

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank
Q1 Opening hours satisfaction	3	13	79	91	44	4
Q2 Telephone access	17	65	76	51	22	3
Q3 Appointment satisfaction	6	24	72	75	55	2
Q4 See practitioner within 48hrs	13	48	63	61	44	5
Q5 See practitioner of choice	18	61	60	60	31	4
Q6 Speak to practitioner on phone	18	44	55	31	8	78
Q7 Comfort of waiting room	0	17	84	95	36	2
Q8 Waiting time	9	37	83	69	28	8
Q9 Satisfaction with visit	4	7	58	66	92	7
Q10 Warmth of greeting	0	7	53	65	102	7
Q11 Ability to listen	2	11	50	71	94	6
Q12 Explanations	2	15	48	69	93	7
Q13 Reassurance	5	15	55	56	97	6
Q14 Confidence in ability	2	11	48	65	103	5
Q15 Express concerns/fears	5	11	52	66	92	8
Q16 Respect shown	0	8	51	66	102	7
Q17 Time for visit	2	14	63	65	80	10
Q18 Consideration	3	9	60	58	90	14
Q19 Concern for patient	2	11	60	59	89	13
Q20 Self care	2	13	55	59	84	21
Q21 Recommendation	4	7	46	50	107	20
Q22 Reception staff	0	9	53	82	87	3
Q23 Respect shown	2	16	52	76	83	5
Q24 Information of services	4	24	63	69	65	9
Q25 Complaints/compliments	6	28	79	68	38	15
Q26 Illness prevention	3	21	83	70	49	8
Q27 Reminder systems	5	24	77	67	53	8
Q28 Second opinion / comp medicine	4	21	75	49	41	44

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

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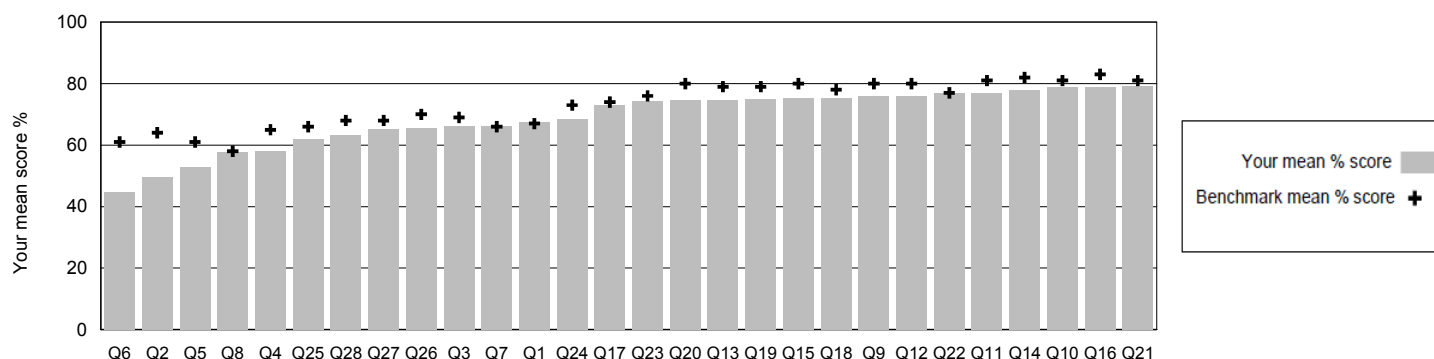
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	67	67	44	62	66	71	99
Q2 Telephone access	50	64	24	56	64	72	99
Q3 Appointment satisfaction	66	69	37	64	69	74	99
Q4 See practitioner within 48hrs	58	65	25	57	65	72	99
Q5 See practitioner of choice	53	61	24	53	60	69	99
Q6 Speak to practitioner on phone	45	61	31	54	61	67	99
Q7 Comfort of waiting room	66	66	31	61	66	72	100
Q8 Waiting time	58	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	76	80	49	76	80	84	99
Q10 Warmth of greeting	79	81	50	78	82	86	99
Q11 Ability to listen	77	81	50	78	82	86	100
Q12 Explanations	76	80	49	77	81	84	100
Q13 Reassurance	75	79	49	75	79	83	100
Q14 Confidence in ability	78	82	50	79	83	86	100
Q15 Express concerns/fears	75	80	50	76	80	84	100
Q16 Respect shown	79	83	50	80	84	88	100
Q17 Time for visit	73	74	46	70	74	79	100
Q18 Consideration	75	78	48	74	78	82	100
Q19 Concern for patient	75	79	48	75	79	83	100
Q20 Self care	75	80	51	78	81	85	99
Q21 Recommendation	79	81	46	77	81	85	100
About the staff							
Q22 Reception staff	77	77	40	72	76	81	99
Q23 Respect shown	74	76	45	72	76	80	100
Q24 Information of services	69	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	62	66	42	62	66	71	100
Q26 Illness prevention	66	70	46	66	69	73	100
Q27 Reminder systems	65	68	43	63	67	72	99
Q28 Second opinion / comp medicine	63	68	44	63	67	72	99
Overall score	69	73	46	69	73	77	100

