

Dr M Venables and Partners

Crown Street

Swinton

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Patient Participation DES

Summary

2011-2013

Published

27<sup>th</sup> March 2012 and 28<sup>th</sup> March 2013

2011-2012 Report, Prepared by

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## **The development of the Patient Reference Group at Crown Street Surgery**

In accordance with the Patient Participation DES 2011, a Patient Reference Group (PRG) was set up at Crown Street Surgery.

### **Key objectives**

1. To ensure that patients are involved in decisions about the range of services currently provided and, in future, to be commissioned by the practice.
2. To establish a PRG that can best represent the wider practice population.
3. To seek feedback on the perceived quality of the services by developing an appropriate survey in collaboration with the PRG.
4. To determine which areas are seen by patients as priority areas for change.
5. To involve patients in planning those changes via the PRG.

### **Step 1: Development of the PRG**

As it was felt that both clinical and administrative input was needed, a working group was established consisting of the Practice Manager, Assistant Manager and a GP lead. The following steps were taken to publicise the PRG and to invite interest from patients:

- An informative display board in the waiting area (appendix1)
- An information leaflet attached to all repeat prescriptions
- Application forms in communal areas
- Opportunistic personal invites from clinicians and administrative staff

It was decided not to use the surgery's website for this purpose, as the site needed further development and it was felt that this could be an area for discussion within the patient group once established.

The surgery engaged with NHS Rotherham and utilised the NAAP for resources to help with recruitment for the group. After a period of a month a total of 10 volunteers came forward and Crown Street's first PRG meeting was held on 23<sup>rd</sup> August 2012, although at this stage we were still actively encouraging other patients to join us. A permanent group of 9 was established, with a cross section of patients representing the different parts of practice's geographical area.

**Patient Group Breakdown:**

Total Members	9	Females	4	Males	5
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Under 16		45-54	1
17-24		55-64	2
25-34		65-74	5
35-44		75-84	1
		Over 84	

Attending surgery	Regularly	Occasionally	All white British
	7	2	

Non have school aged children, although 1 member is a school governor at the local senior school

This breakdown reflects the surgery’s demographics, in that the practice population has a very low proportion of ethnic minorities, a relatively low proportion of young families and a high proportion of over 65’s. Unfortunately, despite our best efforts, we have so far been unable to be able to attract participants from the under 45 age group or from ethnic minority groups.

The first meeting was low-key and consisted of general introductions, aims and objectives, a discussion about the structure and format of future meetings and the election of a chair. For the first 2 meetings, members said they needed to become comfortable with each other and within the group before anyone would volunteer for further duties, so initial meetings concentrated on building the confidence of the group.

The group members are clear that they are representing the wider practice population and they have been encouraged to actively solicit the views of family, friends & neighbours on the issues we discuss. They have also been encouraged to seek the views of younger people and minority groups, who are otherwise

unrepresented. This includes trying to persuade younger friends/family members in the area to join the group.

A chairperson has now been elected and it is agreed that this should be for an initial 6 month period with a view to rotation of this role. The group has decided to meet on average every 4 to 6 weeks.

## **Step 2: PRG suggests key areas for practice development and includes these in a specifically designed Practice Survey**

February's meeting was attended by Helen Wyatt, Patient & Public Engagement & PALS Manager, NHS Rotherham. Helen discussed Patient Surveys and her role in supporting and advising the group in developing their survey. She had brought some exemplar surveys and using some of these examples the group formulated their own patient survey.

The group felt that we should start with the key areas of information and access:

- Where do patients look for information about our services?
- Where would they prefer to find that information?
- What is the quality of the information the surgery provides?
- How helpful is our Reception service?
- How would patients prefer to access our services?

## **Step 3: Collate patient views through the use of a survey**

A list of 25 multiple-choice questions was included in the survey, which was delivered using tablet computers made available to patients in the waiting area throughout a two week period. A member of the PRG kindly sat in the waiting area to encourage patients to complete the survey and to help them out with any technical difficulties. A total of 167 responses were analysed.

## **Step 4: Discussion of survey results with PRG**

The survey results raised some very interesting points, which were discussed by the PRG.

With regard to information about services, the majority of patients said they accessed this information by coming to surgery or by telephone. There was considerable interest in finding this information on-line, particularly when the results for under- 25s were looked at in isolation, with 75% of this age group indicating that they were likely to use this option.

