

**Your patient feedback**

## 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	1	14	44	33	30	1
Q2 Telephone access	4	15	44	32	27	1
Q3 Appointment satisfaction	3	10	43	33	32	2
Q4 See practitioner within 48hrs	14	31	26	24	26	2
Q5 See practitioner of choice	14	37	27	24	19	2
Q6 Speak to practitioner on phone	9	24	42	17	19	12
Q7 Comfort of waiting room	1	17	49	33	23	0
Q8 Waiting time	9	17	48	32	15	2
Q9 Satisfaction with visit	0	4	19	42	58	0
Q10 Warmth of greeting	0	4	17	38	61	3
Q11 Ability to listen	0	2	23	33	65	0
Q12 Explanations	1	2	24	38	57	1
Q13 Reassurance	0	3	23	40	57	0
Q14 Confidence in ability	0	2	22	34	65	0
Q15 Express concerns/fears	0	3	23	34	59	4
Q16 Respect shown	0	2	18	36	67	0
Q17 Time for visit	0	5	22	37	55	4
Q18 Consideration	0	4	24	38	52	5
Q19 Concern for patient	0	6	20	33	60	4
Q20 Self care	0	4	24	37	53	5
Q21 Recommendation	0	4	20	31	60	8
Q22 Reception staff	1	8	22	38	53	1
Q23 Respect for privacy/confidentiality	2	7	23	39	50	2
Q24 Information of services	1	9	29	37	44	3
Q25 Complaints/compliments	1	12	35	38	29	8
Q26 Illness prevention	1	9	40	42	26	5
Q27 Reminder systems	3	11	28	35	36	10
Q28 Second opinion / comp medicine	0	11	31	33	27	21

Blank/spoilt responses are not included in the analysis (see score explanation)

## Your patient feedback

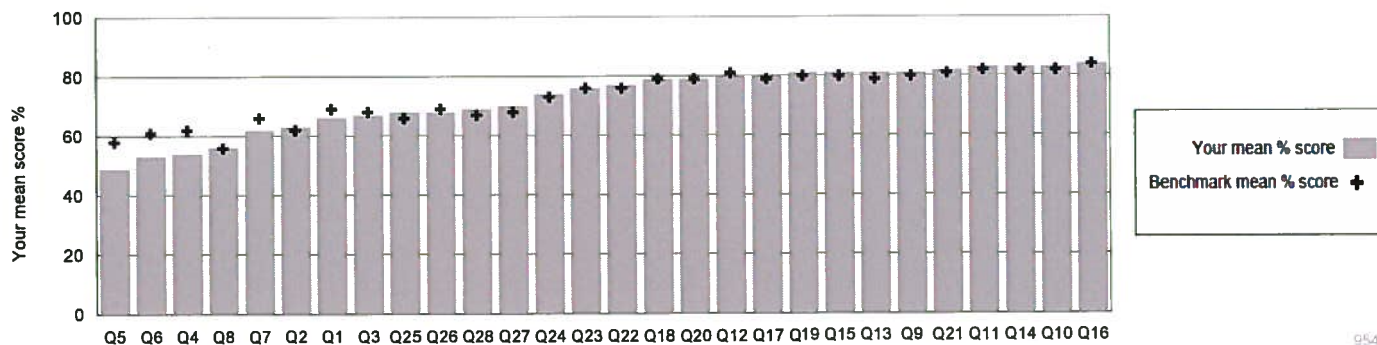
Table 2: Your mean percentage scores and benchmarks from all participating practices

