

Private and Confidential
Elm Hayes Surgery
Clandown Road
Paulton
Bristol
BS39 7SF

Improving Practice Questionnaire Report

Elm Hayes Surgery

February 2014



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Introduction

About the IPQ

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

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

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

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

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

About the benchmarks

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

Your feedback

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

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

Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

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	5	32	141	190	75	7
Q2 Telephone access	6	32	134	179	98	1
Q3 Appointment satisfaction	10	43	126	173	96	2
Q4 See practitioner within 48hrs	54	87	128	118	47	16
Q5 See practitioner of choice	47	124	136	92	39	12
Q6 Speak to practitioner on phone	8	67	153	102	43	77
Q7 Comfort of waiting room	5	15	136	179	108	7
Q8 Waiting time	29	97	155	105	25	39
Q9 Satisfaction with visit	1	8	76	144	209	12
Q10 Warmth of greeting	0	3	60	157	219	11
Q11 Ability to listen	0	7	56	142	236	9
Q12 Explanations	1	9	58	159	214	9
Q13 Reassurance	1	9	69	156	206	9
Q14 Confidence in ability	0	7	56	145	234	8
Q15 Express concerns/fears	0	9	63	149	215	14
Q16 Respect shown	0	1	54	131	256	8
Q17 Time for visit	1	13	75	138	209	14
Q18 Consideration	0	12	66	142	183	47
Q19 Concern for patient	0	14	68	129	195	44
Q20 Self care	0	12	71	137	179	51
Q21 Recommendation	1	7	69	115	214	44
Q22 Reception staff	1	2	69	173	187	18
Q23 Respect for privacy/confidentiality	1	11	84	154	172	28
Q24 Information of services	3	17	117	147	132	34
Q25 Complaints/compliments	6	24	134	124	70	92
Q26 Illness prevention	8	20	129	151	89	53
Q27 Reminder systems	6	25	105	143	119	52
Q28 Second opinion / comp medicine	3	20	114	98	71	144

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

Your patient feedback

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

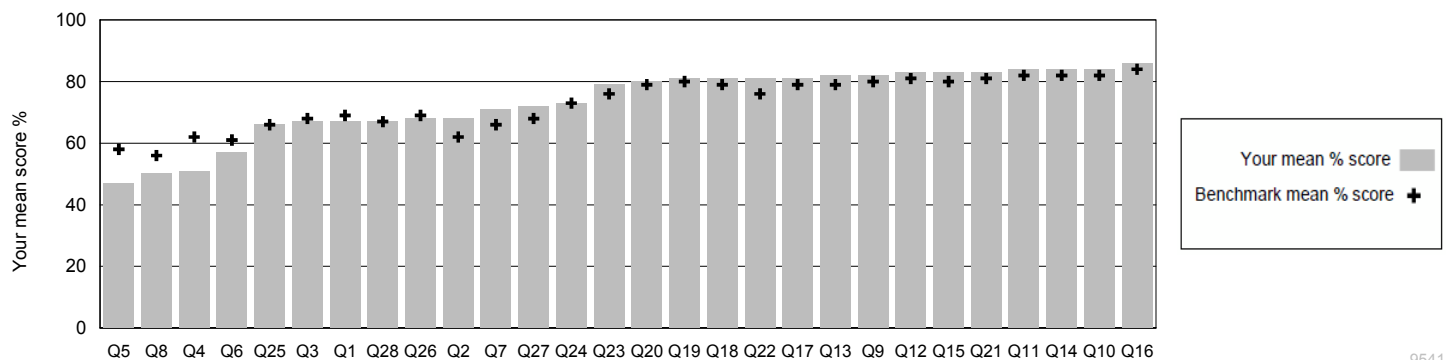
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	69	23	64	68	73	92
Q2 Telephone access	68	62	13	53	63	71	92
Q3 Appointment satisfaction	67	68	23	63	68	74	92
Q4 See practitioner within 48hrs	51	62	18	54	62	70	96
Q5 See practitioner of choice	47	58	22	48	57	65	95
Q6 Speak to practitioner on phone	57	61	25	54	61	67	92
Q7 Comfort of waiting room	71	66	27	60	66	71	90
Q8 Waiting time	50	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	82	80	41	76	81	85	97
Q10 Warmth of greeting	84	82	45	78	82	86	96
Q11 Ability to listen	84	82	46	78	83	87	97
Q12 Explanations	83	81	42	77	81	85	97
Q13 Reassurance	82	79	41	75	80	84	98
Q14 Confidence in ability	84	82	43	79	83	87	99
Q15 Express concerns/fears	83	80	45	76	81	85	96
Q16 Respect shown	86	84	49	80	85	88	98
Q17 Time for visit	81	79	38	75	80	84	96
Q18 Consideration	81	79	41	75	79	83	98
Q19 Concern for patient	81	80	43	76	80	84	97
Q20 Self care	80	79	38	75	79	83	97
Q21 Recommendation	83	81	41	78	82	86	99
About the staff							
Q22 Reception staff	81	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	79	76	43	72	76	80	96
Q24 Information of services	73	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	66	66	31	62	66	70	96
Q26 Illness prevention	68	69	34	64	68	72	96
Q27 Reminder systems	72	68	27	63	68	72	96
Q28 Second opinion / comp medicine	67	67	30	62	67	71	96
Overall score	74	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

