

Private and Confidential

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Improving Practice Questionnaire Report

Kingswell Surgery

January 2019



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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' to help you reflect on the survey results.

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	0	1	10	37	66	0
Q2 Telephone access	0	2	9	33	70	0
Q3 Appointment satisfaction	0	1	9	27	74	3
Q4 See practitioner within 48hrs	1	3	13	36	58	3
Q5 See practitioner of choice	0	6	18	36	51	3
Q6 Speak to practitioner on phone	0	1	21	34	41	17
Q7 Comfort of waiting room	0	1	5	38	61	9
Q8 Waiting time	2	7	24	38	39	4
Q9 Satisfaction with visit	0	1	6	24	76	7
Q10 Warmth of greeting	0	0	3	18	85	8
Q11 Ability to listen	0	2	3	16	81	12
Q12 Explanations	0	1	6	19	80	8
Q13 Reassurance	0	2	7	21	79	5
Q14 Confidence in ability	0	3	5	18	86	2
Q15 Express concerns/fears	0	1	5	19	86	3
Q16 Respect shown	0	0	4	14	95	1
Q17 Time for visit	0	1	6	22	82	3
Q18 Consideration	0	1	9	19	78	7
Q19 Concern for patient	0	2	3	25	80	4
Q20 Self care	1	0	8	23	78	4
Q21 Recommendation	1	0	5	21	83	4
Q22 Reception staff	0	0	1	13	95	5
Q23 Respect for privacy/confidentiality	0	1	2	19	89	3
Q24 Information of services	0	1	8	25	70	10
Q25 Complaints/compliments	0	1	10	32	60	11
Q26 Illness prevention	1	3	10	32	57	11
Q27 Reminder systems	1	1	7	29	64	12
Q28 Second opinion / comp medicine	1	0	7	30	50	26

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	87	68	44	64	68	73	92
Q2 Telephone access	88	61	21	51	62	71	97
Q3 Appointment satisfaction	89	68	36	63	68	74	96
Q4 See practitioner within 48hrs	83	60	24	52	60	68	98
Q5 See practitioner of choice	80	56	24	47	56	65	97
Q6 Speak to practitioner on phone	80	61	27	54	61	67	89
Q7 Comfort of waiting room	88	66	38	61	66	72	89
Q8 Waiting time	74	57	28	50	56	63	90
About the practitioner							
Q9 Satisfaction with visit	91	81	49	77	82	86	97
Q10 Warmth of greeting	94	83	49	79	83	87	98
Q11 Ability to listen	93	83	50	79	84	88	98
Q12 Explanations	92	82	51	78	82	87	98
Q13 Reassurance	91	80	50	76	81	86	97
Q14 Confidence in ability	92	83	51	79	84	88	98
Q15 Express concerns/fears	93	81	50	77	82	86	97
Q16 Respect shown	95	85	51	81	85	89	98
Q17 Time for visit	92	80	47	76	81	85	97
Q18 Consideration	91	80	50	75	80	85	96
Q19 Concern for patient	92	80	50	76	81	85	97
Q20 Self care	90	80	50	76	80	84	95
Q21 Recommendation	92	82	48	78	83	87	98
About the staff							
Q22 Reception staff	97	77	50	73	77	82	98
Q23 Respect for privacy/confidentiality	94	77	52	72	76	81	98
Q24 Information of services	89	73	47	69	73	78	95
Finally							
Q25 Complaints/compliments	87	67	41	62	67	72	91
Q26 Illness prevention	84	69	45	65	69	73	94
Q27 Reminder systems	88	69	43	63	69	73	93
Q28 Second opinion / comp medicine	86	68	43	63	68	72	92
Overall score	89	73	49	69	74	78	94

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

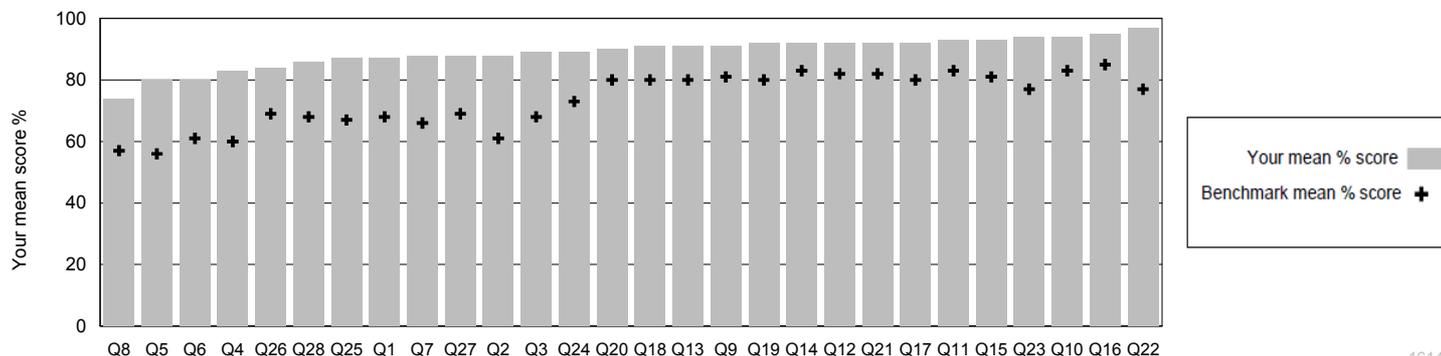
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*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