There was a startling lack of awareness, particularly among the under 25s, about the range of services provided and about the way care is delivered. For example only 50% of responders were aware of the telephone triage system for dealing with requests for same-day consultations. Only 50% were aware of the provision of

contraceptive services. On average only about a third of responders were aware of the existence of the following practice-based services: In-house counselling, dietician, minor-ops clinic, travel advice, well-woman, occupational health. The figures were again much lower when the under 25s were looked at in isolation.

The questions regarding access revealed that patients were largely satisfied with their ability to get through to the surgery by phone and to pre-book an appointment. On a positive note, the overwhelming majority of patients found our reception staff “Very Helpful” (81%) or “Fairly Helpful” (13%). However, the survey highlighted that 45% of responders (and 67% of those under 25) said they would use the internet to book an appointment if they could.

Only 31% of responders said they could see a GP the same day if they needed to. This is a surprising result and may be tied in with the lack of awareness about the telephone triage system.

The survey results have been uploaded and are accessible via a link from the practice website.

### **Step 5: Action Plan proposed and agreed by PRG**

Our PRG is keen to establish a practice newsletter, which would be available in the waiting area and also on-line. It is envisaged that the group will produce the newsletter, using the material and technical resources of the practice if required. One member of the group is a governor at the local secondary school and has been seeking to involve students in helping to prepare the newsletter. The first edition of this newsletter will contain information about the telephone triage system, since this has been introduced within the last 12 months. Subsequent issues may focus on some of the additional clinics we provide. The group is keen that each issue also contains a profile of a permanent member of staff and has information about any new staff or temporary staff e.g. GP registrars.

The major action point for the practice is to develop the website, which currently provides only the most basic information about opening times. The website will be expanded to include detailed information about access, the telephone triage system and the extra clinics and services provided by the practice. Eventually we would hope to include staff profiles on the website. We hope to have the website revamped within the next 6 months. Within the next 12 months we hope to have made progress toward patients being able to book some appointments on-line.

## **Other proposals for consideration within next 12 months:**

Another area highlighted by the PRG is Repeat Prescribing and there appears to be a level of misunderstanding among patients about how the system works, as well as a desire for the system to be more flexible. We plan to organise a patient survey on this topic within the next 3 months, with a view to the future introduction of on-line repeat prescribing.

A popular idea with our PRG is to organise a bi-annual educational event open to all patients, with expert speakers. A suggestion for the first event is an open forum with our Occupational Health advisor, given the current economic climate and the high level of work-related stress among our patients.

## **2012-2013 Update and progress by the PRG**

In September 2012, the surgery website was updated to include.

1. Information on Telephone Triage
2. Training dates when the practice is closed
3. Text Reminding Service
4. How to order repeat prescriptions
5. Added link to Newsletter
6. Added link to Patient Participation Report

In January 2013 the first quarterly newsletter was available and anecdotal evidence would suggest that the newsletter has been a success based on the number of copies printed and verbal feedback. A laminated copy was made available to be left in the surgery. The second edition will be available from April 2013. The independent in-house pharmacy is also keen to recommend general pharmacy issues for future editions of the newsletter.

In April 2013 a staff education session has been arranged to prepare for online repeat prescription reordering, which the surgery hopes to launch late in 2013.

As a group we wanted to look at holding a bi-annual educational event open to all patients with an expert speaker. Unfortunately the surgery is not able to accommodate this and we have not been able to find another venue. The surgery has approached another local surgery and they would be happy to work with us on this event in the very near future.

Unfortunately the PRG lost some members this year due to either other commitments or patients moving out of the practice area.

## **2012-2013 Step 1: Further Development of the PRG**

A general drive to recruit other members continued again with a display board, information attached to prescriptions and other patient information, also opportunistically discussed with patients.

The group's meeting in March 2013 saw an increase of 5 new members

New members of patient group breakdown:

Total Members	11	Females 6	Males 5
New members	6	4	2

New Members

Under 16		45-54	
17-24		55-64	
25-34		65-74	5
35-44	1	75 +	

Attending surgery	Regularly 3	Occasionally 2	Not committed 1
All white British	Non have school aged children		1 patient with children under school age

## **2012-2013 Step 2: PRG suggests key areas for practice development and includes these in a specifically designed Practice Survey**

At a meeting on 15<sup>th</sup> October 2012 Dr Venables addressed the PRG on the work and progress of the Care Quality Commissioning (CQC) informing the PRG how the CQC will assess standards and quality of care in general practice. The PRG agreed that the next patient survey would include questions to show how effectively we at Crown Street Surgery can demonstrate compliance within areas of the CQC.

