

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	2	6	36	42	0
Q2 Telephone access	0	2	4	25	55	0
Q3 Appointment satisfaction	2	0	8	23	53	0
Q4 See practitioner within 48hrs	2	2	6	23	53	0
Q5 See practitioner of choice	0	3	13	31	37	2
Q6 Speak to practitioner on phone	0	2	13	29	41	1
Q7 Comfort of waiting room	0	0	13	34	39	0
Q8 Waiting time	2	6	25	21	29	3
Q9 Satisfaction with visit	0	0	4	20	62	0
Q10 Warmth of greeting	0	0	1	21	64	0
Q11 Ability to listen	0	0	2	17	67	0
Q12 Explanations	0	0	6	15	65	0
Q13 Reassurance	0	1	5	17	62	1
Q14 Confidence in ability	0	1	2	19	64	0
Q15 Express concerns/fears	0	0	5	19	62	0
Q16 Respect shown	0	0	1	19	66	0
Q17 Time for visit	0	2	4	22	58	0
Q18 Consideration	0	1	6	18	60	1
Q19 Concern for patient	0	1	6	18	60	1
Q20 Self care	0	1	8	20	56	1
Q21 Recommendation	0	1	4	16	64	1
Q22 Reception staff	0	1	5	25	54	1
Q23 Respect for privacy/confidentiality	0	2	9	25	49	1
Q24 Information of services	2	0	11	27	42	4
Q25 Complaints/compliments	0	4	15	21	38	8
Q26 Illness prevention	0	2	12	33	35	4
Q27 Reminder systems	1	2	12	30	37	4
Q28 Second opinion / comp medicine	1	6	13	21	30	15

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

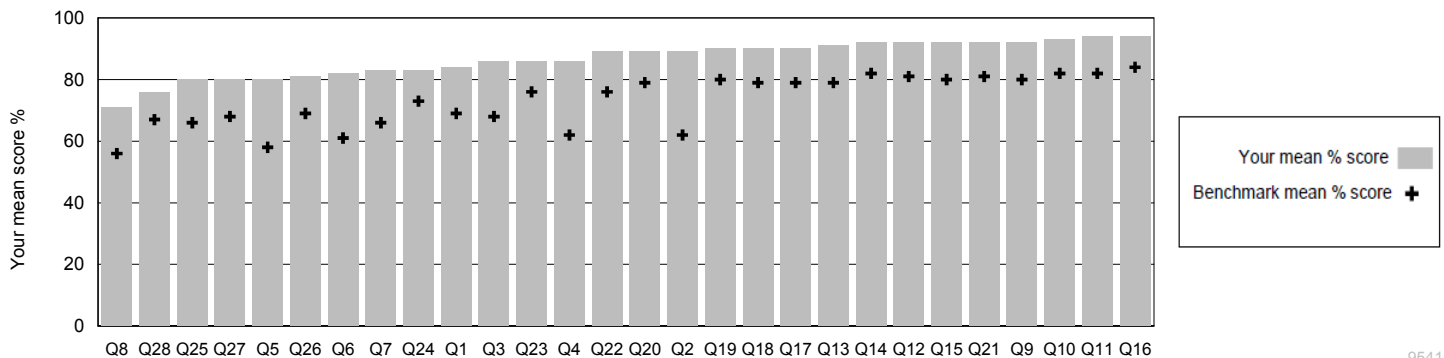
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	84	69	23	64	68	73	92
Q2 Telephone access	89	62	13	53	63	71	92
Q3 Appointment satisfaction	86	68	23	63	68	74	92
Q4 See practitioner within 48hrs	86	62	18	54	62	70	96
Q5 See practitioner of choice	80	58	22	48	57	65	95
Q6 Speak to practitioner on phone	82	61	25	54	61	67	92
Q7 Comfort of waiting room	83	66	27	60	66	71	90
Q8 Waiting time	71	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	92	80	41	76	81	85	97
Q10 Warmth of greeting	93	82	45	78	82	86	96
Q11 Ability to listen	94	82	46	78	83	87	97
Q12 Explanations	92	81	42	77	81	85	97
Q13 Reassurance	91	79	41	75	80	84	98
Q14 Confidence in ability	92	82	43	79	83	87	99
Q15 Express concerns/fears	92	80	45	76	81	85	96
Q16 Respect shown	94	84	49	80	85	88	98
Q17 Time for visit	90	79	38	75	80	84	96
Q18 Consideration	90	79	41	75	79	83	98
Q19 Concern for patient	90	80	43	76	80	84	97
Q20 Self care	89	79	38	75	79	83	97
Q21 Recommendation	92	81	41	78	82	86	99
About the staff							
Q22 Reception staff	89	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	86	76	43	72	76	80	96
Q24 Information of services	83	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	80	66	31	62	66	70	96
Q26 Illness prevention	81	69	34	64	68	72	96
Q27 Reminder systems	80	68	27	63	68	72	96
Q28 Second opinion / comp medicine	76	67	30	62	67	71	96
Overall score	87	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

