

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoil
Q1 Opening hours satisfaction	4	30	142	116	55	7
Q2 Telephone access	23	87	134	80	24	6
Q3 Appointment satisfaction	5	25	127	123	69	5
Q4 See practitioner within 48hrs	8	28	109	113	90	6
Q5 See practitioner of choice	15	55	145	83	45	11
Q6 Speak to practitioner on phone	11	56	137	73	36	41
Q7 Comfort of waiting room	3	53	174	88	32	4
Q8 Waiting time	12	90	152	63	26	11
Q9 Satisfaction with visit	1	13	115	111	108	6
Q10 Warmth of greeting	0	12	106	114	118	4
Q11 Ability to listen	1	11	106	99	130	7
Q12 Explanations	2	10	110	110	110	12
Q13 Reassurance	2	14	118	115	96	9
Q14 Confidence in ability	2	12	90	124	119	7
Q15 Express concerns/fears	2	14	114	99	111	14
Q16 Respect shown	0	7	96	103	142	6
Q17 Time for visit	2	21	112	109	100	10
Q18 Consideration	1	14	119	111	95	14
Q19 Concern for patient	1	13	118	111	97	14
Q20 Self care	1	12	124	111	87	19
Q21 Recommendation	2	10	99	111	118	14
Q22 Reception staff	2	34	140	108	63	7
Q23 Respect for privacy/confidentiality	1	28	135	105	70	15
Q24 Information of services	2	39	128	98	55	32
Q25 Complaints/compliments	8	37	143	71	26	69
Q26 Illness prevention	5	32	149	87	41	40
Q27 Reminder systems	14	32	139	79	43	47
Q28 Second opinion / comp medicine	8	26	124	67	35	94

Blank/spoil responses are not included in the analysis (see score explanation)