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

\*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





## Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

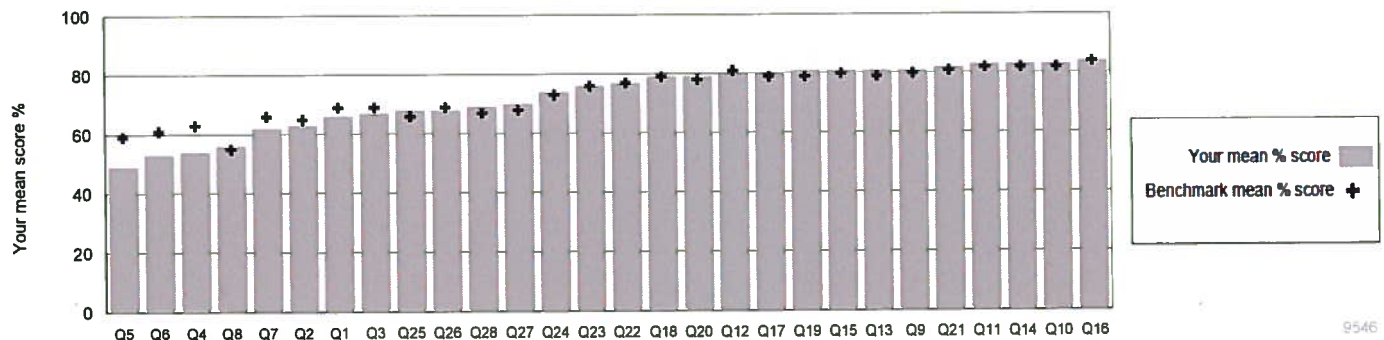
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	66	69	50	65	69	73	88
Q2 Telephone access	63	65	29	58	66	73	86
Q3 Appointment satisfaction	67	69	45	64	70	75	89
Q4 See practitioner within 48hrs	54	63	31	55	63	71	89
Q5 See practitioner of choice	49	59	32	51	60	66	87
Q6 Speak to practitioner on phone	53	61	35	55	61	68	86
Q7 Comfort of waiting room	62	66	42	60	66	72	86
Q8 Waiting time	56	55	26	49	56	61	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	81	80	59	76	81	85	93
Q10 Warmth of greeting	83	82	62	78	83	87	94
Q11 Ability to listen	83	82	61	78	83	87	94
Q12 Explanations	80	81	61	77	81	86	92
Q13 Reassurance	81	79	59	75	80	84	92
Q14 Confidence in ability	83	82	62	78	83	87	93
Q15 Express concerns/fears	81	80	59	76	81	85	92
Q16 Respect shown	84	84	64	80	85	88	94
Q17 Time for visit	80	79	56	75	80	84	91
Q18 Consideration	79	79	58	75	80	84	91
Q19 Concern for patient	81	79	57	75	80	84	91
Q20 Self care	79	78	58	74	79	84	90
Q21 Recommendation	82	81	59	77	82	86	92
<b>About the staff</b>							
Q22 Reception staff	77	77	58	73	78	81	91
Q23 Respect for privacy/confidentiality	76	76	58	73	77	80	91
Q24 Information of services	74	73	55	69	74	77	90
<b>Finally</b>							
Q25 Complaints/compliments	68	66	43	62	68	71	85
Q26 Illness prevention	68	69	47	65	70	73	87
Q27 Reminder systems	70	68	44	64	69	73	86
Q28 Second opinion / comp medicine	69	67	45	63	68	72	86
Overall score	72	73	53	70	74	78	88

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 184 practices carrying out 263 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 (4001-6000 patients)



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## Your patient feedback

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
<b>Age</b>								
Under 25	15	73	71	46	65	71	76	90
25 - 59	68	73	73	52	68	74	78	87
60 +	35	73	75	51	72	76	79	89
Blank	5	63	71	39	66	72	76	100
<b>Gender</b>								
Female	82	73	73	53	70	74	78	89
Male	39	71	74	52	70	75	79	87
Blank	2	-	-	-	-	-	-	-
<b>Visit usual practitioner</b>								
Yes	82	75	75	57	72	76	80	90
No	32	64	70	48	65	70	75	88
Blank	9	74	72	48	67	72	77	93
<b>Years attending</b>								
< 5 years	30	64	73	52	68	73	78	94
5 - 10 years	24	77	72	52	68	74	78	87
> 10 years	66	76	74	53	71	75	78	91
Blank	3	-	-	-	-	-	-	-