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 (4001-6000 patients)

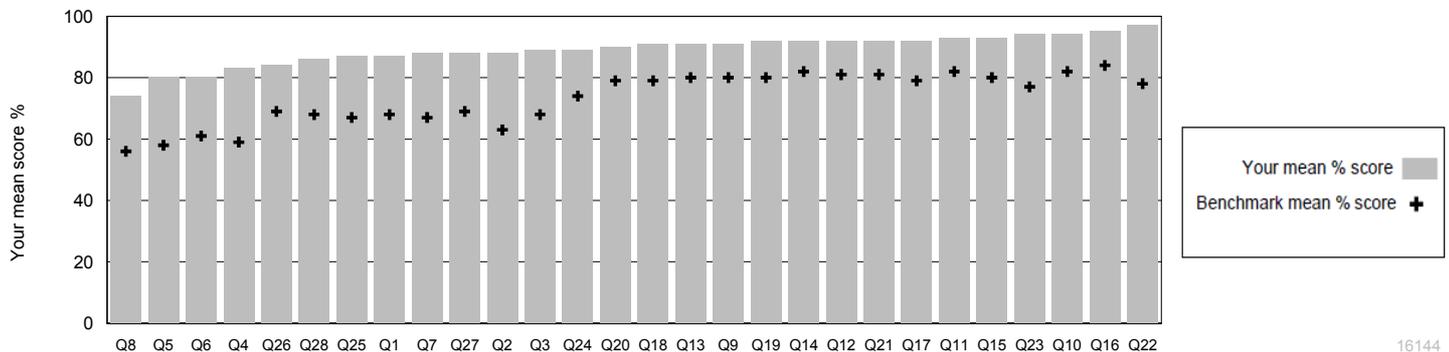
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	87	68	44	63	69	73	90
Q2 Telephone access	88	63	27	55	64	72	90
Q3 Appointment satisfaction	89	68	39	62	69	74	91
Q4 See practitioner within 48hrs	83	59	24	51	60	68	91
Q5 See practitioner of choice	80	58	27	49	58	65	91
Q6 Speak to practitioner on phone	80	61	27	55	61	67	89
Q7 Comfort of waiting room	88	67	38	61	67	73	88
Q8 Waiting time	74	56	29	50	56	62	86
About the practitioner							
Q9 Satisfaction with visit	91	80	54	76	81	86	96
Q10 Warmth of greeting	94	82	57	78	83	87	96
Q11 Ability to listen	93	82	59	78	83	88	95
Q12 Explanations	92	81	58	77	82	86	95
Q13 Reassurance	91	80	57	75	81	85	93
Q14 Confidence in ability	92	82	59	78	83	88	95
Q15 Express concerns/fears	93	80	59	76	81	85	95
Q16 Respect shown	95	84	62	81	85	89	97
Q17 Time for visit	92	79	55	75	80	85	95
Q18 Consideration	91	79	51	74	80	84	94
Q19 Concern for patient	92	80	57	75	81	85	95
Q20 Self care	90	79	56	75	80	84	94
Q21 Recommendation	92	81	57	77	82	87	95
About the staff							
Q22 Reception staff	97	78	56	74	78	82	92
Q23 Respect for privacy/confidentiality	94	77	57	73	77	81	91
Q24 Information of services	89	74	55	70	74	78	91
Finally							
Q25 Complaints/compliments	87	67	46	62	68	72	89
Q26 Illness prevention	84	69	51	65	70	74	91
Q27 Reminder systems	88	69	47	64	70	74	91
Q28 Second opinion / comp medicine	86	68	50	63	69	73	89
Overall score	89	73	54	69	74	78	90

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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*Benchmarks are based on data from 294 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 42,772 patient questionnaires. 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 (4001-6000 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 (4001-6000 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	11	91	72	43	66	73	78	98
25 - 59	57	88	73	52	68	74	78	91
60+	40	89	75	54	71	76	80	90
Blank	6	93	71	41	64	72	78	95

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	66	89	73	51	68	74	78	89
Male	42	89	74	49	70	75	80	92
Blank	6	91	71	40	66	72	78	95

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	55	92	75	55	71	76	80	90
No	44	87	69	46	65	70	75	86
Blank	15	83	72	47	67	73	78	94

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Less than 5 years	31	88	74	39	68	75	79	93
5 - 10 years	17	89	72	49	68	73	78	90
More than 10 years	60	89	74	50	70	75	79	89
Blank	6	89	72	42	67	72	78	95

*Benchmarks are based on data from 294 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 42,772 patient questionnaires.

