

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	0	2	19	26	74	0
Q2 Telephone access	0	8	22	43	47	1
Q3 Appointment satisfaction	0	0	19	31	70	1
Q4 See practitioner within 48hrs	0	1	10	24	84	2
Q5 See practitioner of choice	0	1	9	20	88	3
Q6 Speak to practitioner on phone	1	5	22	32	57	4
Q7 Comfort of waiting room	0	0	28	47	46	0
Q8 Waiting time	0	2	22	44	53	0
Q9 Satisfaction with visit	0	1	5	29	85	1
Q10 Warmth of greeting	0	0	8	27	85	1
Q11 Ability to listen	1	1	6	31	80	2
Q12 Explanations	0	4	14	32	69	2
Q13 Reassurance	0	3	12	32	72	2
Q14 Confidence in ability	0	2	12	29	76	2
Q15 Express concerns/fears	1	1	18	30	68	3
Q16 Respect shown	0	0	8	23	87	3
Q17 Time for visit	0	1	16	29	72	3
Q18 Consideration	1	2	16	26	73	3
Q19 Concern for patient	0	1	17	28	71	4
Q20 Self care	0	2	19	31	66	3
Q21 Recommendation	0	2	11	25	80	3
Q22 Reception staff	0	2	9	32	76	2
Q23 Respect for privacy/confidentiality	0	4	12	29	75	1
Q24 Information of services	1	2	22	26	67	3
Q25 Complaints/compliments	0	4	23	30	53	11
Q26 Illness prevention	0	4	27	30	55	5
Q27 Reminder systems	0	4	21	26	63	7
Q28 Second opinion / comp medicine	1	2	19	26	47	26

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

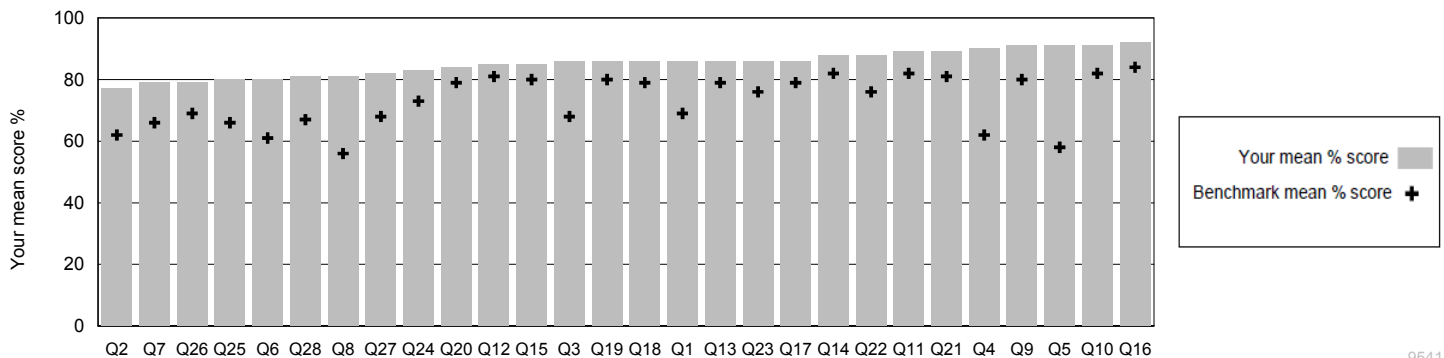
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	86	69	23	64	68	73	92
Q2 Telephone access	77	62	13	53	63	71	92
Q3 Appointment satisfaction	86	68	23	63	68	74	92
Q4 See practitioner within 48hrs	90	62	18	54	62	70	96
Q5 See practitioner of choice	91	58	22	48	57	65	95
Q6 Speak to practitioner on phone	80	61	25	54	61	67	92
Q7 Comfort of waiting room	79	66	27	60	66	71	90
Q8 Waiting time	81	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	91	80	41	76	81	85	97
Q10 Warmth of greeting	91	82	45	78	82	86	96
Q11 Ability to listen	89	82	46	78	83	87	97
Q12 Explanations	85	81	42	77	81	85	97
Q13 Reassurance	86	79	41	75	80	84	98
Q14 Confidence in ability	88	82	43	79	83	87	99
Q15 Express concerns/fears	85	80	45	76	81	85	96
Q16 Respect shown	92	84	49	80	85	88	98
Q17 Time for visit	86	79	38	75	80	84	96
Q18 Consideration	86	79	41	75	79	83	98
Q19 Concern for patient	86	80	43	76	80	84	97
Q20 Self care	84	79	38	75	79	83	97
Q21 Recommendation	89	81	41	78	82	86	99
About the staff							
Q22 Reception staff	88	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	86	76	43	72	76	80	96
Q24 Information of services	83	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	80	66	31	62	66	70	96
Q26 Illness prevention	79	69	34	64	68	72	96
Q27 Reminder systems	82	68	27	63	68	72	96
Q28 Second opinion / comp medicine	81	67	30	62	67	71	96
Overall score	85	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