9541

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

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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (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	67	49	64	68	71	76
Q2 Telephone access	68	57	22	51	59	64	78
Q3 Appointment satisfaction	67	66	39	62	67	71	79
Q4 See practitioner within 48hrs	51	59	29	53	59	67	80
Q5 See practitioner of choice	47	53	26	47	54	59	78
Q6 Speak to practitioner on phone	57	59	36	54	60	65	78
Q7 Comfort of waiting room	71	64	42	59	64	68	82
Q8 Waiting time	50	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	82	80	51	76	81	84	92
Q10 Warmth of greeting	84	81	52	78	82	86	95
Q11 Ability to listen	84	82	52	79	83	87	95
Q12 Explanations	83	81	52	77	81	85	94
Q13 Reassurance	82	79	52	76	80	84	94
Q14 Confidence in ability	84	82	53	79	83	86	95
Q15 Express concerns/fears	83	80	52	76	81	85	95
Q16 Respect shown	86	84	53	80	85	88	95
Q17 Time for visit	81	79	48	75	80	83	91
Q18 Consideration	81	78	51	75	79	83	96
Q19 Concern for patient	81	79	51	76	80	84	95
Q20 Self care	80	78	52	75	79	83	94
Q21 Recommendation	83	81	51	78	82	86	95
About the staff							
Q22 Reception staff	81	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	79	74	50	71	74	77	85
Q24 Information of services	73	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	66	64	43	61	64	68	75
Q26 Illness prevention	68	67	47	65	67	71	79
Q27 Reminder systems	72	66	47	63	66	70	77
Q28 Second opinion / comp medicine	67	65	44	63	65	68	81
Overall score	74	72	49	69	73	76	83

