

## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	08/08/2011	14/07/2008	21/06/2007	02/06/2006
Q1 Opening hours satisfaction	64	65	63	68
Q2 Telephone access	50	58	56	58
Q3 Appointment satisfaction	66	68	66	71
Q4 See practitioner within 48hrs	68	74	71	76
Q5 See practitioner of choice	56	61	59	64
Q6 Speak to practitioner on phone	55	60	58	62
Q7 Comfort of waiting room	57	64	54	65
Q8 Waiting time	50	57	53	59
Q9 Satisfaction with visit	72	76	74	79
Q10 Warmth of greeting	74	75	75	79
Q11 Ability to listen	75	77	76	79
Q12 Explanations	73	74	74	78
Q13 Reassurance	71	73	72	77
Q14 Confidence in ability	75	77	77	80
Q15 Express concerns/fears	72	73	73	78
Q16 Respect shown	77	78	78	81
Q17 Time for visit	71	67	67	72
Q18 Consideration	71	71	71	76
Q19 Concern for patient	71	73	73	78
Q20 Self care	70	--	--	--
Q21 Recommendation	74	77	76	80
Q22 Reception staff	64	70	68	74
Q23 Respect for privacy/confidentiality	66	70	69	74
Q24 Information of services	63	66	67	71
Q25 Complaints/compliments	56	61	60	68
Q26 Illness prevention	60	63	63	70
Q27 Reminder systems	59	62	59	67
Q28 Second opinion / comp medicine	59	62	62	69
Overall score	66	69	67	72

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

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

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