

Your patient feedback

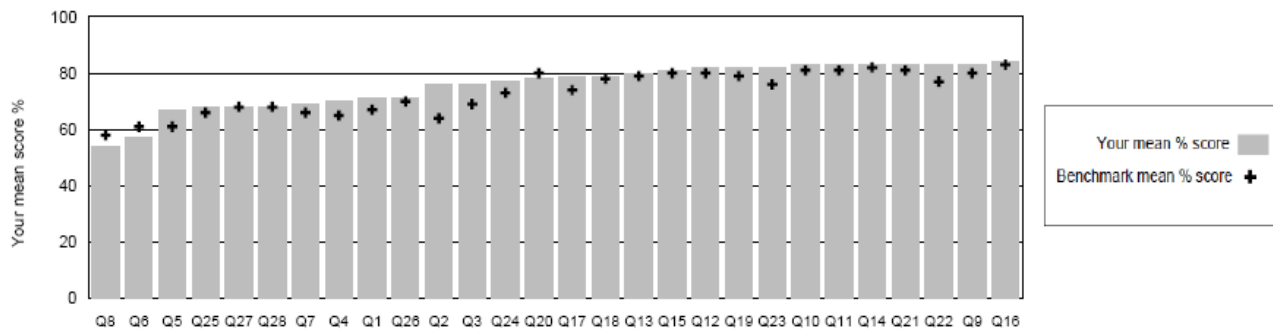
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	67	44	62	66	71	99
Q2 Telephone access	76	64	24	56	64	72	99
Q3 Appointment satisfaction	76	69	37	64	69	74	99
Q4 See practitioner within 48hrs	70	65	25	57	65	72	99
Q5 See practitioner of choice	67	61	24	53	60	69	99
Q6 Speak to practitioner on phone	57	61	31	54	61	67	99
Q7 Comfort of waiting room	69	66	31	61	66	72	100
Q8 Waiting time	54	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	83	80	49	76	80	84	99
Q10 Warmth of greeting	83	81	50	78	82	86	99
Q11 Ability to listen	83	81	50	78	82	86	100
Q12 Explanations	82	80	49	77	81	84	100
Q13 Reassurance	80	79	49	75	79	83	100
Q14 Confidence in ability	83	82	50	79	83	86	100
Q15 Express concerns/fears	81	80	50	76	80	84	100
Q16 Respect shown	84	83	50	80	84	88	100
Q17 Time for visit	79	74	46	70	74	79	100
Q18 Consideration	79	78	48	74	78	82	100
Q19 Concern for patient	82	79	48	75	79	83	100
Q20 Self care	78	80	51	78	81	85	99
Q21 Recommendation	83	81	46	77	81	85	100
About the staff							
Q22 Reception staff	83	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	82	76	45	72	76	80	100
Q24 Information of services	77	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	68	66	42	62	66	71	100
Q26 Illness prevention	71	70	46	66	69	73	100
Q27 Reminder systems	68	68	43	63	67	72	99
Q28 Second opinion / comp medicine	68	68	44	63	67	72	99
Overall score	76	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 3,027 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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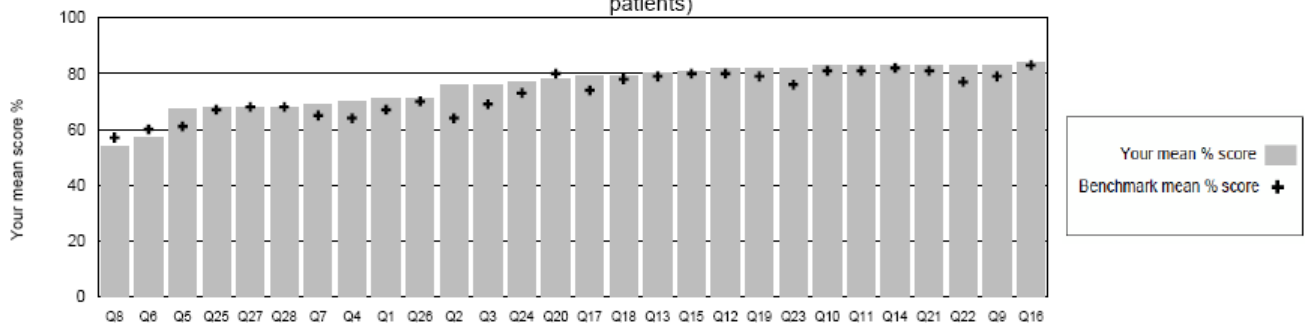
Table 3: Mean percentage scores and benchmarks by practice list size (4001-6000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	67	46	62	66	71	94
Q2 Telephone access	76	64	30	57	66	72	91
Q3 Appointment satisfaction	76	69	44	64	69	74	94
Q4 See practitioner within 48hrs	70	64	28	57	64	72	95
Q5 See practitioner of choice	67	61	34	54	61	67	89
Q6 Speak to practitioner on phone	57	60	34	55	61	66	86
Q7 Comfort of waiting room	69	65	38	60	67	71	96
Q8 Waiting time	54	57	31	51	57	63	91
About the practitioner							
Q9 Satisfaction with visit	83	79	53	76	80	84	96
Q10 Warmth of greeting	83	81	52	78	82	85	96
Q11 Ability to listen	83	81	51	78	82	86	95
Q12 Explanations	82	80	51	77	81	84	94
Q13 Reassurance	80	79	52	75	79	83	95
Q14 Confidence in ability	83	82	53	79	83	86	95
Q15 Express concerns/fears	81	80	52	76	80	84	95
Q16 Respect shown	84	83	54	80	84	87	96
Q17 Time for visit	79	74	50	69	74	78	93
Q18 Consideration	79	78	50	74	78	82	94
Q19 Concern for patient	82	79	51	75	79	83	95
Q20 Self care	78	80	63	78	80	85	92
Q21 Recommendation	83	81	51	77	82	85	96
About the staff							
Q22 Reception staff	83	77	53	73	77	81	95
Q23 Respect for privacy/confidentiality	82	76	56	72	76	80	96
Q24 Information of services	77	73	54	70	73	77	95
Finally							
Q25 Complaints/compliments	68	67	47	63	67	70	93
Q26 Illness prevention	71	70	50	67	70	73	94
Q27 Reminder systems	68	68	50	64	68	72	95
Q28 Second opinion / comp medicine	68	68	50	64	68	71	93
Overall score	76	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*