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

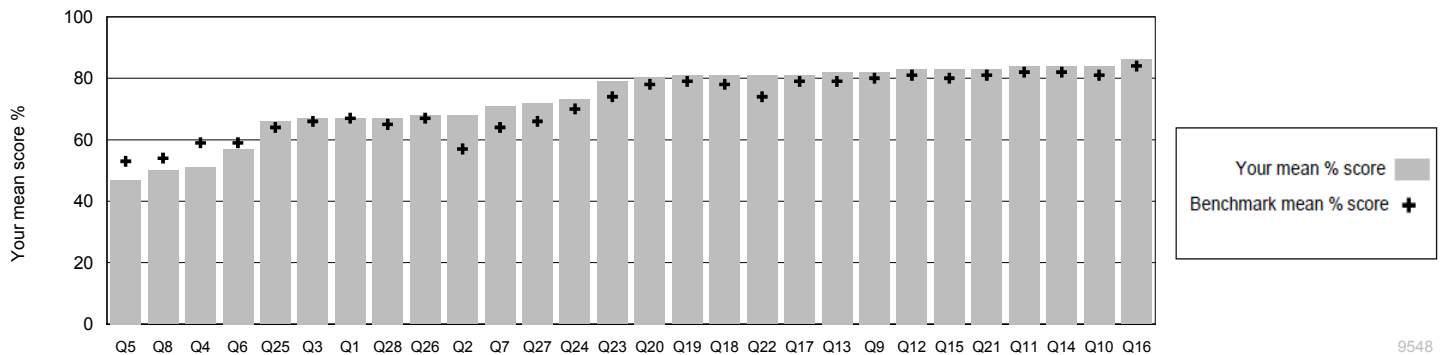
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*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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 (8001-10000 patients)



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Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	31	71	70	41	66	71	75	90
25 - 59	233	74	71	50	68	72	75	81
60 +	144	73	73	49	70	74	77	88
Blank	42	73	70	48	66	71	75	92
Gender								
Female	270	74	71	49	68	72	75	83
Male	134	74	73	48	70	74	76	83
Blank	46	71	70	50	65	71	75	92
Visit usual practitioner								
Yes	207	76	74	51	71	75	77	85
No	168	73	69	43	65	69	73	80
Blank	75	70	71	49	67	71	75	86
Years attending								
< 5 years	81	76	72	45	68	73	76	82
5 - 10 years	46	74	71	48	67	71	75	83
> 10 years	277	73	72	51	69	73	76	85
Blank	46	71	70	51	65	71	74	89

*Based on data from 135 practices carrying out 202 surveys between April 2010 and March 2013 with 25 or more responses.

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

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

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

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Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	05/11/2008	26/10/2007
Q1 Opening hours satisfaction	67	62	64
Q2 Telephone access	68	66	68
Q3 Appointment satisfaction	67	65	68
Q4 See practitioner within 48hrs	51	60	64
Q5 See practitioner of choice	47	50	51
Q6 Speak to practitioner on phone	57	56	58
Q7 Comfort of waiting room	71	57	58
Q8 Waiting time	50	46	50
Q9 Satisfaction with visit	82	79	78
Q10 Warmth of greeting	84	79	79
Q11 Ability to listen	84	81	79
Q12 Explanations	83	78	76
Q13 Reassurance	82	77	77
Q14 Confidence in ability	84	81	81
Q15 Express concerns/fears	83	78	78
Q16 Respect shown	86	83	82
Q17 Time for visit	81	70	69
Q18 Consideration	81	77	77
Q19 Concern for patient	81	76	77
Q20 Self care	80	--	--
Q21 Recommendation	83	79	79
Q22 Reception staff	81	78	78
Q23 Respect for privacy/confidentiality	79	76	75
Q24 Information of services	73	73	74
Q25 Complaints/compliments	66	66	64
Q26 Illness prevention	68	68	70
Q27 Reminder systems	72	66	68
Q28 Second opinion / comp medicine	67	68	67
Overall score	74	70	71

-- no data available, question introduced in October 2009.

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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?

