

Your patient feedback

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	6	34	38	15	1
Q2 Telephone access	1	10	31	30	21	1
Q3 Appointment satisfaction	5	14	27	29	19	0
Q4 See practitioner within 48hrs	10	27	23	24	6	4
Q5 See practitioner of choice	8	32	27	14	10	3
Q6 Speak to practitioner on phone	5	22	24	16	8	19
Q7 Comfort of waiting room	0	5	35	31	23	0
Q8 Waiting time	15	29	24	18	5	3
Q9 Satisfaction with visit	0	5	27	37	25	0
Q10 Warmth of greeting	1	4	22	37	29	1
Q11 Ability to listen	0	4	25	33	29	3
Q12 Explanations	0	5	26	35	27	1
Q13 Reassurance	0	10	24	34	25	1
Q14 Confidence in ability	1	4	21	39	28	1
Q15 Express concerns/fears	0	6	22	40	24	2
Q16 Respect shown	0	4	21	31	37	1
Q17 Time for visit	4	3	22	40	24	1
Q18 Consideration	0	8	25	37	20	4
Q19 Concern for patient	0	7	22	37	24	4
Q20 Self care	0	7	24	38	21	4
Q21 Recommendation	0	7	24	30	30	3
Q22 Reception staff	1	3	31	31	28	0
Q23 Respect for privacy/confidentiality	0	1	29	29	32	3
Q24 Information of services	2	8	26	31	21	6
Q25 Complaints/compliments	2	10	34	24	10	14
Q26 Illness prevention	1	4	34	35	15	5
Q27 Reminder systems	1	4	26	29	27	7
Q28 Second opinion / comp medicine	2	5	26	23	13	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

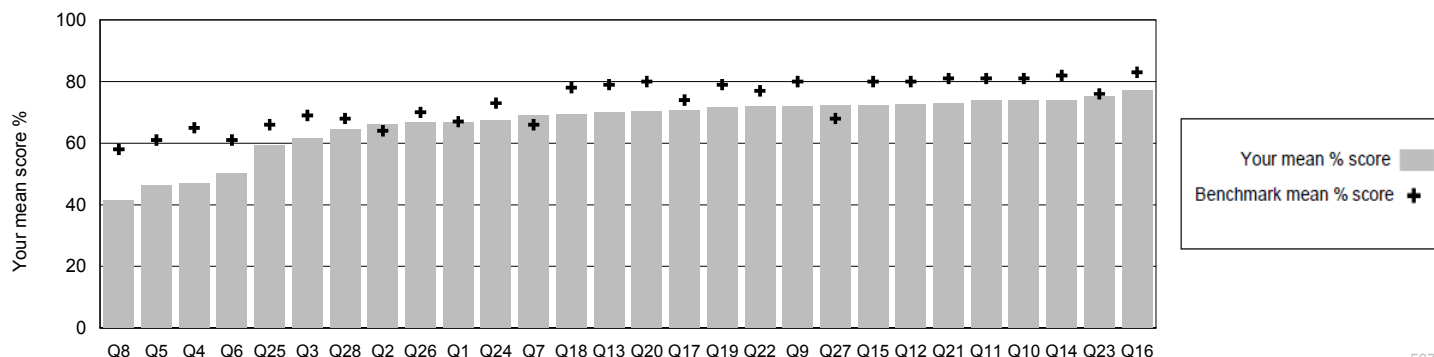
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	44	62	66	71	99
Q2 Telephone access	66	64	24	56	64	72	99
Q3 Appointment satisfaction	61	69	37	64	69	74	99
Q4 See practitioner within 48hrs	47	65	25	57	65	72	99
Q5 See practitioner of choice	46	61	24	53	60	69	99
Q6 Speak to practitioner on phone	50	61	31	54	61	67	99
Q7 Comfort of waiting room	69	66	31	61	66	72	100
Q8 Waiting time	41	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	74	81	50	78	82	86	100
Q12 Explanations	73	80	49	77	81	84	100
Q13 Reassurance	70	79	49	75	79	83	100
Q14 Confidence in ability	74	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	69	78	48	74	78	82	100
Q19 Concern for patient	72	79	48	75	79	83	100
Q20 Self care	70	80	51	78	81	85	99
Q21 Recommendation	73	81	46	77	81	85	100
About the staff							
Q22 Reception staff	72	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	75	76	45	72	76	80	100
Q24 Information of services	67	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	59	66	42	62	66	71	100
Q26 Illness prevention	67	70	46	66	69	73	100
Q27 Reminder systems	72	68	43	63	67	72	99
Q28 Second opinion / comp medicine	64	68	44	63	67	72	99
Overall score	67	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

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* 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