\*Based on data from 184 practices carrying out 263 surveys between April 2010 and March 2013 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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## Your patient feedback

Table 5: Your current and previous mean percentage scores

	Current scores	25/09/2013	11/10/2012	15/03/2012
Q1 Opening hours satisfaction	66	69	72	64
Q2 Telephone access	63	63	62	51
Q3 Appointment satisfaction	67	63	66	58
Q4 See practitioner within 48hrs	54	54	55	42
Q5 See practitioner of choice	49	52	49	44
Q6 Speak to practitioner on phone	53	57	58	48
Q7 Comfort of waiting room	62	63	64	53
Q8 Waiting time	56	54	48	44
Q9 Satisfaction with visit	81	82	80	73
Q10 Warmth of greeting	83	85	85	78
Q11 Ability to listen	83	85	87	79
Q12 Explanations	80	83	82	76
Q13 Reassurance	81	83	82	75
Q14 Confidence in ability	83	85	86	79
Q15 Express concerns/fears	81	84	85	75
Q16 Respect shown	84	87	88	80
Q17 Time for visit	80	82	82	77
Q18 Consideration	79	83	82	75
Q19 Concern for patient	81	83	83	76
Q20 Self care	79	83	82	75
Q21 Recommendation	82	86	86	77
Q22 Reception staff	77	76	78	68
Q23 Respect for privacy/confidentiality	76	78	80	68
Q24 Information of services	74	76	74	66
Q25 Complaints/compliments	68	67	69	58
Q26 Illness prevention	68	72	72	64
Q27 Reminder systems	70	75	72	63
Q28 Second opinion / comp medicine	69	71	70	60
Overall score	72	75	74	66



## 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?

- No, it's very good the way it is.
- You are all fantastic! Including reception staff, always helpful and put up with a lot.
- Few child's toys whilst waiting for distraction.
- Having extra emergency appointments, instead of having to wait over 1 hour 30 minutes to see doctor with my 5 and a half year old daughter.
- Opening hours after 5:00pm and open on weekends.
- Always been happy with this practice.
- Some doctors' attitude towards patients should improve. They should listen more to patients.
- Telephone line should be available from 8:30am on the dot as often call at 8:30am NHS automated line after.
- Employ extra staff!
- Shorter waiting.
- Answer the phone quicker - usually waiting 5 minutes plus. Hard to get appointments in a timely manner. Maybe get another GP to deal with demand.
- They appear to be too busy for the amount of patients to doctor ratio. It is very difficult to get an appointment as a result.
- Weekend opening or late nights as find it difficult to get an appointment and usually have to leave work. Should be able to ring on a morning and get the afternoon appointment.
- More magazines - cars, boats, sport.
- Better opening hours, i.e. evening/weekends. More doctors on duty so more appointments available. Find ways of cutting down on waiting times. I had to wait 25 minutes longer than my appointment time.
- Only the appointments system times to call for appointments.
- Big pay rises for doctors and staff.
- It is a good practice, can't think of anything just yet.
- One GP is the best family doctor I have ever had, extremely good and very reassuring.
- Repeat prescriptions are only available on the day the previous prescription is due to finish. They should be available 3 or 4 days in advance to allow for holidays, etc.
- Car parking! Easier availability for routine appointments the wait for them is always well over one week. Having to ring at 8:30am or 12:00pm for appointments is not at all acceptable. If I ring on say, Monday, I should always be seen by Tuesday at latest. This is not always possible if you ring a little bit later than the said time.
- I am new to the practice, but found the service to be very good. Much better than my previous practice.
- Very restrictive hours for ordering repeat prescriptions. The 'on hold' music is appalling.
- Being able to get appointment when you really require not waiting about 3 weeks and being able to get to book appointments in advance, not just up to three weeks.

## Your patient feedback

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### Any comments about how the doctor/nurse could improve?

- You're all fabulous too!
- Doctor was excellent with my daughter.
- Very impressed with one doctor, very thorough.
- One doctor is a brilliant GP.
- None, they're great.