



**PRIVATE AND CONFIDENTIAL**

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# CFEP SURVEYS REPORT

## PRACTICE ACCREDITATION AND IMPROVEMENT SURVEY

**Vickers TeamCare**

**March 2022**



# YOUR PATIENT FEEDBACK

Number of patients providing feedback: 100

## YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS

**Table 2: Your mean percentage scores benchmarked against data from all participating practices**

	Your mean score (%)	Benchmark data: all practices mean scores (%) *				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Making an appointment	94	35	79	84	89	100
Q2 Telephone access to a doctor/nurse	90	28	66	72	78	100
Q3 Obtaining a home/other visit	84	21	63	69	75	100
Q4 After-hours service	83	13	65	71	77	100
Q5 Seeing doctor/nurse of choice	94	15	75	81	87	100
Q6 Consultation and waiting area comfort	91	31	75	81	86	100
Q7 Availability of privacy	93	43	78	83	87	100
Q8 Waiting time in surgery	81	15	58	66	74	100
Q9 Satisfaction with consultation	96	48	83	87	91	100
Q10 Warmth of greeting	97	44	84	88	92	100
Q11 Ability to listen	98	45	83	88	91	100
Q12 Explanations	96	43	82	87	90	100
Q13 Reassurance	96	45	81	86	90	100
Q14 Confidence in ability	97	45	83	88	92	100
Q15 Able to express concerns/fears	95	35	82	86	90	100
Q16 Respect shown to patient	97	47	85	89	93	100
Q17 Time for visit	97	44	81	85	89	100
Q18 Consideration of personal situation	96	45	82	87	90	100
Q19 Concern for patient	97	46	83	87	91	100
Q20 Recommendation	97	48	84	88	92	100
Q21 Treatment by staff	95	47	83	87	91	100
Q22 Staff keep my information private	95	-	-	-	-	-
Q23 Information on fees	92	28	78	83	87	100
Q24 Opportunity for making complaints	91	36	74	79	84	100
Q25 Information on staying healthy	93	38	76	81	85	100
Q26 Coordination of my care	94	-	-	-	-	-
Q27 Respect of right to second opinion	92	23	76	81	85	100
Q28 Overall satisfaction with practice	97	46	83	88	92	100

	Your mean score for this question falls in or above the highest 25% of all PAIS mean scores
	Your mean score for this question falls in the middle 50% of all PAIS mean scores
	Your mean score for this question falls in or below the lowest 25% of all PAIS mean scores

10015

\*Benchmarks are based on data from 7,698 surveys completed by 5,316 practices between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 861,375 patient questionnaires.

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

- Benchmark data not available

# YOUR PATIENT FEEDBACK

Number of patients providing feedback: 100

## YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS – FTE AND REMOTENESS AREA SPECIFIC

**Table 3: Your mean percentage scores benchmarked against your FTE GP and Remoteness Area categories (1+ - 2 FTE, RA1)**

	Your mean score (%)	Benchmark data (%) (1+ - 2 FTE, RA1)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Making an appointment	94	53	81	86	90	100
Q2 Telephone access to a doctor/nurse	90	35	70	75	81	100
Q3 Obtaining a home/other visit	84	21	66	72	78	100
Q4 After-hours service	83	28	67	73	79	100
Q5 Seeing doctor/nurse of choice	94	19	79	84	89	100
Q6 Consultation and waiting area comfort	91	37	77	82	87	100
Q7 Availability of privacy	93	46	79	84	88	100
Q8 Waiting time in surgery	81	15	61	69	78	99
Q9 Satisfaction with consultation	96	52	84	89	92	100
Q10 Warmth of greeting	97	50	85	89	93	100
Q11 Ability to listen	98	53	84	89	92	100
Q12 Explanations	96	54	83	88	92	100
Q13 Reassurance	96	52	83	87	91	100
Q14 Confidence in ability	97	53	85	89	93	100
Q15 Able to express concerns/fears	95	53	83	88	91	100
Q16 Respect shown to patient	97	53	86	90	94	100
Q17 Time for visit	97	49	82	87	90	100
Q18 Consideration of personal situation	96	52	83	88	91	100
Q19 Concern for patient	97	50	84	89	92	100
Q20 Recommendation	97	50	85	90	93	100
Q21 Treatment by staff	95	54	84	89	92	100
Q22 Staff keep my information private	95	-	-	-	-	-
Q23 Information on fees	92	51	80	84	88	100
Q24 Opportunity for making complaints	91	43	77	81	85	100
Q25 Information on staying healthy	93	50	79	83	87	100
Q26 Coordination of my care	94	-	-	-	-	-
Q27 Respect of right to second opinion	92	49	79	83	87	100
Q28 Overall satisfaction with practice	97	54	85	89	93	100

