99
Q10 Warmth of greeting	82	81	50	78	82	86	99
Q11 Ability to listen	84	81	50	78	82	86	100
Q12 Explanations	82	80	49	77	81	84	100
Q13 Reassurance	81	79	49	75	79	83	100
Q14 Confidence in ability	83	82	50	79	83	86	100
Q15 Express concerns/fears	82	80	50	76	80	84	100
Q16 Respect shown	85	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	84	81	46	77	81	85	100
About the staff							
Q22 Reception staff	76	77	40	72	76	81	99
Q23 Respect shown	74	76	45	72	76	80	100
Q24 Information of services	68	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	61	66	42	62	66	71	100
Q26 Illness prevention	68	70	46	66	69	73	100
Q27 Reminder systems	64	68	43	63	67	72	99
Q28 Second opinion / comp medicine	65	68	44	63	67	72	99
Overall score	70	73	46	69	73	77	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. 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

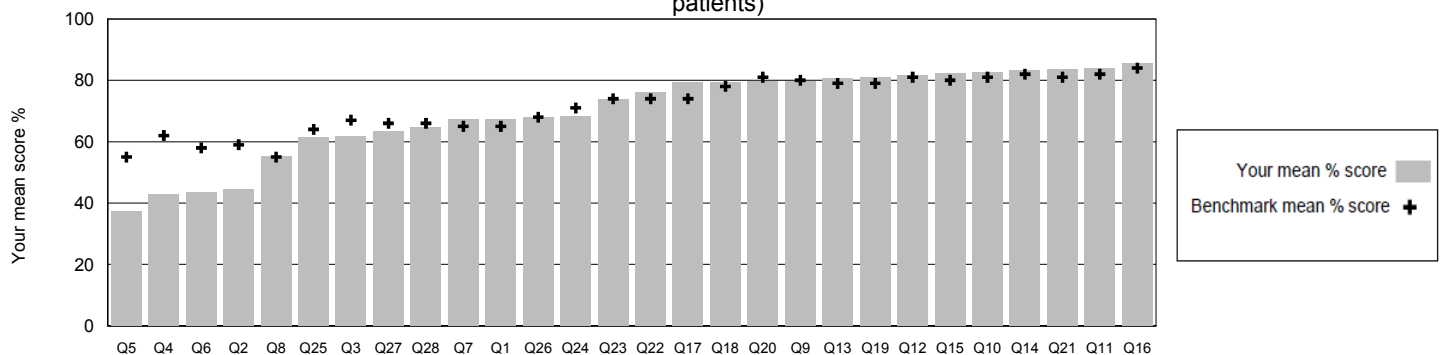
Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	65	50	62	66	69	94
Q2 Telephone access	44	59	31	53	61	67	93
Q3 Appointment satisfaction	62	67	49	62	67	71	92
Q4 See practitioner within 48hrs	43	62	38	56	62	68	90
Q5 See practitioner of choice	37	55	31	50	55	60	87
Q6 Speak to practitioner on phone	43	58	37	54	59	63	91
Q7 Comfort of waiting room	67	65	41	61	65	70	89
Q8 Waiting time	55	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	80	80	58	77	80	84	94
Q10 Warmth of greeting	82	81	60	78	82	85	93
Q11 Ability to listen	84	82	59	79	83	86	94
Q12 Explanations	82	81	57	77	81	85	93
Q13 Reassurance	81	79	58	76	80	83	92
Q14 Confidence in ability	83	82	59	80	83	86	93
Q15 Express concerns/fears	82	80	60	77	81	84	92
Q16 Respect shown	85	84	51	81	85	88	94
Q17 Time for visit	79	74	53	70	74	78	91
Q18 Consideration	80	78	57	75	78	82	93
Q19 Concern for patient	81	79	58	76	80	83	92
Q20 Self care	80	81	72	78	82	85	91
Q21 Recommendation	84	81	56	78	82	85	91
About the staff							
Q22 Reception staff	76	74	56	71	75	78	93
Q23 Respect shown	74	74	57	71	74	77	86
Q24 Information of services	68	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	61	64	50	61	64	68	94
Q26 Illness prevention	68	68	55	65	68	71	88
Q27 Reminder systems	64	66	51	63	66	69	91
Q28 Second opinion / comp medicine	65	66	48	63	66	69	94
Overall score	70	72	56	68	72	75	91

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 391 practices surveyed between April 2008 and February 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 (8001-10000 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 (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	22	74	70	51	66	70	74	91
25 - 59	113	70	71	56	67	71	74	91
60 +	87	68	74	55	72	75	78	93
Blank	22	74	70	45	65	71	75	90

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	134	69	71	55	68	72	75	91
Male	87	72	73	52	70	73	76	91
Blank	23	70	70	49	65	71	76	100

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	111	70	74	58	71	74	77	92
No	93	70	68	51	65	68	72	90
Blank	40	69	70	50	67	70	74	86

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	28	73	72	52	69	72	76	90
5 - 10 years	34	70	71	54	67	71	74	91
> 10 years	160	69	72	57	69	72	76	92
Blank	22	72	70	45	66	71	75	90

* Based on data from 391 practices surveyed between April 2008 and February 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