## 2012-13 Step 3: Collate patient views through the use of a survey

### CQC Report for Crown Street Surgery

#### Introduction

Crown Street Surgery has used the guidance document and questionnaire created by the Quality Assurance Team to effectively demonstrate compliance with particular outcomes of the CQC (1A to 4B). This involved reviewing the service the practice provides to patients by asking them to complete a questionnaire.

#### Rationale

To demonstrate compliance with CQC outcomes.

#### Aim of audit

The following table shows which CQC outcomes this audit will cover.

<b>CQC Outcome</b>	<b>Template Question</b>
1A	Ensure the dignity, privacy, and independence of service users; and...
1B	...that service users are enabled to make, or participate in making decisions relating to their care or treatment.
1C	Treat service users with consideration and respect.
1D	Provide service users with appropriate information and support in relation to their care or treatment.
1E	<input type="checkbox"/> Encourage service users, or those acting on their behalf, to: <ul style="list-style-type: none"><li>○ understand the care or treatment choices available to the service user, and discuss with an appropriate health care professional, or other appropriate person, the balance of risks and benefits involved in any particular course of care or treatment, and</li><li>○ Express their views as to what is important to them in relation to the care or treatment.</li></ul>
1F	Where necessary, assist service users, or those acting on their behalf, to express the views referred to above and, so far as appropriate and reasonably practicable, accommodate those views.
1G	Where appropriate, provide opportunities for service users to manage their own care or treatment.
1H	Where appropriate, involve service users in decisions relating to the way in which the regulated activity is carried on in so far as it relates to their care or treatment.
1I	Provide appropriate opportunities, encouragement and support to



	service users in relation to promoting their autonomy, independence, and community involvement, and...
1J	...take care to ensure that care and treatment is provided to service users with due regard to their age, sex, religious persuasion, sexual orientation, racial origin, cultural and linguistic background and any disability they may have.
2A	Must have suitable arrangements in place for obtaining, and acting in accordance with, the consent of service users in relation to the care and treatment provided for them.
4A	Ensure that each service user is protected against the risks of receiving care or treatment that is inappropriate or unsafe by the carrying out of an assessment of the needs of the service user, and...
4B	<p>...the planning and delivery of care and, where appropriate, treatment in such a way as to:</p> <ul style="list-style-type: none"> <li>○ meet the service user's individual needs,</li> <li>○ ensure the welfare and safety of the service user,</li> <li>○ reflect, where appropriate, published research evidence and guidance issued by the appropriate professional and expert bodies as to good practice in relation to such care and treatment, and</li> <li>○ Avoid unlawful discrimination including, where applicable, by providing for the making of reasonable adjustments in service provision to meet the service user's individual needs.</li> </ul>

### **Standard / evidence base**

CQC standards 1A to 4B.

### **Methodology**

The Crown Street Surgery left questionnaires (Appendix 3) in both doctors' and nurses' consultation rooms and also at reception for them to be given to patients as they attend their clinic. The questionnaires, either given to the receptionist, posted in the post box in reception area, or returned by post using the stamped addressed envelope provided, went directly to the Quality Assurance Team.

### **Findings**

62 completed questions were returned.

**Thinking about a recent visit to the practice, can you indicate whether you agree or disagree with the following statements:**

	Agree	Disagree	Not sure	N/A	No answer
I was treated in a way that respected my privacy	98%	0%	2%	0%	0%
I was treated in a way that respected my dignity	97%	0%	3%	0%	0%
I was treated in a way that respected my independence	98%	0%	2%	0%	0%
I made, or was invited to make, decisions about my treatment or care	82%	2%	2%	15%	0%
I was treated with consideration	95%	2%	3%	0%	0%
I was treated with respect	97%	0%	3%	0%	0%

**If you disagree with any of the statements, can you please tell us why?**

- A lecture regarding time of appointments is not exactly respectful
- Blood sugar levels just after Xmas, nurse would not take this into account. It would have dropped in the following months.

