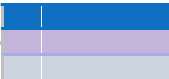


**Results of Patient Survey undertaken in February 2019**

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