- Just the difficulty about getting an appointment.
- Make it easier to speak to a receptionist rather than automated system.
- Appointments can be a problem.
- Getting an appointment within 48 hours proves quite difficult.
- No it's excellent.
- Reading material please.
- Make it better to get an appointment.
- Appointment availability.
- Improve the system for booking appointments. If a doctor tells you to book a further appointment for 4 weeks you should be able to book immediately and not have to wait. Difficult to see the same doctor again.
- The practice is a very good practice. Could doctors however make more time to see their own patient when the patient needs to see the doctor who has dealt with them over an illness.
- Make it easier to see my own doctor who knows me better than complete strangers.
- Drop the appointment system of phone and online go back to telephone appointment because I had an appointment booked with the nurse, the system online wouldn't allow me to book an important (to me) appointment to see the doctor.
- I don't like the appointments over the phone by computer, they are always about 3 or more weeks away.
- Do something about the phone, everytime I try I just don't get anywhere, press key 1, 2, 3 etc presses drives me mad. Some of the reception staff have little sense.
- I have only just joined the practice and whilst unable to comment on some points, I am very impressed so far, especially with the on-line services.
- I have had numerous problems with my repeat prescription being delivered to the chemist. A member of your staff was particularly rude to the pharmacist when questioned.
- Results for tests - I believe should be looked at the moment they come in and reported to the patient whether negative or positive.
- Appointments have improved over the last few months as it was taking far too long to gain a routine appointment - non emergency.
- Just about getting used to the automatic telephone appointment system, but it is still difficult getting to see your preferred doctor at short notice.
- Appointments via telephone are not good, very frustrating.
- Not keen on the automated telephone appointment system.
- A better system for making routine appointments. The current system is worse than it used to be before all the electronic aids were available.
- I think the telephone system should be scrapped. Online system for booking appointments is good.
- I prefer to see one particular doctor but nearly always find it difficult to get an appointment with them so have to take 'pot luck' which does not provide the continuity I, or other patients, want.
- The process for repeat prescriptions is too long. A separate room would be nice for the reception area.
- Could support working people with late night appointments.
- The nurses need to allow more time, they always seem to be in a hurry.

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

- Did not get a reminder on my diabetic clinic one year on and being that I am a recently diagnosed diabetic I was unaware that I had to come every year for a check up.
- Service is great, receptionists are very polite. Waiting room could do with a slight facelift, the carpet is quite dirty.
- Results should be issued quicker and patient informed directly whether negative or positive result.
- Quicker appointments.
- Timings of appointments can sometimes be frustrating waiting around.
- More opportunity to see the doctor of your choice.
- Phone lines - more staff available to answer calls. I have found it quite hard to get an appointment with my doctor I have to ring back several times to check availability.
- More than one receptionist on desk at busy times!
- The automated phone booking service is really annoying it took me over over eight minutes to book at appointment.
- The telephone booking seems to be designed to avoid giving appointments. I phoned on Saturday and was offered an appointment for weeks in advance, yet I called on the Monday at lunchtime and was offered an appointment the next day when I spoke to the receptionist. I have only seen my own doctor once in the last two years and have never been offered a choice of my own doctor when booking.
- Newsletters to be available to be picked up at practice or sent to emails.
- By completely changing its appointment system i.e. when I phone for an appointment it would be great to get one, not be told none are available.
- Difficult to see the doctor of choice.
- No, it's very efficient.
- The appointment not being booked for 48 hours causes a problem and late night opening would help.
- Ability to make appointments in advance i.e. 1 week or more.
- Greater improvements of making telephone appointments is essential.
- Would like more time with the doctors, sometimes feel rushed.
- Telephones to speak to someone a little problematic as phone machine keep making you re-dial.
- Phoning for appointment is appalling I can't do it and have to walk in to book.
- Very pleased with the overall service.
- Generally very happy with the practice. I am new to the area and took a shot I the dark in choosing a practice, I feel I have been very lucky with my choice.
- Continue as per normal.
- Tea and snack machine would make money for the practice.
- Would be easier to get in touch on the phone for an appointment when you are ill and not a week later.
- The desk (reception) not very private, everyone can hear. Adopt holistic approach i.e. treat causes not just symptoms. I have not been sent for a general check up even though I have a heart condition.
- Increase in phone lines, or lines specifically dedicated to telephone booking and cancellations.

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

- This doctor is excellent.
- My doctor is the best!
- None at all, this doctor is an excellent and knowledgeable doctor. He explains things very clearly and has a wonderful personality!
- My doctor is excellent but it is very difficult to get an appointment to see him.
- None, very satisfied.
- Haven't been in the company of my doctor long enough to judge.
- Doctor was lovely and very kind. Everything was explained very well.
- Doctors are great! Keep up the great job.
- I'm comfortable with my doctors.
- This doctor is the doctor to see at this practice. He is polite and very very thorough, he never makes you feel as though you are wasting his time. He is an absolute credit to the practice.
- This doctor is the best I have ever seen. He has every quality an amazing doctor should have. His empathy and patience has been outstanding.
- None, full confidence in this doctor, he has helped me immensely this past year.
- No, my doctor was great.
- None, no improvement necessary.
- Excellent.
- By getting involved in the appointment system.
- Make it easier to speak to the doctor personally.
- Be at the practice more often.
- I would like to be allocated my own doctor again, as mine is no longer with the practice.
- Listen to patient more and help.
- Poor telephone system for appointments
- Content with all doctors.
- When taking blood pressure do both arms, my blood pressure is always higher on the left - always tested on right arm.

Certificate of Completion

This is to certify that

Greenbank Surgery
274 Manchester Road
WARRINGTON
WA1 3RB

Practice List Size: 9352
Surveys Completed: 244
has completed the

Improving Practice Questionnaire

Completed on 20 December 2011



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.