

Your patient feedback

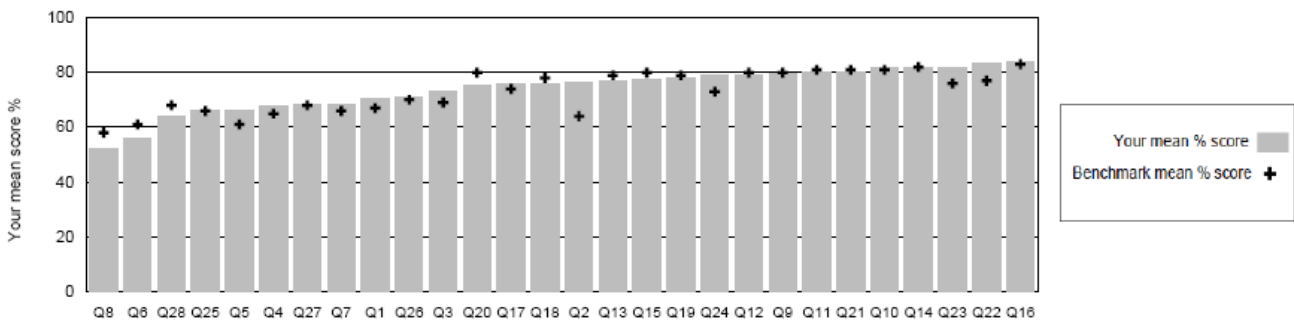
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q 1 Opening hours satisfaction	70	67	44	62	66	71	99
Q 2 Telephone access	76	64	24	56	64	72	99
Q 3 Appointment satisfaction	73	69	37	64	69	74	99
Q 4 See practitioner within 48hrs	68	65	25	57	65	72	99
Q 5 See practitioner of choice	66	61	24	53	60	69	99
Q 6 Speak to practitioner on phone	56	61	31	54	61	67	99
Q 7 Comfort of waiting room	68	66	31	61	66	72	100
Q 8 Waiting time	52	58	24	51	57	63	99
About the practitioner							
Q 9 Satisfaction with visit	80	80	49	76	80	84	99
Q 10 Warmth of greeting	82	81	50	78	82	86	99
Q 11 Ability to listen	80	81	50	78	82	86	100
Q 12 Explanations	79	80	49	77	81	84	100
Q 13 Reassurance	77	79	49	75	79	83	100
Q 14 Confidence in ability	82	82	50	79	83	86	100
Q 15 Express concerns/fears	78	80	50	76	80	84	100
Q 16 Respect shown	84	83	50	80	84	88	100
Q 17 Time for visit	76	74	46	70	74	79	100
Q 18 Consideration	76	78	48	74	78	82	100
Q 19 Concern for patient	78	79	48	75	79	83	100
Q 20 Self care	76	80	51	78	81	85	99
Q 21 Recommendation	80	81	46	77	81	85	100
About the staff							
Q 22 Reception staff	83	77	40	72	76	81	99
Q 23 Respect shown	82	76	45	72	76	80	100
Q 24 Information of services	79	73	43	69	73	77	100
Finally							
Q 25 Complaints/compliments	66	66	42	62	66	71	100
Q 26 Illness prevention	71	70	46	66	69	73	100
Q 27 Reminder systems	68	68	43	63	67	72	99
Q 28 Second opinion / comp medicine	64	68	44	63	67	72	99
Overall score	74	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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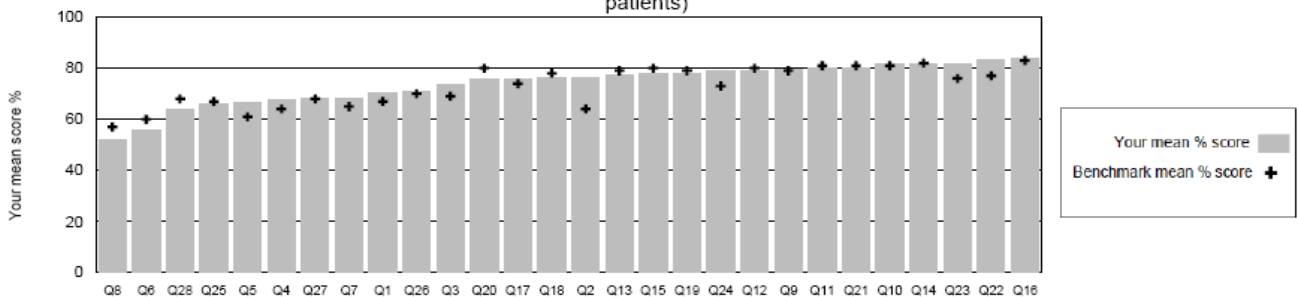
Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q 1 Opening hours satisfaction	70	67	46	62	66	71	94
Q 2 Telephone access	76	64	30	57	66	72	91
Q 3 Appointment satisfaction	73	69	44	64	69	74	94
Q 4 See practitioner within 48hrs	68	64	28	57	64	72	95
Q 5 See practitioner of choice	66	61	34	54	61	67	89
Q 6 Speak to practitioner on phone	56	60	34	55	61	66	86
Q 7 Comfort of waiting room	68	65	38	60	67	71	96
Q 8 Waiting time	52	57	31	51	57	63	91
About the practitioner							
Q 9 Satisfaction with visit	80	79	53	76	80	84	96
Q 10 Warmth of greeting	82	81	52	78	82	85	96
Q 11 Ability to listen	80	81	51	78	82	86	95
Q 12 Explanations	79	80	51	77	81	84	94
Q 13 Reassurance	77	79	52	75	79	83	95
Q 14 Confidence in ability	82	82	53	79	83	86	95
Q 15 Express concerns/fears	78	80	52	76	80	84	95
Q 16 Respect shown	84	83	54	80	84	87	96
Q 17 Time for visit	76	74	50	69	74	78	93
Q 18 Consideration	76	78	50	74	78	82	94
Q 19 Concern for patient	78	79	51	75	79	83	95
Q 20 Self care	76	80	63	78	80	85	92
Q 21 Recommendation	80	81	51	77	82	85	96
About the staff							
Q 22 Reception staff	83	77	53	73	77	81	95
Q 23 Respect shown	82	76	56	72	76	80	96
Q 24 Information of services	79	73	54	70	73	77	95
Finally							
Q 25 Complaints/compliments	66	67	47	63	67	70	93
Q 26 Illness prevention	71	70	50	67	70	73	94
Q 27 Reminder systems	68	68	50	64	68	72	95
Q 28 Second opinion / comp medicine	64	68	50	64	68	71	93
Overall score	74	73	51	69	73	77	94