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*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 (2001-4000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	84	71	42	66	72	77	91
Q2 Telephone access	89	71	35	64	73	80	91
Q3 Appointment satisfaction	86	73	38	67	74	80	92
Q4 See practitioner within 48hrs	86	69	31	61	69	77	93
Q5 See practitioner of choice	80	68	33	60	69	76	92
Q6 Speak to practitioner on phone	82	65	38	58	66	72	92
Q7 Comfort of waiting room	83	70	44	64	71	76	90
Q8 Waiting time	71	61	35	53	61	69	90
About the practitioner							
Q9 Satisfaction with visit	92	81	54	76	82	87	97
Q10 Warmth of greeting	93	82	57	77	83	88	96
Q11 Ability to listen	94	82	55	77	83	88	97
Q12 Explanations	92	81	57	76	82	87	97
Q13 Reassurance	91	80	56	75	80	85	96
Q14 Confidence in ability	92	82	58	78	83	88	96
Q15 Express concerns/fears	92	80	55	75	80	86	96
Q16 Respect shown	94	84	58	79	85	89	97
Q17 Time for visit	90	80	56	75	81	86	96
Q18 Consideration	90	79	54	74	80	85	98
Q19 Concern for patient	90	80	54	76	81	86	97
Q20 Self care	89	79	52	74	80	85	97
Q21 Recommendation	92	82	54	77	83	88	97
About the staff							
Q22 Reception staff	89	81	52	77	82	87	96
Q23 Respect for privacy/confidentiality	86	80	55	76	81	85	96
Q24 Information of services	83	77	50	72	78	83	96
Finally							
Q25 Complaints/compliments	80	70	42	65	71	76	96
Q26 Illness prevention	81	72	48	68	73	78	96
Q27 Reminder systems	80	72	50	66	72	77	96
Q28 Second opinion / comp medicine	76	71	45	66	71	76	96
Overall score	87	76	50	71	77	82	95

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

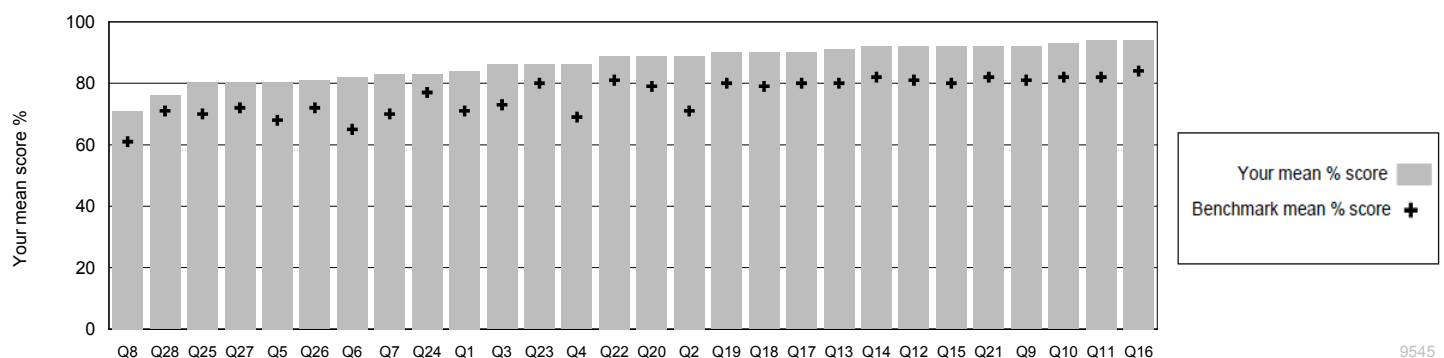
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*Based on data from 185 practices carrying out 248 surveys between April 2010 and March 2013 with 25 or more responses.

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 (2001-4000 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 (2001-4000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	7	77	73	46	67	73	80	95
25 - 59	32	87	75	50	71	76	81	94
60 +	44	87	78	47	74	79	83	96
Blank	3	-	-	-	-	-	-	-
Gender								
Female	60	86	76	48	70	77	82	93
Male	21	87	77	51	73	77	82	95
Blank	5	93	73	43	66	74	81	99
Visit usual practitioner								
Yes	65	86	77	50	73	78	82	95
No	12	86	72	38	66	72	79	93
Blank	9	93	74	49	68	73	80	99
Years attending								
< 5 years	23	86	76	51	71	77	81	93
5 - 10 years	15	88	75	49	70	76	81	95
> 10 years	42	85	76	48	72	77	82	96
Blank	6	99	73	47	66	74	81	100

