

## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 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	69	65	50	62	66	69	94
Q2 Telephone access	52	59	31	53	61	67	93
Q3 Appointment satisfaction	65	67	49	62	67	71	92
Q4 See practitioner within 48hrs	58	62	38	56	62	68	90
Q5 See practitioner of choice	45	55	31	50	55	60	87
Q6 Speak to practitioner on phone	50	58	37	54	59	63	91
Q7 Comfort of waiting room	69	65	41	61	65	70	89
Q8 Waiting time	57	55	35	50	55	60	91
<b>About the practitioner</b>							
Q9 Satisfaction with visit	79	80	58	77	80	84	94
Q10 Warmth of greeting	82	81	60	78	82	85	93
Q11 Ability to listen	82	82	59	79	83	86	94
Q12 Explanations	81	81	57	77	81	85	93
Q13 Reassurance	80	79	58	76	80	83	92
Q14 Confidence in ability	82	82	59	80	83	86	93
Q15 Express concerns/fears	80	80	60	77	81	84	92
Q16 Respect shown	84	84	51	81	85	88	94
Q17 Time for visit	80	74	53	70	74	78	91
Q18 Consideration	79	78	57	75	78	82	93
Q19 Concern for patient	80	79	58	76	80	83	92
Q20 Self care	77	81	72	78	82	85	91
Q21 Recommendation	81	81	56	78	82	85	91
<b>About the staff</b>							
Q22 Reception staff	75	74	56	71	75	78	93
Q23 Respect shown	76	74	57	71	74	77	86
Q24 Information of services	72	71	56	68	71	74	91
<b>Finally</b>							
Q25 Complaints/compliments	63	64	50	61	64	68	94
Q26 Illness prevention	67	68	55	65	68	71	88
Q27 Reminder systems	62	66	51	63	66	69	91
Q28 Second opinion / comp medicine	65	66	48	63	66	69	94
Overall score	71	72	56	68	72	75	91

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 391 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 (8001-10000 patients)

