

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	27	38	35	1
Q2 Telephone access	2	7	34	32	31	1
Q3 Appointment satisfaction	3	8	33	32	30	1
Q4 See practitioner within 48hrs	8	13	29	32	23	2
Q5 See practitioner of choice	4	17	25	34	24	3
Q6 Speak to practitioner on phone	9	15	34	26	17	6
Q7 Comfort of waiting room	1	12	30	29	34	1
Q8 Waiting time	10	26	35	20	15	1
Q9 Satisfaction with visit	0	5	20	40	40	2
Q10 Warmth of greeting	1	4	16	39	45	2
Q11 Ability to listen	2	2	16	39	46	2
Q12 Explanations	1	3	20	41	39	3
Q13 Reassurance	1	5	21	41	35	4
Q14 Confidence in ability	2	3	15	41	45	1
Q15 Express concerns/fears	1	2	21	45	35	3
Q16 Respect shown	1	2	16	41	45	2
Q17 Time for visit	4	8	13	41	39	2
Q18 Consideration	1	7	25	39	31	4
Q19 Concern for patient	1	6	26	34	37	3
Q20 Self care	2	6	22	37	33	7
Q21 Recommendation	2	4	21	32	41	7
Q22 Reception staff	2	5	14	34	48	4
Q23 Respect for privacy/confidentiality	4	4	18	32	45	4
Q24 Information of services	4	8	19	28	45	3
Q25 Complaints/compliments	2	10	35	26	26	8
Q26 Illness prevention	2	5	35	32	30	3
Q27 Reminder systems	3	4	29	32	33	6
Q28 Second opinion / comp medicine	3	13	25	28	27	11

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

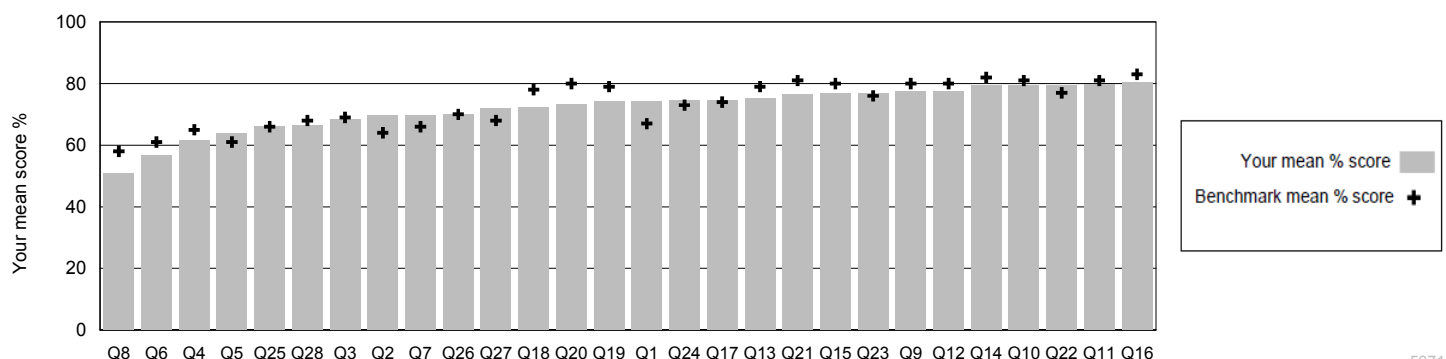
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	74	67	44	62	66	71	99
Q2 Telephone access	70	64	24	56	64	72	99
Q3 Appointment satisfaction	68	69	37	64	69	74	99
Q4 See practitioner within 48hrs	62	65	25	57	65	72	99
Q5 See practitioner of choice	64	61	24	53	60	69	99
Q6 Speak to practitioner on phone	57	61	31	54	61	67	99
Q7 Comfort of waiting room	70	66	31	61	66	72	100
Q8 Waiting time	51	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	77	80	49	76	80	84	99
Q10 Warmth of greeting	79	81	50	78	82	86	99
Q11 Ability to listen	80	81	50	78	82	86	100
Q12 Explanations	77	80	49	77	81	84	100
Q13 Reassurance	75	79	49	75	79	83	100
Q14 Confidence in ability	79	82	50	79	83	86	100
Q15 Express concerns/fears	77	80	50	76	80	84	100
Q16 Respect shown	80	83	50	80	84	88	100
Q17 Time for visit	75	74	46	70	74	79	100
Q18 Consideration	72	78	48	74	78	82	100
Q19 Concern for patient	74	79	48	75	79	83	100
Q20 Self care	73	80	51	78	81	85	99
Q21 Recommendation	77	81	46	77	81	85	100
About the staff							
Q22 Reception staff	79	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	77	76	45	72	76	80	100
Q24 Information of services	75	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	66	66	42	62	66	71	100
Q26 Illness prevention	70	70	46	66	69	73	100
Q27 Reminder systems	72	68	43	63	67	72	99
Q28 Second opinion / comp medicine	66	68	44	63	67	72	99
Overall score	72	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 (4001-6000 patients)

