

# Practice Feedback Survey

To help me improve the service I provide, please could you answer the following questions, circling the number which you feel is most appropriate (1 = Strongly disagree → 5 = Strongly agree)

<b><u>Patients' experience</u></b>	
1. Patients appear satisfied with the consultation	1 2 3 4 5
2. Patients ask to see the same doctor again.	1 2 3 4 5
3. Patients are satisfied with the care and advice given.	1 2 3 4 5
<b><u>Colleagues' experience</u></b>	
1. Working relations with colleagues in the practice are good.	1 2 3 4 5
2. Staff feel able to approach me for advice or queries.	1 2 3 4 5
3. Timekeeping is adequate.	1 2 3 4 5
<b><u>Administration</u></b>	
1. Record keeping is acceptable.	1 2 3 4 5
2. Data entry (for quality points etc) is acceptable.	1 2 3 4 5
3. Safety netting (passing on information regarding patient care/follow up) is acceptable.	1 2 3 4 5
<b><u>Any other concerns</u></b>	
If you have any other concerns, comments, or areas where I can improve my practice please add these below. This survey is completely anonymous, but if there are any specific concerns you wish to raise, please feel free to contact me.	

Yes /No

Not  
Applicable

See  
Comment

1. Made appropriate clinical decisions
  2. Made appropriate follow up arrangements with patients (for results, failure of treatment etc)
  3. Prescribed appropriately.
  4. Correct use of practice repeat prescribing systems
  5. Prescribed according to practice / PCT Prescribing Guidelines.
  6. Records accurate, complete and contemporaneous.
  7. Consulted clearly and in a way patients could understand.
  8. Used in-practice services appropriately e.g. bloods, minor surgery / dietician
  9. Made appropriate use of appointment system
  10. Made appropriate referrals to services outside practice (including protocols for urgent cancer referrals and fast tracks)
  11. Made appropriate use of practice staff/ PHC team members
  12. Feedback from patients has been positive.
  13. Communicated clearly and courteously with staff and clinicians
  14. Shared clinical problems when appropriate with other members of PHCT (including handovers)
  15. Responded promptly when appropriate to messages from staff and patients
  16. Communicated clearly with practice manager when arranging booking- re dates, fees, workload etc
  17. Worked to agreed workload, agreed dates , arrived punctually.
  18. Sought help from GP partners / colleagues appropriately
  19. Observed appropriate timekeeping during surgeries and managed time appropriately.
  20. Acted on problems appropriately: eg missing results, violent patients, near misses.
- Comments or suggestions relating to above statements:

Highlights in performance (areas to be commended)

Possible suggested areas for development in performance