

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	5	19	59	55	1
Q2 Telephone access	0	2	23	56	57	1
Q3 Appointment satisfaction	1	8	24	41	62	3
Q4 See practitioner within 48hrs	2	17	20	46	47	7
Q5 See practitioner of choice	4	12	36	44	31	12
Q6 Speak to practitioner on phone	1	7	39	37	33	22
Q7 Comfort of waiting room	1	22	37	48	27	4
Q8 Waiting time	6	21	40	41	24	7
Q9 Satisfaction with visit	1	0	20	37	78	3
Q10 Warmth of greeting	2	4	16	36	79	2
Q11 Ability to listen	1	5	13	37	82	1
Q12 Explanations	1	2	17	37	79	3
Q13 Reassurance	1	3	19	37	75	4
Q14 Confidence in ability	0	2	15	32	89	1
Q15 Express concerns/fears	1	4	17	31	75	11
Q16 Respect shown	1	3	11	36	82	6
Q17 Time for visit	1	4	14	37	79	4
Q18 Consideration	1	4	19	42	66	7
Q19 Concern for patient	2	3	17	37	74	6
Q20 Self care	1	3	18	43	67	7
Q21 Recommendation	1	2	16	31	79	10
Q22 Reception staff	0	5	13	47	71	3
Q23 Respect for privacy/confidentiality	0	2	19	41	73	4
Q24 Information of services	0	4	16	48	66	5
Q25 Complaints/compliments	0	3	32	55	40	9
Q26 Illness prevention	0	3	25	49	54	8
Q27 Reminder systems	2	2	37	35	55	8
Q28 Second opinion / comp medicine	0	5	29	37	37	31

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	80		67	44	62	66	71	99
Q2 Telephone access	80		64	24	56	64	72	99
Q3 Appointment satisfaction	78		69	37	64	69	74	99
Q4 See practitioner within 48hrs	73		65	25	57	65	72	99
Q5 See practitioner of choice	67		61	24	53	60	69	99
Q6 Speak to practitioner on phone	70		61	31	54	61	67	99
Q7 Comfort of waiting room	64		66	31	61	66	72	100
Q8 Waiting time	61		58	24	51	57	63	99
About the practitioner								
Q9 Satisfaction with visit	85		80	49	76	80	84	99
Q10 Warmth of greeting	84		81	50	78	82	86	99
Q11 Ability to listen	85		81	50	78	82	86	100
Q12 Explanations	85		80	49	77	81	84	100
Q13 Reassurance	84		79	49	75	79	83	100
Q14 Confidence in ability	88		82	50	79	83	86	100
Q15 Express concerns/fears	84		80	50	76	80	84	100
Q16 Respect shown	87		83	50	80	84	88	100
Q17 Time for visit	85		74	46	70	74	79	100
Q18 Consideration	82		78	48	74	78	82	100
Q19 Concern for patient	83		79	48	75	79	83	100
Q20 Self care	83		80	51	78	81	85	99
Q21 Recommendation	86		81	46	77	81	85	100
About the staff								
Q22 Reception staff	84		77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	84		76	45	72	76	80	100
Q24 Information of services	83		73	43	69	73	77	100
Finally								
Q25 Complaints/compliments	75		66	42	62	66	71	100
Q26 Illness prevention	79		70	46	66	69	73	100
Q27 Reminder systems	77		68	43	63	67	72	99
Q28 Second opinion / comp medicine	75		68	44	63	67	72	99
Overall score	80		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