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*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



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (2001-4000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	86	71	42	66	72	77	91
Q2 Telephone access	77	71	35	64	73	80	91
Q3 Appointment satisfaction	86	73	38	67	74	80	92
Q4 See practitioner within 48hrs	90	69	31	61	69	77	93
Q5 See practitioner of choice	91	68	33	60	69	76	92
Q6 Speak to practitioner on phone	80	65	38	58	66	72	92
Q7 Comfort of waiting room	79	70	44	64	71	76	90
Q8 Waiting time	81	61	35	53	61	69	90
About the practitioner							
Q9 Satisfaction with visit	91	81	54	76	82	87	97
Q10 Warmth of greeting	91	82	57	77	83	88	96
Q11 Ability to listen	89	82	55	77	83	88	97
Q12 Explanations	85	81	57	76	82	87	97
Q13 Reassurance	86	80	56	75	80	85	96
Q14 Confidence in ability	88	82	58	78	83	88	96
Q15 Express concerns/fears	85	80	55	75	80	86	96
Q16 Respect shown	92	84	58	79	85	89	97
Q17 Time for visit	86	80	56	75	81	86	96
Q18 Consideration	86	79	54	74	80	85	98
Q19 Concern for patient	86	80	54	76	81	86	97
Q20 Self care	84	79	52	74	80	85	97
Q21 Recommendation	89	82	54	77	83	88	97
About the staff							
Q22 Reception staff	88	81	52	77	82	87	96
Q23 Respect for privacy/confidentiality	86	80	55	76	81	85	96
Q24 Information of services	83	77	50	72	78	83	96
Finally							
Q25 Complaints/compliments	80	70	42	65	71	76	96
Q26 Illness prevention	79	72	48	68	73	78	96
Q27 Reminder systems	82	72	50	66	72	77	96
Q28 Second opinion / comp medicine	81	71	45	66	71	76	96
Overall score	85	76	50	71	77	82	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

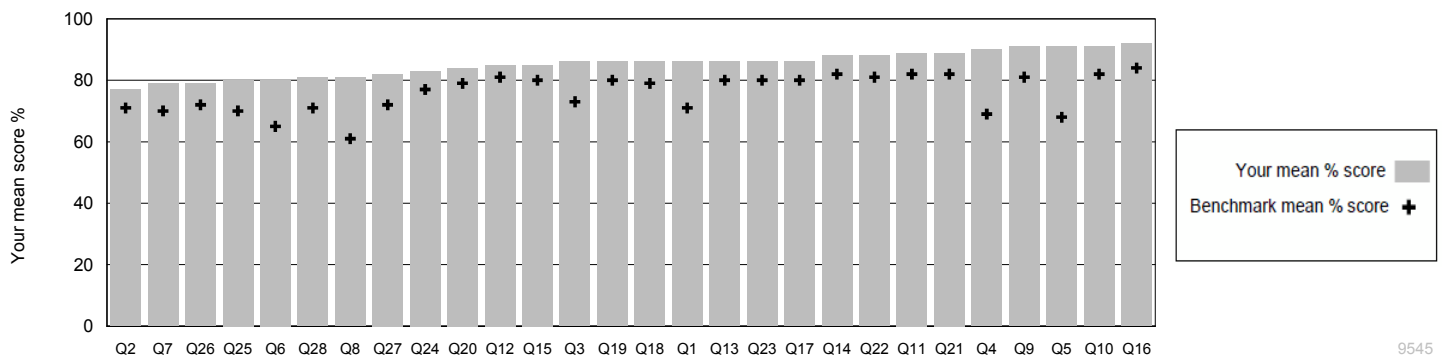
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*Based on data from 185 practices carrying out 248 surveys between April 2010 and March 2013 with 25 or more responses.