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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
About the practice							
Q1 Opening hours satisfaction	67	69	45	64	69	74	98
Q2 Telephone access	66	70	33	63	71	79	99
Q3 Appointment satisfaction	61	72	39	66	73	79	98
Q4 See practitioner within 48hrs	47	69	31	62	70	78	98
Q5 See practitioner of choice	46	68	37	61	69	76	98
Q6 Speak to practitioner on phone	50	64	33	58	65	71	98
Q7 Comfort of waiting room	69	68	31	62	69	75	97
Q8 Waiting time	41	61	30	53	61	68	97
About the practitioner							
Q9 Satisfaction with visit	72	80	53	76	81	85	99
Q10 Warmth of greeting	74	81	57	77	82	86	99
Q11 Ability to listen	74	81	57	77	82	86	99
Q12 Explanations	73	80	54	76	81	85	99
Q13 Reassurance	70	79	54	74	79	84	98
Q14 Confidence in ability	74	82	57	78	83	87	99
Q15 Express concerns/fears	72	79	54	75	80	85	99
Q16 Respect shown	77	83	58	79	84	88	99
Q17 Time for visit	71	75	47	70	75	80	98
Q18 Consideration	69	78	54	73	78	83	98
Q19 Concern for patient	72	79	54	74	79	84	99
Q20 Self care	70	81	66	77	82	86	99
Q21 Recommendation	73	80	53	76	81	86	98
About the staff							
Q22 Reception staff	72	80	50	76	81	85	99
Q23 Respect for privacy/confidentiality	75	79	54	75	80	84	98
Q24 Information of services	67	77	52	72	77	81	98
Finally							
Q25 Complaints/compliments	59	70	43	65	70	74	98
Q26 Illness prevention	67	73	47	68	73	77	98
Q27 Reminder systems	72	71	43	66	71	76	97
Q28 Second opinion / comp medicine	64	70	46	66	70	75	96
Overall score	67	75	49	70	75	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

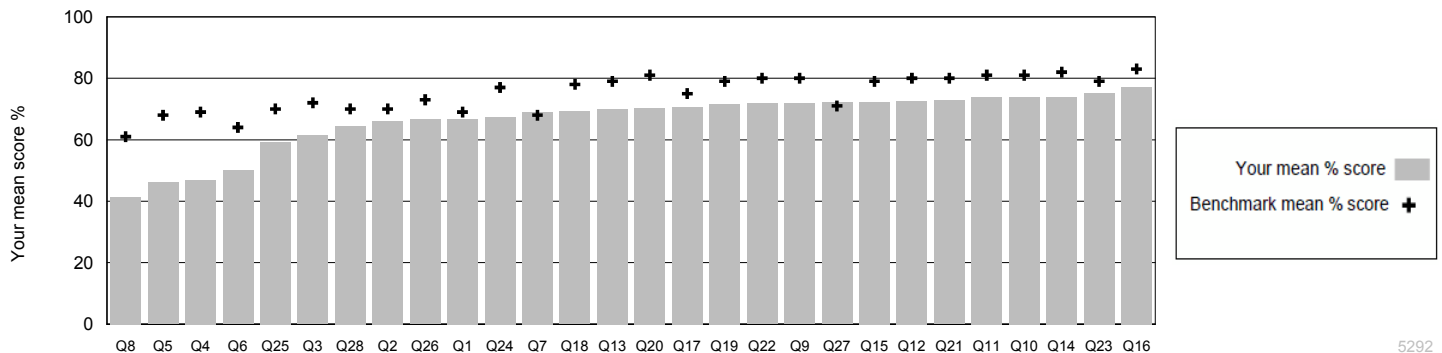
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* Based on data from 768 practices surveyed between April 2008 and February 2011 with 25 or more responses.

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 (2001-4000 patients)



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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	Maximum
Age								
Under 25	12	56	72	42	65	72	79	100
25 - 59	49	69	74	47	69	74	79	98
60 +	30	68	78	51	73	78	83	99
Blank	3	-	-	-	-	-	-	-
Gender								
Female	62	64	74	49	70	75	79	99
Male	27	73	76	49	71	76	81	97
Blank	5	64	73	35	66	74	81	100
Visit usual practitioner								
Yes	55	69	76	52	72	76	81	98
No	27	63	70	36	64	71	77	100
Blank	12	65	73	44	66	73	80	100
Years attending								
< 5 years	31	65	74	46	69	75	80	100
5 - 10 years	26	66	74	42	69	75	80	96
> 10 years	33	69	75	50	71	76	80	98
Blank	4	-	-	-	-	-	-	-

* Based on data from 768 practices surveyed between April 2008 and February 2011 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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Table 5: Your current and previous mean percentage scores*

