

## 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	5	32	41	29	0
Q2 Telephone access	4	15	32	31	23	2
Q3 Appointment satisfaction	1	7	26	34	37	2
Q4 See practitioner within 48hrs	10	16	38	24	17	2
Q5 See practitioner of choice	6	16	40	24	20	1
Q6 Speak to practitioner on phone	4	9	41	24	24	5
Q7 Comfort of waiting room	0	1	28	40	37	1
Q8 Waiting time	0	12	35	33	24	3
Q9 Satisfaction with visit	1	0	14	35	55	2
Q10 Warmth of greeting	1	2	7	41	54	2
Q11 Ability to listen	1	1	7	37	57	4
Q12 Explanations	0	3	12	35	54	3
Q13 Reassurance	1	2	10	37	54	3
Q14 Confidence in ability	1	3	10	30	60	3
Q15 Express concerns/fears	1	2	15	32	53	4
Q16 Respect shown	1	3	5	33	62	3
Q17 Time for visit	3	2	9	35	55	3
Q18 Consideration	1	3	11	41	46	5
Q19 Concern for patient	1	2	9	40	49	6
Q20 Self care	1	2	14	37	44	9
Q21 Recommendation	1	3	12	35	50	6
Q22 Reception staff	2	5	20	30	48	2
Q23 Respect for privacy/confidentiality	4	7	20	25	50	1
Q24 Information of services	1	10	26	26	42	2
Q25 Complaints/compliments	1	10	38	27	21	10
Q26 Illness prevention	1	7	30	38	28	3
Q27 Reminder systems	2	5	32	33	29	6
Q28 Second opinion / comp medicine	2	8	20	31	21	25

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

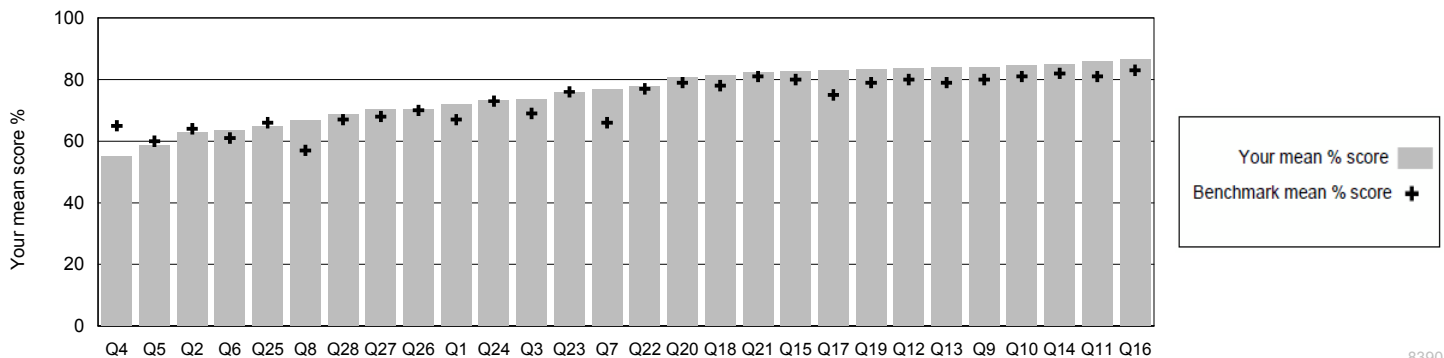
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	72	67	40	63	67	71	99
Q2 Telephone access	63	64	22	55	64	72	99
Q3 Appointment satisfaction	74	69	35	64	69	74	99
Q4 See practitioner within 48hrs	55	65	22	57	64	72	99
Q5 See practitioner of choice	58	60	23	52	60	68	99
Q6 Speak to practitioner on phone	63	61	31	54	61	67	99
Q7 Comfort of waiting room	77	66	21	61	66	72	100
Q8 Waiting time	67	57	20	51	57	63	99
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	48	76	80	84	99
Q10 Warmth of greeting	85	81	47	78	82	86	99
Q11 Ability to listen	86	81	49	78	82	86	100
Q12 Explanations	84	80	47	76	81	85	100
Q13 Reassurance	84	79	48	75	79	83	100
Q14 Confidence in ability	85	82	47	78	83	86	100
Q15 Express concerns/fears	83	80	48	76	80	84	100
Q16 Respect shown	87	83	45	80	84	88	100
Q17 Time for visit	83	75	45	70	75	79	100
Q18 Consideration	81	78	47	74	78	82	100
Q19 Concern for patient	83	79	43	75	79	83	100
Q20 Self care	81	79	51	75	80	83	99
Q21 Recommendation	82	81	46	77	81	85	100
<b>About the staff</b>							
Q22 Reception staff	78	77	39	72	76	81	99
Q23 Respect for privacy/confidentiality	76	76	42	72	76	80	100
Q24 Information of services	73	73	38	69	73	77	100
<b>Finally</b>							
Q25 Complaints/compliments	65	66	38	62	66	70	100
Q26 Illness prevention	70	70	19	66	69	73	100
Q27 Reminder systems	70	68	42	63	67	72	99
Q28 Second opinion / comp medicine	69	67	37	63	67	71	99
Overall score	76	73	44	69	73	77	100

