

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

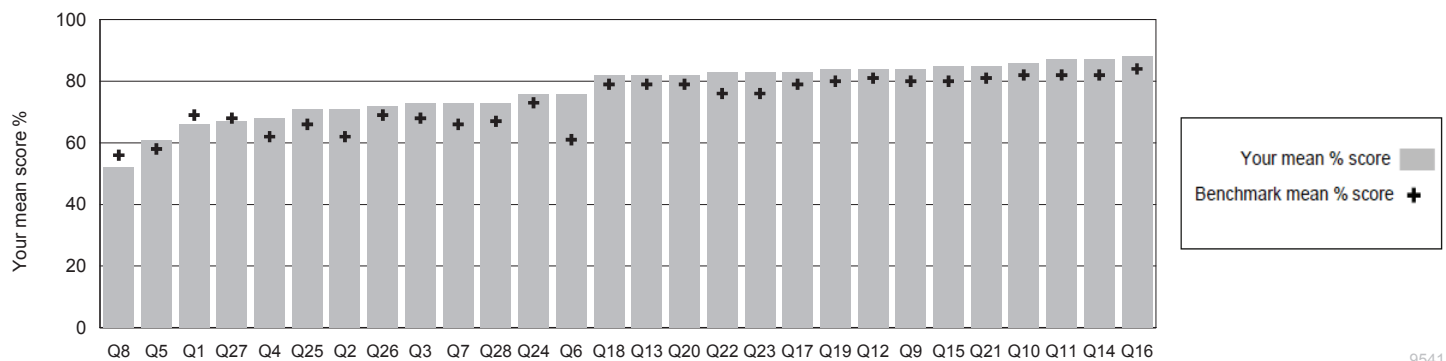
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	69	23	64	68	73	92
Q2 Telephone access	71	62	13	53	63	71	92
Q3 Appointment satisfaction	73	68	23	63	68	74	92
Q4 See practitioner within 48hrs	68	62	18	54	62	70	96
Q5 See practitioner of choice	61	58	22	48	57	65	95
Q6 Speak to practitioner on phone	76	61	25	54	61	67	92
Q7 Comfort of waiting room	73	66	27	60	66	71	90
Q8 Waiting time	52	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	84	80	41	76	81	85	97
Q10 Warmth of greeting	86	82	45	78	82	86	96
Q11 Ability to listen	87	82	46	78	83	87	97
Q12 Explanations	84	81	42	77	81	85	97
Q13 Reassurance	82	79	41	75	80	84	98
Q14 Confidence in ability	87	82	43	79	83	87	99
Q15 Express concerns/fears	85	80	45	76	81	85	96
Q16 Respect shown	88	84	49	80	85	88	98
Q17 Time for visit	83	79	38	75	80	84	96
Q18 Consideration	82	79	41	75	79	83	98
Q19 Concern for patient	84	80	43	76	80	84	97
Q20 Self care	82	79	38	75	79	83	97
Q21 Recommendation	85	81	41	78	82	86	99
About the staff							
Q22 Reception staff	83	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	83	76	43	72	76	80	96
Q24 Information of services	76	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	71	66	31	62	66	70	96
Q26 Illness prevention	72	69	34	64	68	72	96
Q27 Reminder systems	67	68	27	63	68	72	96
Q28 Second opinion / comp medicine	73	67	30	62	67	71	96
Overall score	77	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

9541

*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



9541