*Based on data from 185 practices carrying out 248 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	16/02/2015	06/11/2013
Q1 Opening hours satisfaction	84	83	77
Q2 Telephone access	89	88	81
Q3 Appointment satisfaction	86	88	81
Q4 See practitioner within 48hrs	86	84	78
Q5 See practitioner of choice	80	81	72
Q6 Speak to practitioner on phone	82	83	73
Q7 Comfort of waiting room	83	82	76
Q8 Waiting time	71	70	65
Q9 Satisfaction with visit	92	90	89
Q10 Warmth of greeting	93	92	91
Q11 Ability to listen	94	93	91
Q12 Explanations	92	88	88
Q13 Reassurance	91	87	87
Q14 Confidence in ability	92	90	88
Q15 Express concerns/fears	92	89	89
Q16 Respect shown	94	91	90
Q17 Time for visit	90	90	87
Q18 Consideration	90	88	86
Q19 Concern for patient	90	90	90
Q20 Self care	89	86	86
Q21 Recommendation	92	90	91
Q22 Reception staff	89	89	85
Q23 Respect for privacy/confidentiality	86	85	84
Q24 Information of services	83	83	80
Q25 Complaints/compliments	80	77	72
Q26 Illness prevention	81	78	72
Q27 Reminder systems	80	81	73
Q28 Second opinion / comp medicine	76	80	72
Overall score	87	86	82

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?

- We cannot see how anything can be improved. Everyone in the practice is so helpful.
- Out of hours appointments.
- More online appointments would be helpful.
- Some background music would be nice, apart from that I cannot fault it. We are very lucky to have such a wonderful surgery.
- Satisfied.
- This practice can only keep up its current level of excellence to probably be the best in the country.
- Reception area (desk) needs more privacy. Able to know who receptionist is talking about even though no names are mentioned as practice is in a small village.
- Send reminders by post/landline. Longer appointments. Today's appointment was booked two weeks ago as preferred GP unavailable until now (this isn't always the case). If urgent appointment needed then they are available which is good.
- By when it is really warm there could be some form of ventilation to help improve the atmosphere it gets so claustrophobic.
- This practice is excellent and I don't think any improvements could be made.
- A very efficient and pleasant practice, friendly.
- Excellent and friendly service.
- None at all. It's a pleasure to come and visit the doctor here, as opposed to my previous practice. I have been singing the praises of Wrenbury to all and sundry.
- Weekend service.
- I have always been delighted with the care my family and I have had over the years. I can honestly say there is nothing they can improve on.
- Receptionists are in a very open space in the waiting room where if you had to discuss something personal, could be heard by everyone in the waiting room.
- I don't feel that there is an understanding of some long term conditions which need specialist training and referral isn't always available. Also the practice need to communicate results of test back to the patient more proactively and speedily.
- Question 25, never had to complain, question 28, not needed.
- Wrenbury Medical Centre is one of the best I have ever been to.
- No I think we are very lucky to have such a good surgery in our village.
- More facilities while waiting. Newspapers? TV?
- No comment - excellent.
- Service is excellent.
- For me the practice hours are fine as I am retired, others may not think so?
- This is an excellent practice. So good that I don't tell anybody because I want it to stay that way.
- This is a great practice, long may it continue!
- Absolutely first class in all respects.
- First class practice - the best I have ever used.

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?

- She is so helpful and seems to be able to answer our problems.
- No they have for many years provided an excellent service. It's a pity their practices were not shared with all GPs throughout the area. Well done.
- Satisfied.
- This doctor is kind and caring and cannot improve in my opinion.
- The GPs and reception staff are excellent. I have recommended this practice to several friends.
- I cannot find any improvements that this doctor can make. She is so caring and listens to what you say, considers what is best way to treat you. Always has time for you and so gentle.
- All doctors are excellent.
- I find the doctor very helpful and willing to discuss one's problems and I like the idea of keeping to one's own doctor but realise this may not always be possible.
- She is excellent.
- None at all. Charming doctor! So friendly and welcoming and so are the receptionists.
- Try and keep to your appointment time.
- None - this doctor is always pleasant and polite and listens to my questions.
- The doctor was excellent.
- Listen to the patient more, to help investigate the illness.
- Excellent service.
- I am extremely happy with every aspect at this practice from reception, prescriptions, nurses and GPs. I am very lucky to be a patient here.
- My doctor is excellent. Cannot fault her in any way. She greets me with a smile and is very thorough.
- No, the Wrenbury Medical Practice is a first class country practice, very well run by the principal doctors.
- I should like to add that in the circumstances of our small practice, any extension of opening hours would lead to a deterioration of services because of excessive pressure on clinical and reception staff.
- My doctor has given considerable time to our condition even to phoning us at home either to check or offer giving further consideration our problems. I could not see how we could improve her service. This is after many years.

Certificate of Completion

This is to certify that

Wrenbury Medical Practice

Wrenbury Medical Centre
Nantwich Road
Wrenbury
Nantwich
Cheshire
CW5 8EW

Practice List Size: 3600

Surveys Completed: 86

has completed the

Improving Practice Questionnaire

Completed March 2016



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.