**Do you think the care or treatment you received was affected by any of the following?**

	Yes, it was affected	No, it wasn't affected	Not sure	N/A	No Answer
Your gender	2%	90%	0%	0%	8%
Your religious beliefs	0%	89%	2%	0%	10%
Your sexual orientation	2%	89%	0%	0%	10%
Your racial origin	2%	89%	0%	0%	10%
Your cultural background	2%	89%	0%	0%	10%
Your disability	2%	65%	0%	31%	3%

**Thinking about a recent visit to the practice, can you indicate whether you agree or disagree with the following statements?**

	Agree	Disagree	Not sure	N/A	No answer
I was given the information I needed about my treatment or care	81%	5%	0%	11%	3%
I was given the support I needed in relation to my treatment or care	79%	3%	3%	15%	0%
I understood the treatment choices available to me	82%	2%	5%	11%	0%
I was able to discuss the risks and benefits of particular treatments	74%	5%	3%	16%	2%
I was able to express my views about what is important to me	76%	3%	3%	16%	2%
If I didn't feel I could express my views, I was given help to communicate them	52%	6%	6%	29%	6%
My views were taken into account when planning my care or treatment	73%	3%	2%	18%	5%
I was given opportunities to manage my own care or treatment	71%	3%	2%	23%	2%
I have been asked what I think about the services that affect my care or treatment	53%	5%	8%	31%	3%
I was given opportunities and support to maintain my independence throughout my care or treatment	61%	3%	3%	31%	2%

**If you disagree with any of the statements, please tell us why?**

- Happy with this visit, not happy with having to wait so long to get appointment sometimes. Yearly follow up on my condition seems haphazard and sketchy now
- I cannot remember being asked about the services, but I am very pleased with the treatment received 100%
- I have always received excellent care at this practice
- No follow through on the outcome of the treatment I received on continuing groin pains, which I feel I just have to live with because I do not understand why I have this problem
- Patient was told the information given was too vague
- The care at Crown St Surgery is excellent and very friendly staff. All good care
- The doctor I spoke to regarding my daughter's illness and treatment was helpful, informative and generally had a lovely manner. Very personable. Would not hesitate to make an appointment with Dr Rob in the future. Very happy

- Up to now I feel I have received good service and been well looked after. Sometimes appointments could be sooner but I appreciate that volumes of patients wanting to see a favourite doctor will affect that

**Is there anything else you would like to tell us about the care you have received at the practice?**

- A very good surgery with kind caring staff and doctors
- Been with this surgery for 30 years and think the world of the staff
- Excellent care given always
- I have been a patient here for 6 years and coming from another surgery I feel that Crown Street Surgery is a wonderful practice. The staff and the doctors are very pleasant. So glad I moved to Swinton
- I don't think I have received enough care about my complaint
- I feel that this is a very good practice
- I have always been treated with respect
- I have always been treated well at this practice and always feel I can talk to the doctor
- I would like to thank Crown Street Surgery for the help they have given me since I moved from my last surgery. I have been given so much help, which has helped me with my health and have a better standard of life. I can only give them praise
- Never had a problem as a long standing patient except the delay in appointments
- The care my family and I have had has been nothing but excellent from Dr Venables over the years and we will be sorry to see him go
- The only problem I have, like many others in different practices, is the length of time you have to wait for an appointment
- The standards at Crown Street are of the highest
- When calling or visiting the practice the staff and doctors are always polite and professional
- Yes I have always been treated with respect by the doctors and staff. They are very caring
- Nurse Pat was my nurse 2 or 3 times a week for 4 months. She's fantastic I couldn't have wished for better care from start to finish

## **2012-13 Step 4: Discussion of survey results with PRG**

Results of this survey were given out at a meeting on 25<sup>th</sup> February 2013 Lynn Takacs, PM, advised that she would forward the members a copy of the survey action plan results for further comments before the end of March 2013 and advised that the PRG 2012-2013 report would be posted on the surgery website and laminated copies made available in the surgery.

### **Discussion**

This survey shows that the majority of patients who completed the questionnaire were very happy with the service we provide at Crown Street. Of all questions asked, there was only one that scored with dissatisfaction above 5% and that was only 6%. All other negative comments were made by up to 5% of the respondents only

There were 24 free text comments. There were only 5 negative comments and 2 of these were about the appointment system. The other 3 were probably a communication problem due to lack of explanation

### **Conclusion**

We feel that we more than meet the standard expected at Crown Street Surgery. This has been confirmed by the response by patients in the questionnaire, and their comments, which have largely been very positive.

