

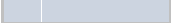


**Results of Patient Survey undertaken in February 2020**

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

