

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	64	67	44	62	66	71	99
Q2 Telephone access	50	64	24	56	64	72	99
Q3 Appointment satisfaction	66	69	37	64	69	74	99
Q4 See practitioner within 48hrs	68	65	25	57	65	72	99
Q5 See practitioner of choice	56	61	24	53	60	69	99
Q6 Speak to practitioner on phone	55	61	31	54	61	67	99
Q7 Comfort of waiting room	57	66	31	61	66	72	100
Q8 Waiting time	50	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	72	80	49	76	80	84	99
Q10 Warmth of greeting	74	81	50	78	82	86	99
Q11 Ability to listen	75	81	50	78	82	86	100
Q12 Explanations	73	80	49	77	81	84	100
Q13 Reassurance	71	79	49	75	79	83	100
Q14 Confidence in ability	75	82	50	79	83	86	100
Q15 Express concerns/fears	72	80	50	76	80	84	100
Q16 Respect shown	77	83	50	80	84	88	100
Q17 Time for visit	71	74	46	70	74	79	100
Q18 Consideration	71	78	48	74	78	82	100
Q19 Concern for patient	71	79	48	75	79	83	100
Q20 Self care	70	80	51	78	81	85	99
Q21 Recommendation	74	81	46	77	81	85	100
About the staff							
Q22 Reception staff	64	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	66	76	45	72	76	80	100
Q24 Information of services	63	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	56	66	42	62	66	71	100
Q26 Illness prevention	60	70	46	66	69	73	100
Q27 Reminder systems	59	68	43	63	67	72	99
Q28 Second opinion / comp medicine	59	68	44	63	67	72	99
Overall score	66	73	46	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

* Based on data from 3,027 practices surveyed between April 2008 and March 2011 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