- One doctor know to patients as Dr Doolittle.
- All my experience in seeing a doctor prior to this visit is far too long to see a doctor.
- From a personal point of view I have always seen a doctor when it was necessary. Not always my own doctor but if the appointment was urgent then I was happy to see any doctor and usually on the same day.
- Always receive good service.
- Most of the reception staff are very nice but you have a couple that think they are above themselves when I asked for a nurse I was told this is not possible when I spoke to the nurse they said if I was willing to wait for them that was no problem.
- Open at weekends!
- Not keen on car park - awkward, modern but too many obstacles e.g. kerbs, gardens.
- I am more than satisfied with the service I have and am receiving thank you.
- The only thing I have ever found hard, is to get a general appointment with a doctor, can often take a long time. It took 10 days for me to get an appointment to get antibiotics at beginning of September for sinusitis.
- Staff are wonderful and helpful.
- No magazines, but I understand why - less risk of infection.
- Repeat prescriptions - when urgent, mainly applies to dressings, sometimes there is an undue delay.
- I am very satisfied with everything. One doctor very good.
- Very good service.
- No great service.
- More spaces to wait during busy periods.
- Reading material could improve in waiting area.
- For gyno issues - not assuming that a patient is heterosexual - a bit awkward sometimes!
- Long waiting times.
- All excellent.
- The waiting room music is rather annoying - not enough variety.
- Sometimes waiting times are long i.e. over 20 minutes - not at this visit. Possibly a Saturday morning surgery.
- Availability to see a doctor same day or within 24 hours.
- Fantastic always helpful.
- None at all, very impressed.
- More availability of routine appointments within 24-48 hours. Continuity of doctor seen, especially when dealing with ongoing problems.
- Offer a call if there's a no show as it's hard to get an appointment in the days after you become ill!
- The electronic check in system doesn't always function.
- I am always happy with service, appointments and treatment. I think lack of immediate/daily appointments is not something easily overcome when demand is so high.

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?

- No, I find the practice very good and I have found staff and doctors very friendly, helpful and supportive in their service provided.
- The door in which you go through should be push button as its a very hard door to open.
- Not really except sometimes difficult to get advance appointments beyond the current month.
- Later in the evening appointments for people who work would be appreciated. Perhaps one evening a week?
- Weekends are a concern when you are living with a disability that can change at any time.
- I have always been totally satisfied with all aspects of the service.
- No.
- No, we have always received excellent service and the staff are very approachable.
- Ensure all patients receive same service. Appears that regular patients seem to get appointments easily whereas I seem to find it difficult to get an appointment with a doctor before 2-3 weeks and then usually fobbed off with nurse as I'm usually in no need to see a doctor.
- Possibly have late appointments into the evenings due to work commitments.
- More appointments available in general but the chance to see the same doctor more often rather than random people.
- No.
- More than satisfied with the surgery and its staff.
- Would be much better if there were more appointments outside of the 9-5 working hours. In the last few months it seems you have to pre-empt when you are going to need an appointment to get in ASAP or even for one within 24 hours.
- Very satisfied.
- The dispensary service is shambolic - staff are kind - but process is poor. Despite allowing 3 or 4 days from ordering - medicines are not ready or cannot be found! This is a norm.
- Flu vaccination sessions - not well organised.
- The phlebotomist service and nurses are fantastic back up to the doctors and provide great reassurance.
- None.
- Practice is fine. The car park entry/exit is difficult sometimes, another access would be good so one way in and another out.
- Just keep it going.
- More opportunity for after hours appointment for people working full time.
- Possible weekend opening.
- As I live in a village without a chemist the practice dispenses. Dispensary service is poor although staff seem friendly e.g. frequently medication is unavailable and I waited 3 months for pressure stockings to be supplied.
- Would it be possible to run late clinics as we work.
- More late night appointments after 6pm.
- When I came in today I needed a blood test and told to book but appointments not til 31st - doctor could have taken blood by time I was able to book appointment.
- I know it is a 'policy' not to supply magazines due to contamination etc but for my 'mental well being' - I would like something to read/occupy my mind.

Your patient feedback

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Any comments about how this practice could improve its service?