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 3,157 practices carrying out 3,834 surveys between April 2008 and March 2012 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



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## 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
<b>About the practice</b>							
Q1 Opening hours satisfaction	72	69	40	64	70	74	98
Q2 Telephone access	63	71	31	63	72	79	99
Q3 Appointment satisfaction	74	72	37	66	73	79	98
Q4 See practitioner within 48hrs	55	69	30	62	70	78	98
Q5 See practitioner of choice	58	68	33	61	69	76	98
Q6 Speak to practitioner on phone	63	65	31	58	65	71	98
Q7 Comfort of waiting room	77	68	21	62	69	76	97
Q8 Waiting time	67	61	20	53	61	69	97
<b>About the practitioner</b>							
Q9 Satisfaction with visit	84	80	52	76	81	85	99
Q10 Warmth of greeting	85	81	56	77	82	87	99
Q11 Ability to listen	86	81	52	77	82	86	99
Q12 Explanations	84	80	52	76	81	85	99
Q13 Reassurance	84	79	53	74	79	84	98
Q14 Confidence in ability	85	82	55	78	83	87	99
Q15 Express concerns/fears	83	79	53	75	80	85	99
Q16 Respect shown	87	83	57	79	84	88	99
Q17 Time for visit	83	75	46	70	76	81	98
Q18 Consideration	81	78	52	74	79	83	98
Q19 Concern for patient	83	79	53	75	80	84	99
Q20 Self care	81	80	52	76	81	85	99
Q21 Recommendation	82	80	52	76	81	86	98
<b>About the staff</b>							
Q22 Reception staff	78	80	39	76	81	85	99
Q23 Respect for privacy/confidentiality	76	79	42	75	80	84	98
Q24 Information of services	73	77	38	72	77	81	98
<b>Finally</b>							
Q25 Complaints/compliments	65	70	42	65	70	75	98
Q26 Illness prevention	70	73	46	68	73	77	98
Q27 Reminder systems	70	71	42	66	71	76	97
Q28 Second opinion / comp medicine	69	70	44	66	71	75	96
Overall score	76	75	46	71	76	80	98

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

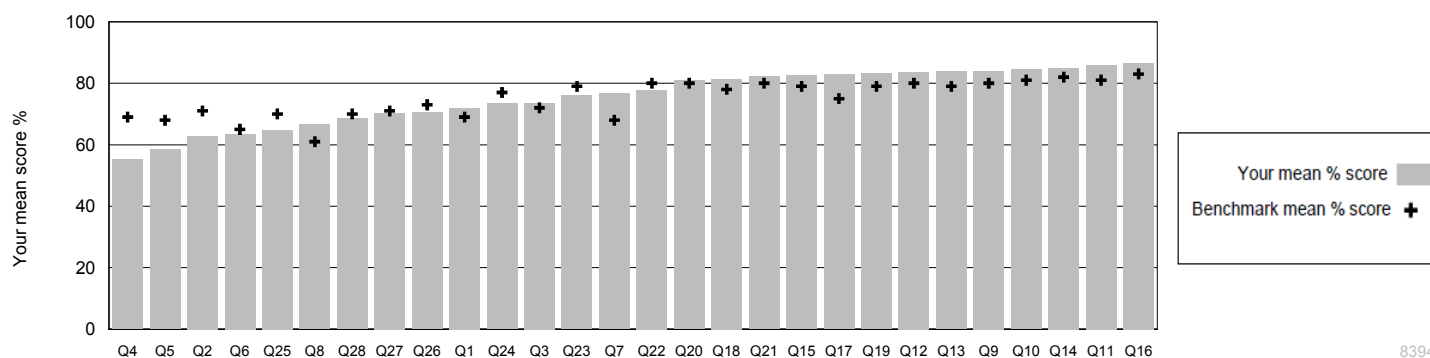
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\*Based on data from 787 practices carrying out 928 surveys between April 2008 and March 2012 with 25 or more responses.

