

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (2001-4000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	66	71	42	66	72	77	91
Q2 Telephone access	71	71	35	64	73	80	91
Q3 Appointment satisfaction	73	73	38	67	74	80	92
Q4 See practitioner within 48hrs	68	69	31	61	69	77	93
Q5 See practitioner of choice	61	68	33	60	69	76	92
Q6 Speak to practitioner on phone	76	65	38	58	66	72	92
Q7 Comfort of waiting room	73	70	44	64	71	76	90
Q8 Waiting time	52	61	35	53	61	69	90
About the practitioner							
Q9 Satisfaction with visit	84	81	54	76	82	87	97
Q10 Warmth of greeting	86	82	57	77	83	88	96
Q11 Ability to listen	87	82	55	77	83	88	97
Q12 Explanations	84	81	57	76	82	87	97
Q13 Reassurance	82	80	56	75	80	85	96
Q14 Confidence in ability	87	82	58	78	83	88	96
Q15 Express concerns/fears	85	80	55	75	80	86	96
Q16 Respect shown	88	84	58	79	85	89	97
Q17 Time for visit	83	80	56	75	81	86	96
Q18 Consideration	82	79	54	74	80	85	98
Q19 Concern for patient	84	80	54	76	81	86	97
Q20 Self care	82	79	52	74	80	85	97
Q21 Recommendation	85	82	54	77	83	88	97
About the staff							
Q22 Reception staff	83	81	52	77	82	87	96
Q23 Respect for privacy/confidentiality	83	80	55	76	81	85	96
Q24 Information of services	76	77	50	72	78	83	96
Finally							
Q25 Complaints/compliments	71	70	42	65	71	76	96
Q26 Illness prevention	72	72	48	68	73	78	96
Q27 Reminder systems	67	72	50	66	72	77	96
Q28 Second opinion / comp medicine	73	71	45	66	71	76	96
Overall score	77	76	50	71	77	82	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

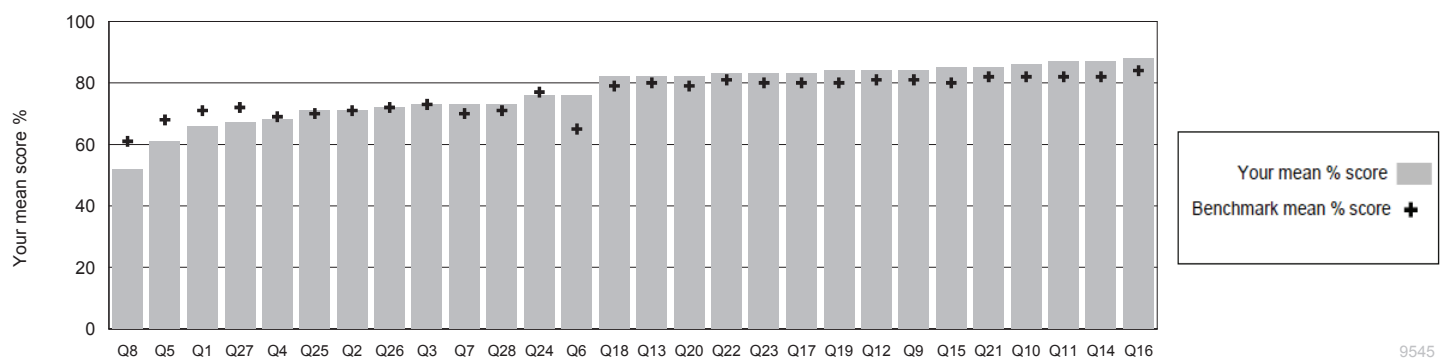
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*Based on data from 185 practices carrying out 248 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient 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 (2001-4000 patients)



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