	Your mean score for this question falls in or above the highest 25% of all PAIS mean scores
	Your mean score for this question falls in the middle 50% of all PAIS mean scores
	Your mean score for this question falls in or below the lowest 25% of all PAIS mean scores

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\*Benchmarks are based on data from 1,202 surveys completed by 1,019 practices with 1+ - 2 FTE doctors and in category RA1 between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 80,741 patient questionnaires.

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

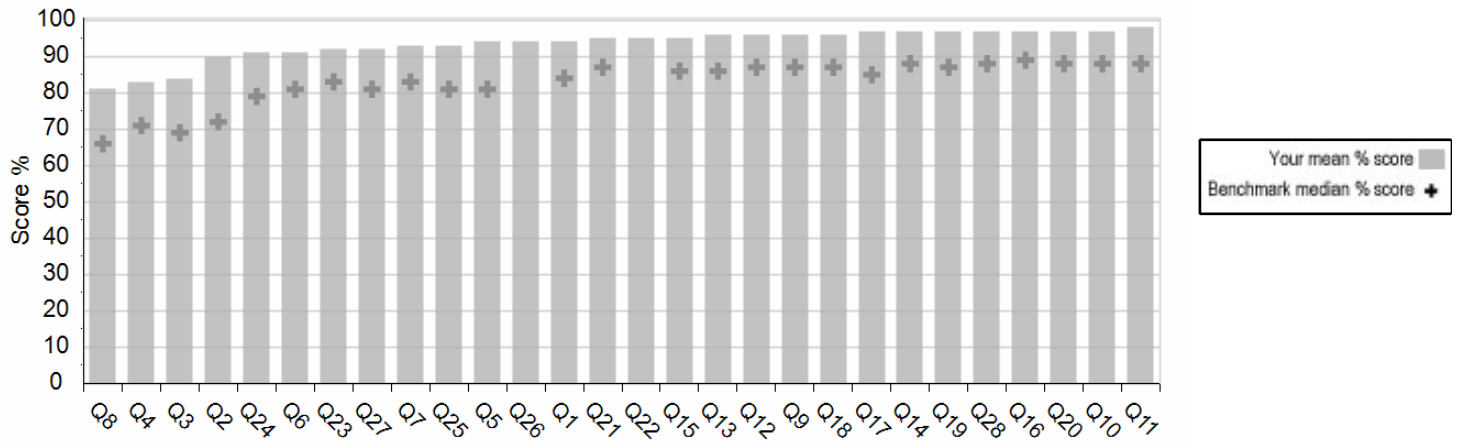
- Benchmark data not available

# YOUR PATIENT FEEDBACK

Number of patients providing feedback: 100

## YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS

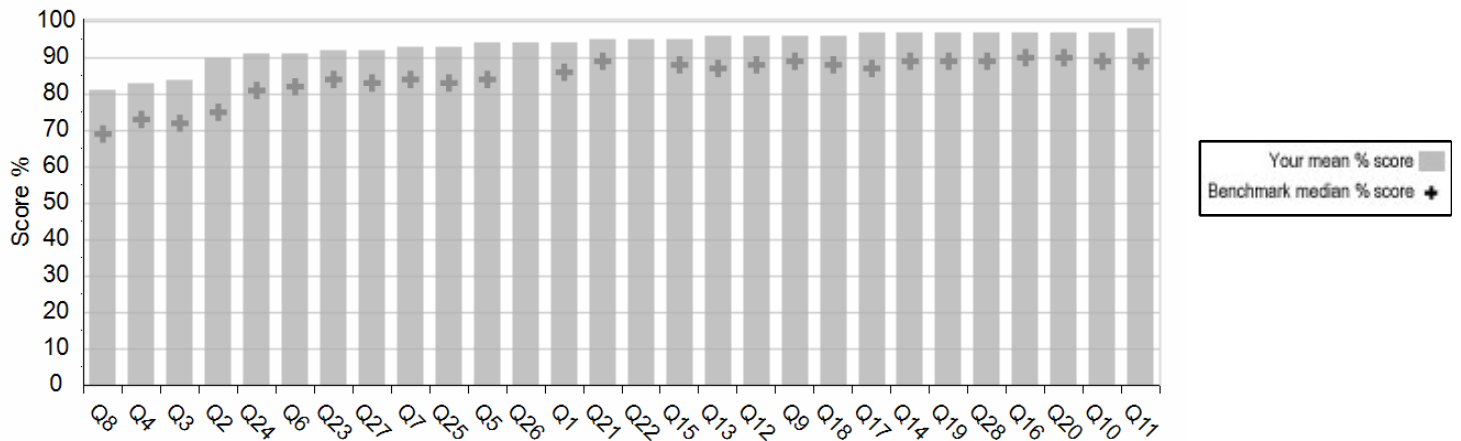
**Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices**