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 (2001-4000 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 (2001-4000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile

Age

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Under 25	8	69	73	46	67	73	80	95
25 - 59	61	86	75	50	71	76	81	94
60 +	46	87	78	47	74	79	83	96
Blank	6	82	73	47	65	73	80	100

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	76	84	76	48	70	77	82	93
Male	37	88	77	51	73	77	82	95
Blank	8	83	73	43	66	74	81	99

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	103	86	77	50	73	78	82	95
No	3	-	-	-	-	-	-	-
Blank	15	82	74	49	68	73	80	99

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	13	83	76	51	71	77	81	93
5 - 10 years	13	84	75	49	70	76	81	95
> 10 years	84	86	76	48	72	77	82	96
Blank	11	82	73	47	66	74	81	100

*Based on data from 185 practices carrying out 248 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	24/09/2014	05/07/2013	04/07/2011
Q1 Opening hours satisfaction	86	89	81	82
Q2 Telephone access	77	83	77	80
Q3 Appointment satisfaction	86	90	82	86
Q4 See practitioner within 48hrs	90	95	89	89
Q5 See practitioner of choice	91	94	89	89
Q6 Speak to practitioner on phone	80	86	77	75
Q7 Comfort of waiting room	79	83	76	77
Q8 Waiting time	81	82	71	75
Q9 Satisfaction with visit	91	92	86	87
Q10 Warmth of greeting	91	94	87	89
Q11 Ability to listen	89	93	85	88
Q12 Explanations	85	90	85	85
Q13 Reassurance	86	90	83	85
Q14 Confidence in ability	88	93	87	88
Q15 Express concerns/fears	85	90	84	85
Q16 Respect shown	92	94	87	91
Q17 Time for visit	86	92	83	86
Q18 Consideration	86	89	83	83
Q19 Concern for patient	86	91	83	85
Q20 Self care	84	89	83	82
Q21 Recommendation	89	94	87	88
Q22 Reception staff	88	90	84	87
Q23 Respect for privacy/confidentiality	86	90	84	87
Q24 Information of services	83	90	82	82
Q25 Complaints/compliments	80	82	74	76
Q26 Illness prevention	79	84	77	77
Q27 Reminder systems	82	85	75	77
Q28 Second opinion / comp medicine	81	83	72	74
Overall score	85	89	82	84

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?

- Excellent service all round.
- I can say that it would be difficult to improve on the excellent service this practice provides. It is very friendly and helpful and know I can be seen very quickly when necessary.
- I have no problems with the service of this practice.
- Weekend opening.
- Excellent service all round.
- The best practice I have ever used. Very friendly and helpful staff - always cheery. Very easy to get appointments - good system in place.
- Always been very satisfied about the service provided - approachable and ready to listen.
- Fantastic doctors, would never change. Hours great and doctor and staff great.
- Always received an amazing service - a great doctors surgery.
- I have used this practice, along with my family, for many, many years - I have always found it to be excellent in every way and our community is very lucky to have this practice.
- To still have open surgery in the mornings.
- I cannot fault this practice. This is how a GP practice should be run. You can get in when you need to, don't need to wait. Takes the pressure off the hospital. Just excellent.
- No appointment needed in the morning is unique. You can come in between 8.30 and 10.30am and see the doctor. This is a fabulous surgery.
- Very satisfied with this GP service, excellent care.
- None after speaking to friends and relatives I appreciate this practice offers an unmatched service.
- This practice suits me fine.
- Excellent all round.
- Excellent no necessity to improve.
- Having to wait to a certain time for repeat prescriptions annoying.
- Could not be better.
- The service provided is always excellent at this practice.
- Excellent!
- The reception staff need to develop a friendlier approach to patients and smile more.
- We are lucky to have such staff/surgery in the village. Long may it last!

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 the doctor/nurse could improve?

- An excellent doctor. Always the same whenever you need to go and see him. We are lucky to have him.
- I have always felt listened to and my concerns addressed. There are no issues if I need further investigations. Thank you everyone.
- I have always considered the doctor and nurse to be excellent. No problems not helped with.
- No improvements necessary.
- Saw the doctor previously regarding stress and a viral infection, but doctor did not check for symptoms (temperature, throat etc) and did not offer helpline or anything for stress. Left incredibly disappointed and have contemplated new doctor.
- I think the doctor could be on more hours. I think opening for two hours in the morning is not enough as people have work etc.
- If you get test results that need discussion, ensure opportunity to talk to doctor or nurse as soon as possible to reduce stress/worry.
- The phone could be answered a little quicker. Sometimes it is left ringing for a long time.
- Keep everything as it is.
- None at all he is perfect!
- Ask more questions. Listen. Acknowledge problems, e.g. pain, discomfort.
- An example to all others.
- Excellent no necessity to improve.
- Leave it alone.
- He is an excellent doctor.
- None at all.