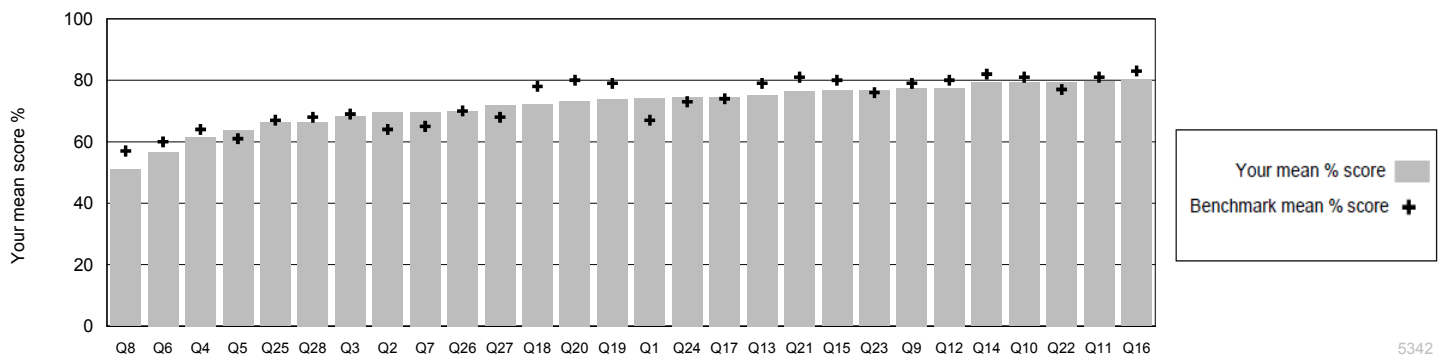
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	74	67	46	62	66	71	94
Q2 Telephone access	70	64	30	57	66	72	91
Q3 Appointment satisfaction	68	69	44	64	69	74	94
Q4 See practitioner within 48hrs	62	64	28	57	64	72	95
Q5 See practitioner of choice	64	61	34	54	61	67	89
Q6 Speak to practitioner on phone	57	60	34	55	61	66	86
Q7 Comfort of waiting room	70	65	38	60	67	71	96
Q8 Waiting time	51	57	31	51	57	63	91
About the practitioner							
Q9 Satisfaction with visit	77	79	53	76	80	84	96
Q10 Warmth of greeting	79	81	52	78	82	85	96
Q11 Ability to listen	80	81	51	78	82	86	95
Q12 Explanations	77	80	51	77	81	84	94
Q13 Reassurance	75	79	52	75	79	83	95
Q14 Confidence in ability	79	82	53	79	83	86	95
Q15 Express concerns/fears	77	80	52	76	80	84	95
Q16 Respect shown	80	83	54	80	84	87	96
Q17 Time for visit	75	74	50	69	74	78	93
Q18 Consideration	72	78	50	74	78	82	94
Q19 Concern for patient	74	79	51	75	79	83	95
Q20 Self care	73	80	63	78	80	85	92
Q21 Recommendation	77	81	51	77	82	85	96
About the staff							
Q22 Reception staff	79	77	53	73	77	81	95
Q23 Respect for privacy/confidentiality	77	76	56	72	76	80	96
Q24 Information of services	75	73	54	70	73	77	95
Finally							
Q25 Complaints/compliments	66	67	47	63	67	70	93
Q26 Illness prevention	70	70	50	67	70	73	94
Q27 Reminder systems	72	68	50	64	68	72	95
Q28 Second opinion / comp medicine	66	68	50	64	68	71	93
Overall score	72	73	51	69	73	77	94

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 603 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 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 (4001-6000 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 (4001-6000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	8	61	70	46	65	71	75	98
25 - 59	56	72	72	51	68	72	76	94
60 +	37	74	76	53	72	76	80	92
Blank	6	67	71	42	65	72	78	100
Gender								
Female	65	72	72	52	69	73	77	95
Male	35	70	74	48	70	74	78	93
Blank	7	78	71	47	65	72	77	96
Visit usual practitioner								
Yes	68	76	74	53	71	75	78	93
No	21	61	68	37	64	69	73	96
Blank	18	68	71	45	66	71	76	95
Years attending								
< 5 years	15	73	72	46	68	73	77	97
5 - 10 years	16	56	72	37	68	73	77	91
> 10 years	67	76	74	52	70	74	78	93
Blank	9	67	71	45	65	72	77	96

* Based on data from 603 practices surveyed between April 2008 and March 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*