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## YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS – FTE AND REMOTENESS AREA SPECIFIC

**Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores (1+ - 2 FTE, RA1)**



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# YOUR PATIENT FEEDBACK

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Number of patients providing feedback: 100

## YOUR PATIENT COMMENTS

From the free text component of the questionnaire.

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.

### *How can the doctor/nurse and/or practice staff improve their service?*

- I have got nothing to add as my family and I are totally satisfied with the service that is provided by the practice.
- Online booking system also showing if doctors / appointments are running late.
- Excellent service - duplicate themselves.
- They are awesome.
- I don't think there is anything they could do better. It's a great practice and all staff are so kind, patient and provide excellent service.
- I feel very privileged to be part of the practice.
- They cannot offer a better service.
- This practice are a fantastic team who always provide the best of care to their patients.
- Everything is excellent. Nothing needs to be improved.
- It cannot be improved, this is the best practice with the best doctors / nurses that I've ever been to.
- A marvellous practice with a genuine care for their patients. Follow up call after hours as well as a thorough knowledge of past history is always appreciated. All staff are well researched with up to date information.
- Love the practice and the people. I always am made to feel important.
- This practice is brilliant. This doctor and their staff have been my care providers for many years and I cannot rate their knowledge, care, treatment and bed side manner high enough. They are extremely personable and nothing is too much to ask.
- No improvement necessary. I couldn't be happier with the services provided at this practice.
- No improvement required. This practice is exemplary.
- Everything is satisfactory.
- I am very pleased with the service if this practice and the care they show to all members of my family. Hours are better for working people like me. A Saturday morning every now and then could work and this has been trialed in the past.
- By being more available five days a week, and not closing up at regular intervals. Why not have a locum available during these periods?
- Nothing to improve.
- Lovely practice with excellent staff.
- We are a happy with the service provided. The level of kindness demonstrated by the doctor and attention to detail is second to none. I have no areas for improvement and am grateful that my family has access to this level of care.
- The service provided by this practice has always been excellent, the doctors go above and beyond in all aspects of health care. Honestly nothing needs to be done to improve their care.
- No suggestions, all the staff are excellent and a pleasure to deal with, and the practice is extremely well run.
- The care by this doctor has been tremendous. I have been receiving telephone calls at home, as follow up of my current health. There is nothing they can do to improve.
- I am not sure if any improvements can be made for this practice.
- Longer hours and better availability.

# YOUR PATIENT FEEDBACK

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Number of patients providing feedback: 100

## YOUR PATIENT COMMENTS

From the free text component of the questionnaire.

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.

### *How can the doctor/nurse and/or practice staff improve their service?*

- Would like to see them run more on time with appointments.
- I have been attending this practice for many years and have found the doctors / nurses and receptionists unfailing in their care for their patients. I could do no less than mark each question as excellent as this is the service they provide and have done since I first attended the clinic. Have marked very good for waiting time as some patients may require longer time for their consultation.
- Very happy on all levels.
- Not sure as always treated so well.
- I feel that my doctor's practise is just wonderful. I feel very lucky to be a patient of this practice.
- No improvement necessary - very happy with this practice.
- Keep doing what they are already doing. I've no problem with their service at all; should be more practices like this.
- I honestly can't think of anything. Wouldn't go anywhere else.
- I am happy with the way the practice is run. Already very friendly staff.
- I have no suggestions for improvement. I am thoroughly satisfied and can give absolute praise to the practice and the doctor and nurse. All staff are very courteous and caring.
- No need for improvement. Service is excellent in all areas.
- Absolutely no need for improvement. My doctor and practice nurse are up to date with medical research and developments. I couldn't be more satisfied.
- Very happy with this practice and have no suggestions for improvement.
- Bulk bill for all consultations.
- None that I can think of. The practice is very proactive which is an excellent feature.
- When phoning surgery, the introductory greeting is far too long.
- Nothing more.