We accept that the appointment system could be improved although there are constraints to this, including increased workload and staffing problems. We hope to address this in the next year or so in order to provide an even better service.

## 2012-13 Step 5: Action Plan proposed and agreed by PRG

Recommendations	Action	Start date	Completion date
Provide more Appointments	<input type="checkbox"/> Increase medical staff <input type="checkbox"/> Advertise for Partner/salaried GP	March 2013	Successfully recruit new GPs August 2013 <b>(completed 3/2013)</b>
	<input type="checkbox"/> Practice nurses to commence nurse prescribing course	February 2013	August 2013 1 <sup>st</sup> Nurse <b>(Started)</b> to complete nurse prescribing course  2 <sup>nd</sup> nurse start the course August 2013
	<input type="checkbox"/> Look at the additional services provided at the surgery	February 2013	April 2013
Reduce “did not attend appointments” (DNA’s)	<input type="checkbox"/> Educate patients of the importance of cancelling appointments	Ongoing	Throughout 2013/14
	<input type="checkbox"/> Produce display boards and continue to advertise the amount of DNA’s per week and month	Ongoing	2014
	<input type="checkbox"/> Advertise DNA’s figures in news letter	Ongoing	Quarterly 2013/14
Increase information available to patients and carers	<input type="checkbox"/> Provide more display boards	February 2013	February 2013 <b>(Completed 2/2013)</b>
	<input type="checkbox"/> Work with PRG and clinicians to create a timetable of health professionals promotional events	April 2013	March 2014
	<input type="checkbox"/> Contact Health promotion team for educational ideas and patient leaflets	April 2013	May 2013
	<input type="checkbox"/> Initiate meeting with local pharmacies to advertise non-promotional self help and minor ailments services	February 2013	<b>Started February 2013, ongoing</b>
	<input type="checkbox"/> Online services training for staff to provide repeat prescriptions and appointments online	April 2013	March 2014

## Appendix 1

Dr M Venables, Dr I Turner Dr N Ravi  
Dr SL Turner and Dr H Jarvis

**Crown Street Surgery  
Swinton**

### PATIENT PARTICIPATION GROUP

Are you interested in finding out more about Crown Street Surgery?

Would you like to influence the development of local health services?

The Surgery is keen to set up a Patient Participation Group, so why not come along to discuss your ideas and hear about planned changes

**The meeting will take place at: Crown Street Surgery  
A time and date will be arranged once a number of people have expressed an interest.**

If you would like to come along to the meeting, or if you have any queries about the Patient Participation Group, then please register your interest at reception today.

Discussion topics at the first meeting could include:

- Update on planned changes at the Surgery;
  - Ideas for the development of the group - what would you like to see your Patient Participation Group doing?
  - Planning a community event at the Surgery in the future;
-

## **Appendix 2**

### **Patient Survey questions 2011/12**

**Where would you usually look for practice information such as our appointment system, opening times? Clinic information etc?**

**- Ask in person**

**Q.1** Currently use      May use      Not interested

**Where would you usually look for practice information such as our appointment system, opening times? Clinic information etc?**

**- Over the Telephone**

**Q.2** Currently use      May use      Not interested

**Where would you usually look for practice information such as our appointment system, opening times? Clinic information etc?**

**- Online**

**Q.3** Currently use      May use      Not interested

**Where would you usually look for practice information such as our appointment system, opening times? Clinic information etc?**

**- Via Newsletter**

**Q.4** Currently use      May use      Not interested

**Where would you usually look for practice information such as our appointment system, opening times? Clinic information etc?**

**- Via local Newspaper**

**Q.5** Currently use      May use      Not interested

**Where would you usually look for practice information such as our appointment system, opening times? Clinic information etc?**

**- Via a Notice board**

**Q.6** Currently use      May use      Not interested

**Q.7 if you use another way to access practice information please state**

Free Format Text

**8 How helpful do you find the receptionists at the surgery?**

Very helpful fairly helpful      Not very helpful      Not at all helpful

Can't remember/Not applicable



**Q.9 Please advise us if you are aware of any of the following services provided by Crown St surgery**

Occupational Health Adviser	Daily telephone triage/assessment service
Travel Advice	Alcohol & Drugs advice
Smoking Cessation clinic	Counselling service
Dietician advice	Contraceptive advice
Well Woman clinic	Minor surgical procedures
Over 40's Health checks	Patient Participation Group meetings
Not aware of any services	