	03/10/2012	07/10/2008	16/07/2007	21/11/2006
Q1 Opening hours satisfaction	74	68	68	70
Q2 Telephone access	70	68	67	69
Q3 Appointment satisfaction	68	70	68	71
Q4 See practitioner within 48hrs	62	62	62	68
Q5 See practitioner of choice	64	65	63	64
Q6 Speak to practitioner on phone	57	60	58	61
Q7 Comfort of waiting room	70	70	75	77
Q8 Waiting time	51	54	56	60
Q9 Satisfaction with visit	77	78	77	78
Q10 Warmth of greeting	79	79	79	78
Q11 Ability to listen	80	79	80	77
Q12 Explanations	77	78	77	76
Q13 Reassurance	75	76	77	74
Q14 Confidence in ability	79	79	81	79
Q15 Express concerns/fears	77	77	78	74
Q16 Respect shown	80	81	82	78
Q17 Time for visit	75	72	70	72
Q18 Consideration	72	76	75	75
Q19 Concern for patient	74	76	75	75
Q20 Self care	73	--	--	--
Q21 Recommendation	77	78	79	78
Q22 Reception staff	79	78	81	81
Q23 Respect for privacy/confidentiality	77	78	81	81
Q24 Information of services	75	75	78	76
Q25 Complaints/compliments	66	64	68	71
Q26 Illness prevention	70	71	72	74
Q27 Reminder systems	72	66	71	71
Q28 Second opinion / comp medicine	66	66	71	73
Overall score	72	72	73	73

-- 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

- This doctor is excellent! Thank you! The reminder service for check ups is good. mostly reception staff are very good - the exception to this is sometimes one person can be abrasive bordering on rude/unhelpful at times. Reception staff also need to be aware of protocol of people presenting with an asthma attack. Sitting them down and making them wait is not the best course of action!
- Smiling, responsive staff, welcoming practice. No, very happy with this practice.
- By reducing the length of waiting time to see doctors and giving urgent appointments in 48 hours.
- Please always remember that the doctors' practice is not a business and I don't ever want to be a statistic!
- Excellent.
- More doctors please.
- I have been a patient at this practice for 20 years as have my husband and children. I have always been treated with the utmost respect, so there isn't anything to improve on.
- No it is run really well.
- I have been extremely satisfied with the service provided by my surgery. In particular one of the doctors whose support has been invaluable, as well as their team.
- Excellent, no room for improvement!
- It is a very good service.
- Overall, very good. Only issue would be receptionists can be helpful but sometimes think they are doctors in a good way maybe.
- For people who are overweight (like me!), if I could get to see someone in the surgery (even reception staff) as a weekly session, this would encourage me to stay on track with weight loss.
- Overall performance as a practice is quite exceptional by today's standard would be very difficult to find a GP of this quality.
- For the reception staff to be less opinionated about their clients/patients. They talk about patients in a very bad way. As a patient, I can hear what they say - what happened to 'confidentiality'.
- When you ring for appointment. Wait too long for appointment as sometimes ring on mobile it costs too much.
- Waiting times are often quite long and could be improved.
- I have found the care over many years all I could wish for - very good in every way.
- Most of reception staff seem rude, never make eye contact or make it easy to get an appointment. Only one seems to go out of their way to help you. There are no books for children.
- They provide a very professional and caring service.
- Sometimes appointment have been changed without informing me, I have turned up to find it's the wrong day or time about 3 times now and no one had informed me!
- The reception staff are always helpful and polite.
- Booking appointment can be difficult due to over subscription.
- Introduce blood sample at the practice.
- I just like to say that I'm very happy to be coming to my doctor and many thanks for all the help with my needs.
- Could do with later evening surgery.
- First class!
- It's not broke! Don't fix it!

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

- Try to keep appointments on time.
- They're doing a good job.
- People using mobile phones in waiting area despite notices.
- Appointment times and being able to speak to the doctor when needed.
- This practice is excellent in every aspect.
- Magazines to read. Good as it is!
- I have been coming to this surgery for many years and I have yet to find a fault.

Comments about how the doctor/nurse could improve

- One doctor is very good - kind, listens, reassures. Also another doctor I've seen is very nice. Another health professional is very good too!
- Maybe get longer time to be with patients.
- Excellent - keep up the good work.
- Nurses are very good at what they do, very welcoming. Doctors very aloof and hurry appointments.
- Wonderful, caring, the best!
- I have no complaints.
- A lot.
- All the doctors are very good. They listen to issues and put the patients at ease - I always speak highly of the Microfaculty and the reception staff, thanks.
- Appointment times need to be longer, always waiting - but doctor is in no rush to push you out the door.
- Maybe trying to be on time a bit more.
- My doctor is excellent, helpful, polite, always takes time with you. Very understanding.
- Waiting time was most improved in this clinic.
- Excellent care!
- Leave as is.
- They are doing an excellent job.
- Have not seen anyone just yet, however it could be easier to make an early morning appointment, as rarely able to come before 9am.
- Could listen more and judge less.
- Very satisfied.
- I hope the current level of standards are maintained.