- Advertise whether the practice is open after 5.30 - 6pm, as I work and am not sure if I could book an appointment after I finish (5.45 onward).
- Later opening hours would be very helpful.
- The emergency clinic is good as it ensures you are seen by a doctor/nurse on the day however the times it runs are not great (from 10-11ish) 10 is very late if you have an emergency and also the waiting times are very poor often over 1 hour - not good when you feel so unwell.
- I often find when phoning up for an appointment the receptionist can be very rude - as if you've asked for something ridiculous. It's not all of them though.
- Thank you for providing such a wonderful surgery and dispensary service.
- More doctors, as sometimes you have to wait a week to be seen.
- As OAP we are quite happy as it is.
- My only gripe is when you ring up, it takes so long sometimes to speak to a receptionist. I do realise that it is so busy, but when you're on a mobile it can be costly.
- If doctor running late a message advising patients on the television screen.
- More of the same!
- Something to engage children more maybe? Maybe something that is educational towards health to promote awareness and better health.
- Saturday morning opening for surgery and pharmacy.
- Larger time slots if they are required.
- Ears needed syringing, but syringe away for service so a bit disappointing.
- I feel there is nothing to improve.
- I have been coming to this practice for many years and have no complaints, also I have noticed how clean and organised it is!
- If I make an appointment for a time to fit in with my work I expect it to be on time not over 15 minutes late!
- I think the only issue I have is when I want a same day appointment - it is firstly a triage nurse. If you are expecting to see a doctor, but it is a nurse triaging, this can be 'off putting'. It should always be made clear you are seeing a nurse and may not see a doctor.
- Evening appointments?!
- First rate practice - no suggestions!
- Saturday opening. Evening or early morning opening.
- I find the practice generally very good. Always polite and friendly and as helpful as they can possibly be. One of the best surgeries I have been registered with.
- We like it as it is.
- Phone service improve. To make an appointment waiting time 10 days.
- Extend opening hours for those people who are at work/travelling to and from work.
- More available appointments. Shorter waiting times - I've often waited up to 2 hours and had an appointment.
- Waiting time for fixed appointment has been up to 55 minutes - of course there will be emergencies which take priority but it does seem to happen most visits! Let's see today.
- Overall I have found the service very satisfactory.

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?

- Today I was very pleased. I did want to see a lady doctor but they were booked up. This doctor was very good however.
- My only issue is that when picking up my husband's monthly medications the prescriptions have been incorrect (things missing) 3 times. The pharmacy blame the practice for getting it wrong.
- I called for a routine appointment on Wednesday; was given one for the following Tuesday. It would have been nice to see someone sooner - say Friday so I didn't have to worry over the weekend (this was not an immediate/urgent appointment).
- Having been a patient at this practice for many years I feel the manner of the receptionists recently has improved greatly.
- None. Most satisfactory.
- Issue prescriptions for at least three months. Waiting times are sometimes extended for up to one hour. Online booking of appointments - make.
- I have always had a very good experience with both doctor and reception staff.
- I appreciate that the practice is always busy and I know it is difficult to get appointment times to suit working hours but if there is any way to be more flexible by offering more evening appointments it would be much appreciated. Can I say that I always get excellent service from the person who has been doing monthly blood tests for years. Thank you, she's always accommodating.
- This doctor was very understanding and supportive. I would recommend her and would be happy to see her again.
- Appointments rarely run on time. I've waited on occasion up to one hour passed my appointment time. Could it be possible to alert patients by text if the doctor is running late? Then there would be less stress and upset when people are waiting. I have found on occasion reception staff (on the phone) a little rude. I have complained by letter but have never had a reply!
- Free wifi.
- More availability at weekends for urgent cases.
- An excellent practice after 23 years I can't find any faults.
- Very friendly receptionist. Makes a nice change.
- We are very happy with the excellent care given in every form of contact.
- On a few occasions the waiting room has been almost empty but the waiting time were still noticeably long! I am sure there are valuable reasons but it doesn't look good.
- Run to time or at least acknowledge that the clinic is running late, which it always is. A patient's time is as valuable as the doctor's. Especially insulting when phoning up to say stuck in traffic to be told that there is a 10 minute window.
- More things for children, e.g. wipe clean picture on walls.

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?