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 3027 practices surveyed between April 2008 and March 2011 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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All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Comments about how the practice could improve

- Make booking advanced appointments by phone and online easier.
- Excellent.
- More chance of seeing a doctor on the day of ringing.
- I have always been happy with this practice, nothing needs changing.
- Reassuring you when you have a long wait.
- Have an email service for repeat prescriptions. Have an automated call back service as the telephones in the morning are often busy and you cannot get through and you have to try repeatedly.
- Refuse future appointments where patients do not turn up for booked appointments.
- Needs a better system than only "post" your request for a repeat prescription. How about a line just for prescriptions, open at certain times, then people who work while the surgery is open can easily get a repeat or a text request would be a lot easier and very up to date!
- Could do with opening on a Saturday morning.
- I am satisfied with doctors and the practice.
- Saturday morning surgery!
- On the whole very good.
- Satisfied.
- In my opinion the service was excellent.
- It is often hard to get an appointment.
- Satisfied with all aspects.
- Visual means to alert the patient when it is time to see the doctor and number of room. Very helpful for deaf or hard of hearing.
- I do not visit the doctors very often but the past couple of times I have phoned for an appointment I get one for that day. Previous to this though it has been very difficult to get an appointment. You are waiting a week for one which if you are ill today an appointment in a weeks time is of no use. You do have bookable on the day appointments but you can never get through in the morning, by the time you do the appointments have gone.
- Sometimes staff are a little "off" on the telephone (rude).
- Service is very good.
- Fabulous the way it is, keep the good work up.
- I think the phone on the day appointment is utterly disgraceful.
- More female doctors.
- Very good.
- I cannot think of any improvements which could be made.
- Fine as it is.
- Trying to get an appointment by phone is very difficult due to no one answering the call. I have waited in the past 20 minutes continually calling before getting through.
- Have a water machine.
- Should have music in the reception, too quiet.

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Comments about how the practice could improve

- Longer opening hours or 2 late surgeries per week from 7pm - 11pm for shift workers.
- Saturday morning surgery would be good.
- Get rid of appointments via phone at 8.00am because there is no realistic prospect of the average caller ringing for an appointment that day, either getting answered or getting an appointment within 2 -3 days or even that week!
- More staff on the reception.
- By providing an evening surgery for people who are working Monday - Friday 8am - 5pm.
- I found one of the doctors quiet, very good and a good listener. Also over the years one of the doctors has been very supportive.
- New patient so do not really know too much about it all but initially it is impressive, streets ahead of my old surgery.
- Very satisfied with the surgery.
- More people answering phones.
- Text message reminders for appointments.
- More doctors like this doctor.
- On this visit seeing a new doctor who did not know me treated me like an old friend.
- To long waiting on the telephone.
- Giving more leeway to people who work shifts as sometimes it is impossible to get to see a doctor.
- When you make appointments you should not have to ring up at 8am to try and get appointment.
- Have a telephone line specifically for repeat prescriptions. Advertise within waiting room regarding online facilities.
- The only thing I would ask would be for a Saturday morning surgery for emergencies.
- Better listening in consultations with certain doctors. Evening surgery/weekend surgery.
- Takes a long time to get through to the surgery first thing in a morning for same day appointments.
- Always pleased with the overall practice.
- When advising patients about ordering prescriptions online make sure that it is on repeat as the patient is unable to order it if it is not.
- I do not wish to tell the reception staff why I need to see the doctor so why do they keep asking.
- More appointments to be given of your choice of doctor or even to be able to see a doctor on that day.

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Comments about how the doctor/nurse could improve

- Retire.
- Excellent.
- None at all!
- I think his treatment is excellent.
- None - always have been a good doctor everytime I have been.
- None, the doctor is very good.
- I have only had one problem with the staff - I rang for an appointment with one of the doctors and was given an appointment with another doctor who I found useless!
- Very good.
- Excellent, they listen and advise.
- Excellent doctor. No need for improvement.
- Nothing but praise.
- What ever the person is talking about he should have passion.
- Give more information. Paracetamol is not always the answer!
- They did have their mobile phone on and did answer it whilst mid consultation!
- I have no complaints about the doctors in this surgery. All of them are extremely patient and understanding.
- No improvements, first time visiting this doctor, very welcoming and listened. Provided great advice.
- Felt my visit was not needed and I could have gone to a chemist.