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	27/03/2017	05/04/2016	05/11/2004
Q1 Opening hours satisfaction	87	83	80	66
Q2 Telephone access	88	90	88	68
Q3 Appointment satisfaction	89	88	83	69
Q4 See practitioner within 48hrs	83	85	82	67
Q5 See practitioner of choice	80	78	76	66
Q6 Speak to practitioner on phone	80	77	80	58
Q7 Comfort of waiting room	88	87	87	67
Q8 Waiting time	74	72	65	62
Q9 Satisfaction with visit	91	91	84	68
Q10 Warmth of greeting	94	90	86	63
Q11 Ability to listen	93	92	85	62
Q12 Explanations	92	91	84	62
Q13 Reassurance	91	89	84	63
Q14 Confidence in ability	92	92	86	68
Q15 Express concerns/fears	93	92	85	63
Q16 Respect shown	95	92	86	67
Q17 Time for visit	92	91	86	60
Q18 Consideration	91	90	83	62
Q19 Concern for patient	92	90	83	62
Q20 Self care	90	88	82	--
Q21 Recommendation	92	93	86	70
Q22 Reception staff	97	94	93	85
Q23 Respect for privacy/confidentiality	94	91	90	80
Q24 Information of services	89	88	87	79
Q25 Complaints/compliments	87	81	81	58
Q26 Illness prevention	84	84	81	63
Q27 Reminder systems	88	86	82	61
Q28 Second opinion / comp medicine	86	81	82	57
Overall score	89	88	83	66

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

*Dates in the table relate to date questionnaires were received by CFEP.

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?

- I have been a patient at this practice many years and always found the level of care very good.
- Thank you.
- Always friendly and welcoming. I'm unable to access the onsite pharmacy due to my home location - it would be more useful if I could get prescription onsite.
- No I find everything fine.
- My overall experience was a very pleasant one and I couldn't fault it in any way.
- Very friendly and professional service. Thank you.
- Very happy.
- None. Excellent GP practice from reception to GPs.
- I have always been very happy with the practice. I sing its praises when friends are complaining about theirs! I hope the ability to see a GP of choice in a reasonable time will always be maintained - this is paramount.
- No very good.
- Outstanding care.
- Adding the option to register online - my email address was inputted incorrectly due to transcribing error.
- Recent changes in doctors I envisage will be beneficial to patients.
- Best practice I have used.
- My only comment would be to take cards for medication payment but you now do which is brilliant.
- You can't improve excellent.
- They are doing a good job.
- Absolutely fantastic.
- I have always been 100% happy with the service provided by this practice, long may it continue.
- Not at this moment in time.
- Very, very good all round.
- The best!
- All good.
- Very pleasant practice with friendly staff.

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?

- Always polite and chatty, respectful and caring.
- No everything was fine.
- No. I took my child to see one doctor on two occasions. They were extremely personable and compassionate, put my child at ease and directed the assessment to him. Fantastic care thank you.
- Always welcoming and thorough.
- No, very good.
- Some doctors could be more considerate to the concerns raised. One doctor made me feel like I was wasting their time and told me others have far bigger issues and wouldn't refer me to a specialist to decide that, as I was having periods of pain. All other doctors have been great!
- None, my doctor is very good.
- Perfectly happy with the current performance of all staff at this practice. One assumes they keep up to date with developments within the medical world, new approaches/treatments etc. Though "new" isn't always better!

Supporting documents

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 114

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	0	1	10	37	66	0

Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(0 \times 0) + (1 \times 25) + (10 \times 50) + (37 \times 75) + (66 \times 100)}{(114 - 0)} = 9,900/114$$

Your mean percentage score for Q1 = 87%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	87

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
44	64	68	73	92

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*Benchmarks are based on data from 1,554 surveys completed by practices between April 2013 and March 2018, where each survey had a minimum of 40 questionnaires returned, totalling 289,174 patient questionnaires.

Supporting documents

Page by page guide to the interpretation of your report

Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black 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"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<input type="checkbox"/>				

About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<input type="checkbox"/>				

Please turn over ↻



About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>				
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>				

About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>				
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>				
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>				

Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>				
26	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"/>				
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>				

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse 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 clinician?</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>
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Thank you for your time and assistance

Certificate of Completion

This is to certify that

Kingswell Surgery
40 Shrewsbury Road
Penistone
Sheffield
S36 6DY

Practice List Size: 4053
Surveys Completed: 114
has completed the

Improving Practice Questionnaire

Completed January 2019



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.