**Last time you tried, how easy was it to do the following by phone?**

**- Getting through**

**Q.10** Very easy      fairly easy      Not very easy      Not at all easy      Unsure/does not apply

**Last time you tried, how easy was it to do the following by phone?**

**- Speaking to a doctor**

**Q.11** Very easy      fairly easy      Not very easy      Not at all easy      Unsure/does not apply

**Last time you tried, how easy was it to do the following by phone?**

**- Speaking to a nurse**

**Q.12** Very easy      fairly easy      Not very easy      Not at all easy      Unsure/does not apply

**Last time you tried, how easy was it to do the following by phone?**

**- Booking ahead**

**Q.13** Very easy      fairly easy      Not very easy      Not at all easy      Unsure/does not apply

**If you need to see a GP urgently, can you usually get seen on the same day?**

**Q.14** Yes      No      Sometimes, it can vary      Have not needed to

**How important is it to you to be able to book appointments in advance?**

**Q.15** Very important      Important      Neither important or unimportant      Fairly Unimportant

Not at all important

**Tell us how you usually, or would like to, book appointments at this practice**

**- In Person**

**Q.16** Currently use      May use      Not interested

**Tell us how you usually, or would like to, book appointments at this practice**

**- Over the telephone**

**Q.17** Currently use      May use      Not interested

**Tell us how you usually, or would like to, book appointments at this practice**

**- By Fax**

**Q.18** Currently use      May use      Not interested

**Tell us how you usually, or would like to, book appointments at this practice**

**- Online**

**Q.19** Currently use      May use      Not interested

**Tell us how you usually, or would like to, book appointments at this practice**

**- Digital TV**

**Q.20** Currently use      May use      Not interested

**Tell us how long it takes to get an appointment with...**

**- Your preferred GP**

**Q.21** Same day or next day      Within 2 - 4 days      5 days or longer

**Tell us how long it takes to get an appointment with...**

**- Any GP**

**Q.22** Same day or next day      Within 2 - 4 days      5 days or longer

**Q.23 Are you?** Male      Female

**Q.24 How old are you?** Under 18      18yrs - 24yrs      25yrs - 34yrs      35yrs - 44yrs

45yrs - 54yrs      55yrs - 64yrs      65yrs - 74yrs      75yrs +

**Which area of Rotherham do you live in?**

**Q.25** Swinton      Mexborough      Wath      Kilnhurst      Old Denaby      Barnburgh      Adwick

Harlington      Other

## Crown Street Surgery Patient Questionnaire 2012-13

**Dear patient**

Crown Street Surgery is reviewing the service it provides to patients, and we'd like to ask you a few questions about how we do this. It will only take you a few minutes to complete and your views will help us to improve care for all patients.

**The answers you give will be completely anonymous and you can't be identified in any way.**

Please complete and return this questionnaire using the enclosed envelope by **within the next two weeks.**

Many thanks for your help.

**Thinking about a recent visit to the practice, can you tick to indicate whether you agree or disagree with the following statements:**

	Agree	Disagree	Not sure	Not applicable
I was treated in a way that respected my privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I was treated in a way that respected my dignity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I was treated in a way that respected my independence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I made, or was invited to make, decisions about my treatment or care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was treated with consideration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I was treated with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**If you disagree with any of the statements, can you please tell us why?**

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**Do you think the care or treatment you received was affected by any of the following?**

	Yes, it was affected	No, it wasn't affected	Not sure	Not applicable
Your gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Your religious beliefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Your sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Your racial origin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Your cultural background	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Your disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Agree	Disagree	Not sure	Not applicable
I was given the information I needed about my treatment or care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given the support I needed in relation to my treatment or care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood the treatment choices available to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to discuss the risks and benefits of particular treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to express my views about what is important to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I didn't feel I could express my views, I was given help to communicate them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My views were taken into account when planning my care or treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given opportunities to manage my own care or treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been asked what I think about the services that affect my care or treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given opportunities and support to maintain my independence throughout my care or treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If you disagree with any of the statements, can you please tell us why?**

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**Is there anything else you would like to tell us about the care you have received at the practice?**

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**Thank you for your help and your time.**