	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 603 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 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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Table 5: Your current and previous mean percentage scores*

	24/05/2011	05/08/2008	02/07/2007	26/05/2006
Q 1 Opening hours satisfaction	70	69	69	77
Q 2 Telephone access	76	71	72	82
Q 3 Appointment satisfaction	73	72	68	81
Q 4 See practitioner within 48hrs	68	69	62	78
Q 5 See practitioner of choice	66	65	62	75
Q 6 Speak to practitioner on phone	56	59	58	67
Q 7 Comfort of waiting room	68	68	68	73
Q 8 Waiting time	52	52	54	61
Q 9 Satisfaction with visit	80	81	80	88
Q 10 Warmth of greeting	82	81	80	88
Q 11 Ability to listen	80	82	82	88
Q 12 Explanations	79	81	81	88
Q 13 Reassurance	77	80	79	87
Q 14 Confidence in ability	82	84	83	89
Q 15 Express concerns/fears	78	80	81	86
Q 16 Respect shown	84	84	85	90
Q 17 Time for visit	76	74	74	80
Q 18 Consideration	76	76	78	86
Q 19 Concern for patient	78	78	78	86
Q 20 Self care	76	--	--	--
Q 21 Recommendation	80	82	82	88
Q 22 Reception staff	83	82	82	84
Q 23 Respect shown	82	81	80	85
Q 24 Information of services	79	76	81	79
Q 25 Complaints/compliments	66	68	67	74
Q 26 Illness prevention	71	70	72	73
Q 27 Reminder systems	68	69	69	73
Q 28 Second opinion / comp medicine	64	69	68	73
Overall score	74	74	74	81

-- no data available, question introduced in October 2009.

