

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

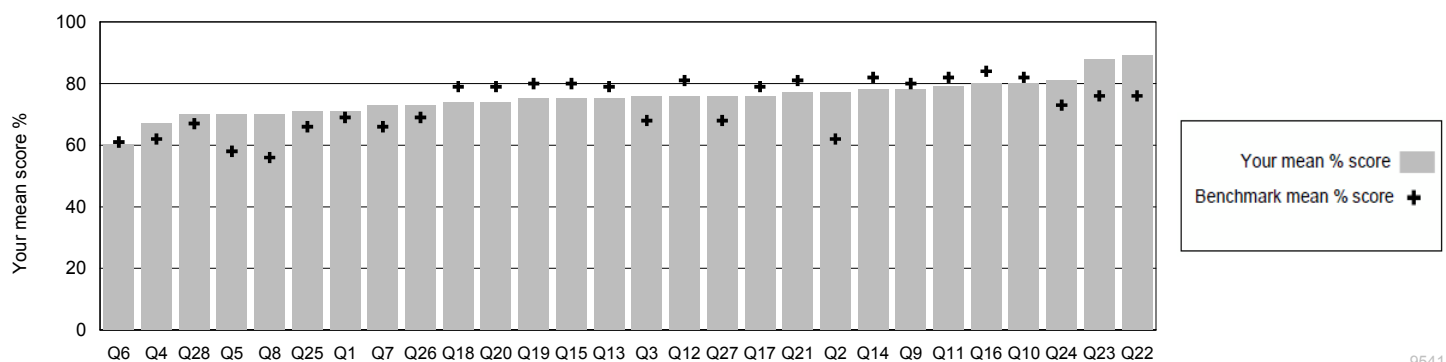
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	69	23	64	68	73	92
Q2 Telephone access	77	62	13	53	63	71	92
Q3 Appointment satisfaction	76	68	23	63	68	74	92
Q4 See practitioner within 48hrs	67	62	18	54	62	70	96
Q5 See practitioner of choice	70	58	22	48	57	65	95
Q6 Speak to practitioner on phone	60	61	25	54	61	67	92
Q7 Comfort of waiting room	73	66	27	60	66	71	90
Q8 Waiting time	70	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	78	80	41	76	81	85	97
Q10 Warmth of greeting	80	82	45	78	82	86	96
Q11 Ability to listen	79	82	46	78	83	87	97
Q12 Explanations	76	81	42	77	81	85	97
Q13 Reassurance	75	79	41	75	80	84	98
Q14 Confidence in ability	78	82	43	79	83	87	99
Q15 Express concerns/fears	75	80	45	76	81	85	96
Q16 Respect shown	80	84	49	80	85	88	98
Q17 Time for visit	76	79	38	75	80	84	96
Q18 Consideration	74	79	41	75	79	83	98
Q19 Concern for patient	75	80	43	76	80	84	97
Q20 Self care	74	79	38	75	79	83	97
Q21 Recommendation	77	81	41	78	82	86	99
About the staff							
Q22 Reception staff	89	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	88	76	43	72	76	80	96
Q24 Information of services	81	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	71	66	31	62	66	70	96
Q26 Illness prevention	73	69	34	64	68	72	96
Q27 Reminder systems	76	68	27	63	68	72	96
Q28 Second opinion / comp medicine	70	67	30	62	67	71	96
Overall score	75	73	35	69	73	77	95

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 927 practices carrying out 1,326 surveys between April 2010 and March 2013 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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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.

Any comments about how this practice could improve its service?

- Over the years it appears to be harder to get an appointment when needed, real disappointment to life long patient, I can only assume this is down to taking on more patients.
- I have been with this practice since it first opened and have always had excellent treatment.
- Pleased with all services.
- Could not suggest any improvement been with the practice since it opened. Always excellent care friendly staff.
- I'm happy with the way it is.
- Only thing I could say is a freshen up or a refurbishment for a brighter reception area but that is all.
- A more private reception hatch. Weekend appointments.
- Totally satisfied!
- It's not always easy to get an appointment on the day or next day.
- Open longer hours.
- Very satisfied.
- Beer and sandwiches in waiting area.
- Only the parking.
- I have nothing to add for improving your service, however I would just like to state that I can always get an appointment which suits my times and the reception staff are always helpful when I call. So many of my friends complain about their doctors and not being able to see anyone or hanging on the phone in a queue, I don't have any of those issues so thank you all for the excellent services you provide.
- Very good at all times.
- Been with this doctor many years very pleased.
- One of the doctors could try and be a bit more open to teenagers with depression, tends to make me feel like the doctor doesn't believe or isn't listening to what I say (previous visits).

Any comments about how the doctor/nurse could improve?

- This doctor now works reduced hours in the practice which restricts the availability for appointments - therefore this isn't a criticism, merely a statement of fact, as no improvements can be made.
- Very good. No obvious improvement.
- Saturday practice would help.
- This doctor is excellent 10/10. Another practitioner is sometimes behind on updating records, they did not know my son had cancer, when we saw them when our doctor was away.
- Let the patient explain what's going on instead of interrupting.
- The doctor is not good to me at any time I coming to this doctor.
- Nothing.