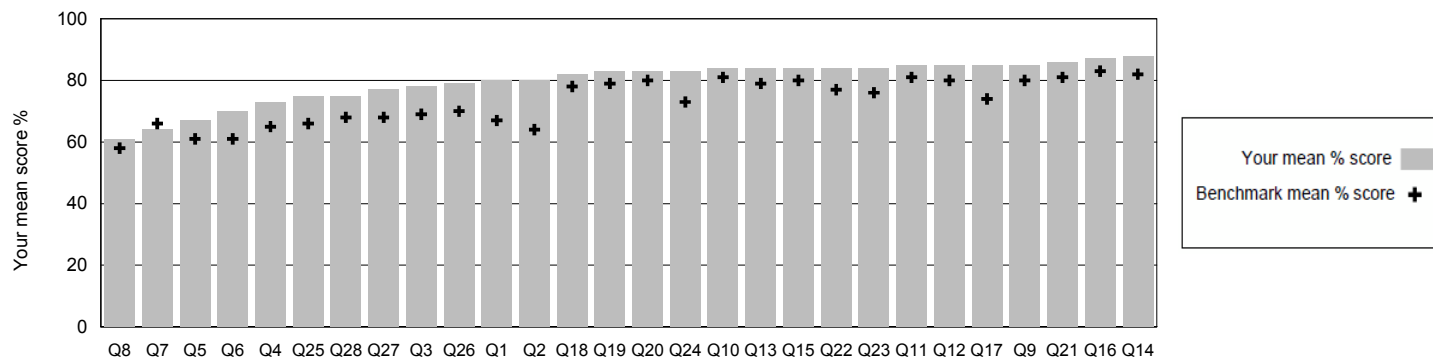
\* Based on data from 3,027 practices surveyed between April 2008 and March 2011 with 25 or more responses.

- scores not illustrated if less than 5 patient 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



## Your patient feedback

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

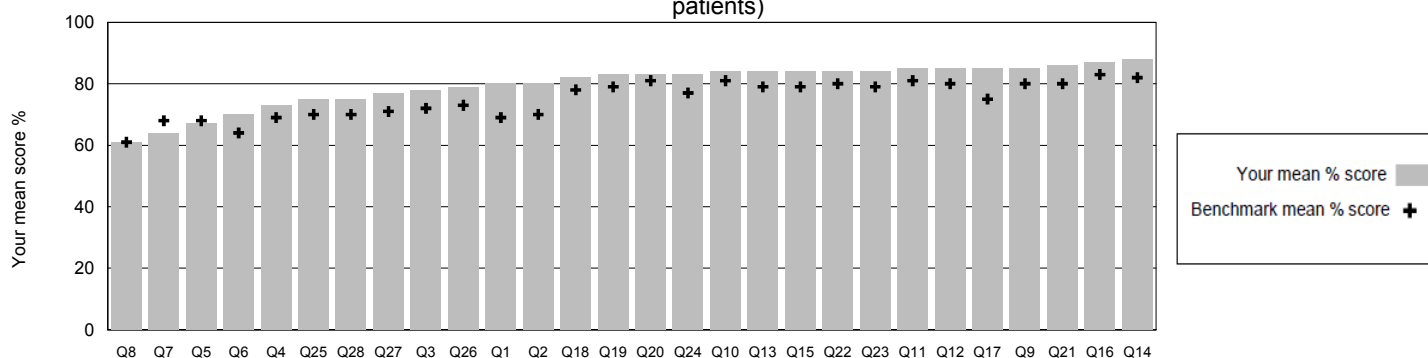
<div style="width: 20px; height: 10px; background-color: #0056b3; border: 1px solid #0056b3;"></div>	Your mean score for this question falls in the highest 25% of all means
<div style="width: 20px; height: 10px; background-color: #6699cc; border: 1px solid #6699cc;"></div>	Your mean score for this question falls in the middle 50% of all means
<div style="width: 20px; height: 10px; background-color: #cccccc; border: 1px solid #cccccc;"></div>	Your mean score for this question falls in the lowest 25% of all means

\* 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)



## Your patient feedback

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	10	69	72	42	65	72	79	100
25 - 59	70	80	74	47	69	74	79	98
60 +	53	82	78	51	73	78	83	99
Blank	6	70	73	37	65	74	81	100
Gender								
Female	84	80	74	49	70	75	79	99
Male	47	81	76	49	71	76	81	97
Blank	8	70	73	35	66	74	81	100
Visit usual practitioner								
Yes	85	81	76	52	72	76	81	98
No	36	80	70	36	64	71	77	100
Blank	18	75	73	44	66	73	80	100
Years attending								
< 5 years	43	81	74	46	69	75	80	100
5 - 10 years	21	77	74	42	69	75	80	96
> 10 years	64	82	75	50	71	76	80	98
Blank	11	67	74	38	67	74	81	100

\* 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.