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009 in line with feedback from practices and health professionals. This is explained in greater detail in the supporting documentation found at the end of this report. In this report any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

*Dates in the table relate to date of application to carry out the survey.

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.

Comments about how the practice could improve

- Entirely satisfied with this practice. Will certainly keep coming (when necessary) with every confidence.
- The use of the expensive telephone number.
- More up to date magazines.
- Increase opening hours to weekends.
- Stick to offered appointments and not cancel. Keep you up to date with test results.
- Online booking facility for doctor and nurse routine or non urgent appointments.
- This is a really efficient, friendly service. Well run, clean and cheerful staff.
- Waiting times can occasionally be excessive, being informed of this rather than just being left would be nice.
- Occasional Saturday surgeries would be helpful. Overall very satisfied and really appreciate being able to make appointments in advance.
- I realise that long opening hours are difficult but as I commute from London it would be great if you could open late (say to 8pm) at least once a week - maybe compensate with a half day on a less busy day.
- Local phone number, better than other and easier to remember.
- Overall very happy with practice apart from waiting time. Can sometimes not be seen until half an hour after actual appointment.
- The confidentiality is non-existent at the reception desk.
- Brilliant practice, brilliant staff! Very pleased with everything.
- Set aside out of hours appointments for those of us that work.
- Getting in touch, phone line takes up too much time.
- Please do not change it works well - don't fix it.
- Providing a check up once in three months and giving reminders about repeat prescriptions and immunisations.
- Make waiting time in the practice shorter, even more so for childrens appointments.
- The midwife is always late, often by an hour. Perhaps the surgery could call and let you know in those circumstances?
- The practice is excellent. You can always access a doctor personally or by phone. Reception staff are very professional and helpful.
- It would have been helpful to have been told when we arrived that the doctor was running late!
- It is great.
- Unable to comment on last 2 areas as not applicable to my current personal health.
- Deleted the 08 number when contacting the surgery.
- Allow appointment arrangement on the website. (Not impressed with 0844 rate!)
- Not to consider improvements is a path to lowering of standards, however from a personal perspective and on the whole the service the practice provides I have now had a need to consult a doctor out of hours to treat me, not an issue but can see hours of opening and weekends can be an issue to some.
- Very satisfied as an individual and my family.
- The 0844 telephone number is causing added expense to patients telephone bill. This should be considered to change to normal telephone number.

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.

Comments about how the practice could improve

- Brighten up the waiting room.
- I can only compare with one other practice and this one is 100% better, my partner also feels this way. Improve by having another doctor.
- Appointments rarely on time - sometimes 20-30 minutes late.

Comments about how the doctor/nurse could improve

- Not to retire!!
- Generally have to wait a long time beyond the set time of my appointment. I always arrive in plenty of time and never miss the appointment and it would be courteous to patients to endeavour to keep more closely to set times.
- Great service.
- The doctor is a wonderful doctor. Very caring and always has time to discuss your problems, even though he is very busy.
- Perhaps consider moving desk so facing the patient as they enter the room. Received very good care over many years.
- He is perfect.
- My doctor is excellent.
- Running late!
- Giving us quicker treatment.
- The doctor has been consistently helpful, understanding and professional - I do not think there is anything he needs to improve on!
- This doctor is doing a marvellous job, however the constraint from the local PCT because of funding issues is a massive issue for myself and my family.
- Waiting time.
- Cannot improve in perfection.
- Every confidence in him.
- Very satisfied with doctor. A small practice ensuring that always have the continuity of the same doctor.
- Give more time to listen to the patients.