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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## Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (2001-4000 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	13	81	72	35	66	73	79	100
25 - 59	62	74	74	45	69	74	79	98
60 +	29	79	78	36	74	78	83	99
Blank	3	-	-	-	-	-	-	-

### Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	69	74	74	45	70	75	80	99
Male	34	80	76	44	71	76	81	97
Blank	4	-	-	-	-	-	-	-

### Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	74	77	76	49	72	77	81	98
No	21	72	71	35	64	71	77	100
Blank	12	71	73	36	67	74	80	100

### Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	40	75	75	45	69	75	80	100
5 - 10 years	51	76	74	40	69	75	80	99
> 10 years	11	76	76	48	71	76	81	98
Blank	5	77	74	25	67	74	82	100

\*Based on data from 787 practices carrying out 928 surveys between April 2008 and March 2012 with 25 or more responses.

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	01/07/2011	23/12/2008	12/06/2007
Q1 Opening hours satisfaction	72	68	70	66
Q2 Telephone access	63	70	80	74
Q3 Appointment satisfaction	74	73	72	72
Q4 See practitioner within 48hrs	55	63	65	72
Q5 See practitioner of choice	58	64	59	56
Q6 Speak to practitioner on phone	63	66	69	65
Q7 Comfort of waiting room	77	73	81	78
Q8 Waiting time	67	66	70	65
Q9 Satisfaction with visit	84	77	78	72
Q10 Warmth of greeting	85	78	79	73
Q11 Ability to listen	86	79	79	74
Q12 Explanations	84	79	78	71
Q13 Reassurance	84	77	77	72
Q14 Confidence in ability	85	78	78	74
Q15 Express concerns/fears	83	79	78	72
Q16 Respect shown	87	81	80	76
Q17 Time for visit	83	77	69	72
Q18 Consideration	81	78	77	72
Q19 Concern for patient	83	79	79	74
Q20 Self care	81	77	--	--
Q21 Recommendation	82	78	82	74
Q22 Reception staff	78	85	86	82
Q23 Respect for privacy/confidentiality	76	81	82	79
Q24 Information of services	73	79	80	74
Q25 Complaints/compliments	65	70	68	67
Q26 Illness prevention	70	73	72	71
Q27 Reminder systems	70	72	72	70
Q28 Second opinion / comp medicine	69	69	67	69
Overall score	76	75	75	72

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

\*Dates in the table relate to date of application to carry out the survey.

## 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.

## Comments about how the practice could improve

- Excellent nurse.
- With many years of attending this practice I have found the service and care to be excellent.
- I would like the practice to go back to having a member of staff on the reception desk.
- More appointments available.
- Couldn't get better treatment if I was a private patient.
- More Saturday opening.
- Appointments can be difficult to obtain. More flexibility in this area would be an improvement.
- Answer the telephone sooner.
- The staff have complete confidence in their roles and do a fine job, this is very difficult to improve on.
- It is often difficult to get an appointment in a reasonable time scale and especially for ailments needing attention soon but not urgent. However good flexibility shown today. Thank you.
- I always find staff very good, doctors/reception staff very helpful and support you always.
- Love my practice, been here for years plus doctors are the same.
- Opening on a Saturday. Open later in evening for working people.
- Couldn't be better.
- Not one complaint.
- Reception staff should not be asking a patient when you call to make an appointment why you want to see a doctor, this is something that is between doctor and patient and not reception staff.
- There is no need to change anything, I'm very happy with the practice. Thank you.
- No. Unlike doctor's practices I have used over the years this one is excellent!
- Make appointments on the day and not in advance.
- Improving chances of seeing GP in 48 hours.
- The reception staff are really good.
- I like one of the receptionists. But they are all nice. One seemed to be professional but I don't mean the others are not good, they are.
- I find it difficult to get through via the telephone - it seems to take a long time before anyone answers if at all. Overall, I find the doctors wonderful and very helpful and supportive!
- None - I think the service is extremely good. I am always recommending the surgery.
- There is not always someone to answer the telephone in the mornings if I ring to make appointment. Have sometimes thought doctor more interested in guidelines than really listening to my concerns and needs.
- Weekend practice opening.

## 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.

## Comments about how the doctor/nurse could improve

- Everything is excellent.
- This doctor is the best doctor I have ever had.
- I can't think of anything that this doctor could do to improve their overall care that I have received over the last few years.
- You can't improve on perfection.
- The doctor is excellent, no comments.
- This doctor is to be commended for their high concern about a patient's well being.
- No, doctors comes and goes.
- I have no comment to make. Only to say they are the best doctor I have ever seen in my life. They do as much as they can and even more if they can.
- None - other than work more Saturdays.
- They can't improve. They're very good.
- There is no need, I'm happy with the doctors.
- Both my husband and I have the opportunity to see the same doctor. Which is very important to us. Our doctor knows us and any issues which we feel is vital when having an assessment!
- One member of staff is very good as are the others. I like that they wear their name on their badge.
- No, they have always taken care of me here. Very good service.
- I have no idea how I would make a complaint or seek a second opinion. This information should be readily available.
- It would be much better if there was a continuity of doctors each time you came, 90% of the time you see a different doctor.