## Your patient feedback

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

	18/01/2012	07/01/2009	17/12/2007
Q1 Opening hours satisfaction	80	72	66
Q2 Telephone access	80	81	77
Q3 Appointment satisfaction	78	76	70
Q4 See practitioner within 48hrs	73	75	76
Q5 See practitioner of choice	67	72	66
Q6 Speak to practitioner on phone	70	67	70
Q7 Comfort of waiting room	64	64	60
Q8 Waiting time	61	59	43
Q9 Satisfaction with visit	85	86	81
Q10 Warmth of greeting	84	89	85
Q11 Ability to listen	85	89	85
Q12 Explanations	85	84	81
Q13 Reassurance	84	84	81
Q14 Confidence in ability	88	87	84
Q15 Express concerns/fears	84	84	84
Q16 Respect shown	87	90	86
Q17 Time for visit	85	78	76
Q18 Consideration	82	83	77
Q19 Concern for patient	83	84	81
Q20 Self care	83	--	--
Q21 Recommendation	86	87	84
Q22 Reception staff	84	81	81
Q23 Respect for privacy/confidentiality	84	81	78
Q24 Information of services	83	77	77
Q25 Complaints/compliments	75	70	71
Q26 Illness prevention	79	73	71
Q27 Reminder systems	77	69	67
Q28 Second opinion / comp medicine	75	70	71
Overall score	80	78	75

-- 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

- Really good practice!
- To open more Saturdays.
- Just a couple more toys for the children to play with while they wait.
- None necessary as far as I know.
- A warmer waiting area. Consideration complementary medicine. Wider scope to on-line patient service - repeat prescription. Ensure local choices available for investigations and other services e.g. physiotherapy, seeing experts with clinical knowledge, important these are local, less travelling - costly to us as patients.
- Advise patients about how many people are in front of them for open surgery.
- Impossible - it is absolutely outstanding in every respect. Every time I visit, I come away in wonder at how efficient and kind and considerate they all are.
- You used to have toys/books for children - paper and crayons would help occupy children when waiting to see the doctor/nurse (especially when they have their injections). Also there is a table for children, but no chairs?
- Completely happy with service.
- Excellent practice.
- As far as I am concerned the practice is run very good. The receptionists work very hard indeed.
- Bring TV back into waiting room rather than radio.
- Excellent practice.
- The service etc is excellent with every opportunity to see a health care professional when needed.
- Unnecessary. Already very good.
- Over all the time at the practice I have never had any problems and have been very satisfied with the service.
- Doctors at the practice are always very good, polite and professional.
- I have no problems at present I find the practice is excellent.
- The only suggestion I would make would be for a more private reception area. Given the reception/seating space, I'm not sure how this could be achieved, but that's really the only thing I could think to improve.
- I am very happy with the practice.
- When chasing results from hospital this could be more faster.

## 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 doctor/nurse could improve

- The doctors don't need improving, they are all great.
- None necessary as far as I know.
- In my opinion they all do a fantastic job and are not paid enough.
- Smile, be more caring, be more warming. Very arrogant. Needs to learn about customer relationships.
- Unnecessary. Already very good.
- I feel this doctor is very warm and friendly. I would recommend to friends.
- I saw this doctor this morning at very short notice and was pleasantly surprised by how caring, compassionate and understanding the doctor was. I feel my medical issue was dealt with in a thoroughly professional capable manner. Based on my experience today I'm not sure any improvement would be possible.
- An exemplary practice and staff.
- I would like if they were more knowledgeable on diabetes, that would make my life more better knowing.