- The waiting times when referred for further hospital appointments in the past are far too long and I class them as unreasonable.
- Being from a personal point of view I have no comments.
- Availability of doctors for appointments as always fully booked.
- Ignore the fatuous verbiage promulgated by her majesty's government.
- None, happy with appointment I received from nurse.
- No great member of staff.
- During my visit today for a BP check and a smear my consult was interrupted 3 times! by nurses asking for assistance, unacceptable in my opinion and needs sorting!
- None whatsoever. This doctor is an angel.
- Couldn't fault the service I received, excellent doctor.
- No. Excellent all round very empathetic. A credit to the profession!
- None excellent.
- Amazing doctor, can not get better.
- No she and my usual doctor have always shown respect, understanding and never rushed me! Thank you.
- No, always very helpful, friendly and supportive.
- This doctor has always gone over and above for me. Always helps me through my many difficult times I cannot thank her enough.
- None - excellent. Always gives ample time and is not pushy.
- Really super and does not need to improve. She could come back full time!
- No, I have always found her to be the best doctor I have had over the years.
- Absolutely a brilliant doctor, the best there is in the practice.
- There are, in my opinion, some great doctors but there are a couple of doctors I feel would rather be somewhere else!
- No.
- No.
- He is brilliant!
- Try to be more like he was today at other appointments! He was lovely today.
- None at all, the best doctor I've ever had.
- Excellent doctor at all times.
- Fine.
- With the demise of seeing your own doctor after some twenty years, I have seen several different doctors. All I ask is appoint a new consistent face to see - the set up at present is very pillar to post.
- Nope, he is excellent.
- None.

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?

- This doctor is great.
- All good.
- None, this doctor is a brilliant doctor in my experience.
- No keep the good work up.
- If doctor thinks blood test required should take blood there and then otherwise two appointments poor timescale difficult when you work full time. Shame experience changed from good to poor.
- No, I like this doctor.
- No, perfectly helpful and all things good.
- I found the doctor today to be very helpful, however in past visits this has not been the case (with the same doctor).
- We are content with the doctors we see.
- Sorry this doctor is leaving.
- Stay here!
- No, he is always very understanding and I feel he gives me a very personal service.
- Overall I trust his opinion regarding mine and my families healthcare.
- He was charming and competent.
- I feel I respect my doctor and has always have empathy and supported me with any problems or illnesses I have had, I would not want to change surgery at all.
- Less patients! Less waiting time! But I'm into reality and this won't happen.
- He's wonderful! Don't change!
- Happy with his current performance.
- I was under impression as patients get older they would proactively contacted for health checks. After 20 years have never had one but wife has.
- No.
- This doctor is excellent.
- This is the second time I have seen this doctor and have on both occasions been very reassured by him. I feel confident when talking to him. He listens and answers my questions.
- This doctor is brilliant. I have been coming to see him for over 6 months now with a horrible virus/condition and he listens, refers and gives me a great deal of confidence.
- This was my second visit, which was in my mind reassuring. I saw another doctor in my first visit who thought his time was precious and not my health! Next please!
- None - all the numerous GPs I have seen were excellent and put me at my ease.
- Probably the best doctors appointment for a very long time. Felt I was given the time to identify the problem and explain the treatment choices.
- She was lovely so no improvement necessary.
- Spend more time with patient.
- Would like to see this doctor as a permanent member of staff and be available more frequently.
- None, she is a really good doctor and very patient.

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?

- Maybe having longer time slots with each patient, to cut down on waiting time!
- Only second meeting with this doctor so no real comments.
- She was lovely. This is my first visit with her and she was excellent.
- Excellent manner most impressed.
- Excellent throughout!
- A really understanding, thorough doctor. Would readily see her again. She listened to and examined me well.
- No, she was wonderful. Thank you.
- The doctor was lovely with my daughter, patient and very helpful, both with information and with care advice and prescription and I can't think there could be any space to improve. Thank you.
- Apologise for running late. It never happens. Just rude.
- None - very friendly and professional.

Certificate of Completion

This is to certify that

Elm Hayes Surgery

Clandown Road
Paulton
Bristol
BS39 7SF

Practice List Size: 8200

Surveys Completed: 450

has completed the

Improving Practice Questionnaire

Completed on 06 February 2014



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.