

## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (>12000 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	64	64	52	60	65	68	79
Q2 Telephone access	50	54	27	47	55	61	81
Q3 Appointment satisfaction	66	65	43	60	66	69	81
Q4 See practitioner within 48hrs	68	60	29	53	60	66	82
Q5 See practitioner of choice	56	52	25	45	51	59	85
Q6 Speak to practitioner on phone	55	57	31	51	57	63	81
Q7 Comfort of waiting room	57	64	42	59	64	69	85
Q8 Waiting time	50	55	35	50	55	59	77
<b>About the practitioner</b>							
Q9 Satisfaction with visit	72	80	67	76	80	84	94
Q10 Warmth of greeting	74	81	69	78	81	85	95
Q11 Ability to listen	75	82	69	79	82	86	95
Q12 Explanations	73	81	67	77	81	84	94
Q13 Reassurance	71	79	66	76	80	82	93
Q14 Confidence in ability	75	82	70	79	83	85	95
Q15 Express concerns/fears	72	80	67	77	80	83	95
Q16 Respect shown	77	84	73	81	84	87	96
Q17 Time for visit	71	74	59	70	73	77	93
Q18 Consideration	71	78	64	75	78	81	92
Q19 Concern for patient	71	79	66	76	79	83	93
Q20 Self care	70	82	71	79	82	85	92
Q21 Recommendation	74	81	66	78	81	84	95
<b>About the staff</b>							
Q22 Reception staff	64	72	58	69	72	75	87
Q23 Respect for privacy/confidentiality	66	72	58	68	72	75	87
Q24 Information of services	63	69	56	65	69	72	84
<b>Finally</b>							
Q25 Complaints/compliments	56	62	49	58	63	66	80
Q26 Illness prevention	60	66	54	63	66	69	85
Q27 Reminder systems	59	64	51	60	64	67	84
Q28 Second opinion / comp medicine	59	64	51	61	64	67	83
Overall score	66	71	57	67	71	74	84

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 269 practices surveyed between April 2008 and February 2011 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 (>12000 patients)

