


IPQ Result

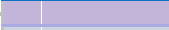
Number of patients providing feedback : 450


Results of Patient Survey undertaken in September 2017

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
About the practice							
Q1 Opening hours satisfaction	73	67	49	64	68	71	76
Q2 Telephone access	61	57	22	51	59	64	78
Q3 Appointment satisfaction	67	66	39	62	67	71	79
Q4 See practitioner within 48hrs	65	59	29	53	59	67	80
Q5 See practitioner of choice	63	53	26	47	54	59	78
Q6 Speak to practitioner on phone	63	59	36	54	60	65	78
Q7 Comfort of waiting room	62	64	42	59	64	68	82
Q8 Waiting time	65	54	30	49	55	59	72
About the practitioner							
Q9 Satisfaction with visit	80	80	51	76	81	84	92
Q10 Warmth of greeting	80	81	52	78	82	86	95
Q11 Ability to listen	82	82	52	79	83	87	95
Q12 Explanations	83	81	52	77	81	85	94
Q13 Reassurance	79	79	52	76	80	84	94
Q14 Confidence in ability	81	82	53	79	83	86	95
Q15 Express concerns/fears	80	80	52	76	81	85	95
Q16 Respect shown	84	84	53	80	85	88	95
Q17 Time for visit	78	79	48	75	80	83	91
Q18 Consideration	79	78	51	75	79	83	96
Q19 Concern for patient	80	79	51	76	80	84	95
Q20 Self care	78	78	52	75	79	83	94
Q21 Recommendation	82	81	51	78	82	86	95
About the staff							
Q22 Reception staff	77	74	48	71	75	78	85
Q23 Respect for privacy/confidentiality	79	74	50	71	74	77	85
Q24 Information of services	75	70	49	68	71	74	82
Finally							
Q25 Complaints/compliments	71	64	43	61	64	68	75
Q26 Illness prevention	73	67	47	65	67	71	79
Q27 Reminder systems	70	66	47	63	66	70	77
Q28 Second opinion / comp medicine	69	65	44	63	65	68	81
Overall score	74	72	49	69	73	76	83

 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

9548

*Based on data from 135 practices carrying out 202 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 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)