	17/10/2012	04/08/2008	04/10/2007	02/10/2006
Q1 Opening hours satisfaction	67	70	65	69
Q2 Telephone access	66	70	66	67
Q3 Appointment satisfaction	61	72	69	66
Q4 See practitioner within 48hrs	47	65	64	62
Q5 See practitioner of choice	46	63	63	53
Q6 Speak to practitioner on phone	50	57	58	53
Q7 Comfort of waiting room	69	71	75	81
Q8 Waiting time	41	48	48	49
Q9 Satisfaction with visit	72	78	74	73
Q10 Warmth of greeting	74	80	76	76
Q11 Ability to listen	74	81	74	72
Q12 Explanations	73	78	75	71
Q13 Reassurance	70	78	72	71
Q14 Confidence in ability	74	83	78	75
Q15 Express concerns/fears	72	79	71	72
Q16 Respect shown	77	83	79	78
Q17 Time for visit	71	73	70	66
Q18 Consideration	69	76	74	72
Q19 Concern for patient	72	77	76	71
Q20 Self care	70	--	--	--
Q21 Recommendation	73	79	76	72
Q22 Reception staff	72	81	78	81
Q23 Respect for privacy/confidentiality	75	80	76	80
Q24 Information of services	67	77	74	75
Q25 Complaints/compliments	59	69	65	67
Q26 Illness prevention	67	73	70	69
Q27 Reminder systems	72	68	67	67
Q28 Second opinion / comp medicine	64	65	66	68
Overall score	67	73	70	70

-- 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.

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

- These should be given out after not before seeing the doctor/nurse.
- It is difficult to get through on the telephone when trying to get an urgent appointment.
- Improve waiting time and the ability to see your doctor more quickly.
- Being able to obtain an appointment on the same day. One particular receptionist is somewhat rude to say the least.
- Waiting time are too long.
- Shorter waiting times to see GP. Weekend service or late/early hours.
- No TV screen in the waiting room otherwise well done!
- The amount of appointments available and which doctors I would like to see, the one I usually see was not available!
- Think sometimes receptionist underestimating seriousness of illness putting appointment back a few days.
- Increase in availability and earlier/later appointment times for working people with long hours.
- Later opening hours/weekend clinics.
- Excellent service.
- Receptionists sometimes lack understanding of my general life situation and reasons for sometimes not able to attend appointment, beyond my control. Seating arrangement in waiting area is very impersonal, too open and makes one feel uncomfortable.
- The waiting time is too long it's really hard to get an appointment.
- Magazines in waiting area are generally boring. I shall bring some in.
- To be able to get an appointment at any time instead of ringing in at 8:00am on the day.
- In the twelve years I have been with the practice there have been at least three very poor doctors employed by the practice.
- More appointments available on day of calling. More lines to be able to get through when calling for an appointment more often than not, we have been unable to get appointment. It's also understandable that small surgeries get very busy but sometimes when I've made appointments the waiting time has ran over at most up to an hour.
- Very satisfied.
- Reduce waiting times. Better access in an emergency.
- If doctors kept closely to appointment times instead of sometimes having to wait 30 minutes plus.
- Make the waiting room less quiet!
- The reception staff are very much improved.
- Only issue is sometimes the long waiting time, I have sat for over an hour past my appointment time which is a concern if it's a day when I am at work.
- Wait times too long - I usually wait 40 minutes for my appointment and I am only ever in for 10 minutes so not sure why always a delay. Quite often cannot even get appointment. I always have to ring about results - never any productive action taken and this worries me.
- Seeing you on time, or waiting for a reasonable amount of time. More availability of doctors, waiting up to a week for doctor of my choice is not acceptable.
- I'm deaf and would like a way to make an appointment on text or email.
- Excellent service.

Your patient feedback

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Comments about how the practice could improve

- Try and stick to appointment times especially children's ones.
- The diary slots for doctor/nurse fills up quite quickly. Obviously more doctors/nurses would ease issue, but there will be cost implications.
- Highly satisfied.
- Extend opening times. Early surgery staff 8:30 am. Reception not keep patient waiting on phone when ring for appointment.
- Previously changed doctor within this practice, as had concerns about the first doctor (not the current one).
- We are very lucky to have this practice, such excellent staff. Thank you.

Comments about how the doctor/nurse could improve

- Once seen everyone is excellent.
- The doctors and nurses are very kind and respectful. However, I'm not sure how updated they are with current clinical knowledge and research.
- No complaints!
- Wish doctor was allowed more time with patient.
- This doctor good but sometimes doesn't seem bothered. Other doctor is the best doctor I've ever seen in my life, really cares about you and listens.
- Am more than satisfied with all aspects of the practice.
- I would not have a TV playing advertisements in the waiting room because you cannot read.
- I am very happy with the doctors/nurses within this surgery and feel they do an excellent job.
- Very satisfied.
- All doctors are very good.
- Both nurses and doctors are great no issues.
- The doctor I saw was trying to get me out as soon as he could.
- The nurses and one doctor had been very good. I had a negative experience with other male doctor. I found his approach strange and intrusive. I now will only see this doctor.
- Sadly, when visiting doctors in general, there is an impression that they want you out of their room as quickly as possible. Could improve TLC!
- Highly satisfied.
- Improved capacity to reduce time before seeing preferred doctor.