	06/06/2012	24/05/2011	05/08/2008	02/07/2007
Q1 Opening hours satisfaction	71	70	69	69
Q2 Telephone access	76	76	71	72
Q3 Appointment satisfaction	76	73	72	68
Q4 See practitioner within 48hrs	70	68	69	62
Q5 See practitioner of choice	67	66	65	62
Q6 Speak to practitioner on phone	57	56	59	58
Q7 Comfort of waiting room	69	68	68	68
Q8 Waiting time	54	52	52	54
Q9 Satisfaction with visit	83	80	81	80
Q10 Warmth of greeting	83	82	81	80
Q11 Ability to listen	83	80	82	82
Q12 Explanations	82	79	81	81
Q13 Reassurance	80	77	80	79
Q14 Confidence in ability	83	82	84	83
Q15 Express concerns/fears	81	78	80	81
Q16 Respect shown	84	84	84	85
Q17 Time for visit	79	76	74	74
Q18 Consideration	79	76	76	78
Q19 Concern for patient	82	78	78	78
Q20 Self care	78	76	--	--
Q21 Recommendation	83	80	82	82
Q22 Reception staff	83	83	82	82
Q23 Respect for privacy/confidentiality	82	82	81	80
Q24 Information of services	77	79	76	81
Q25 Complaints/compliments	68	66	68	67
Q26 Illness prevention	71	71	70	72
Q27 Reminder systems	68	68	69	69
Q28 Second opinion / comp medicine	68	64	69	68
Overall score	76	74	74	74

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

*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

- No! But - I would like to thank you all (reception/admin staff, nurses and all doctors) for your wonderful service and treatment of me and my family over the years. You're a great team - keep up the good work! Heartfelt thanks.
- I have always been completely satisfied particularly with contact made over review appointments or inoculation appointments.
- All staff very friendly and knowledgeable. Cannot really see any room for improvement. 0844 phone number isn't too great for public relation purposes!
- Longer opening hours if possible.
- Open Saturday.
- I don't like the fact the number of the surgery is not a landline number - which is expensive to call from my mobile.
- Phone in service and next day appointments.
- No improvements. Thanks for seeing me at such short notice.
- A clock in waiting room.
- Stick to appointment times. Other doctors do not listen to patient.
- Employ another doctor? Bring back two previous doctors.
- Compliments and complaints - would be happy to ask at reception. A poster in the waiting room would be good on how to make compliments etc (didn't notice one - might have missed it!).
- I have arrived 5 minutes early for each and every appointment. I have been kept waiting 15-20 minutes on each occasion, even when I have been the first appointment of the day.
- You are very good. Keep it up!
- I am a relatively new client to this surgery and I have been very impressed by the entire staff.
- It is very ok and I would move to somewhere nearer.
- See patients on time. More focus on preventative measures, such as diet, exercise.
- It would be helpful if the practice could have a standard 6 digit telephone number to call on as the 08 number does have a higher call rate and can cost quite a bit when ringing up for an appointment.
- Slight problem with ordering repeats with one medication only. Every other medicine is fine - just this one seems to have a difficulty.
- Last few prescriptions have been wrong despite speaking to surgery about this.
- Waiting time for appointments.
- I am quite satisfied as it is.
- As I commute to London for work one night per week, late hours would be good. Ability to book an appointment online would be good.
- Waiting time.
- Kindness of reception staff could be better, more polite.
- Should be able to book appointment when ring up, say on a Monday, if can't get in on that day, my wife could not, when she wanted to see a doctor.
- Overall very good.
- Very good.

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

- It is difficult to give an opinion at this point as I have only used the practice once. But on first impressions I am fully satisfied and pleased that I chose your practice.
- Repeat prescription orders taken over the phone are often incorrect. Better listening skills on the phone please!
- Weekends?
- More help at weekends.
- Wonderful (no room for improvement).
- Happy with service.
- A TV in the waiting room. More magazines. Being able to see doctor before or after work hours not during (8-6).

Comments about how the doctor/nurse could improve

- They always willingly answer questions and give explanations.
- None - has been great all the years I have known them.
- No. Very good.
- Very happy with this visit. Thank you.
- Depends on the doctor you see.
- I have complete confidence in the doctor who usually sees me.
- Sometimes more time could be spent explaining new problems.
- Should be little bit organised with the time of waiting and little bit should be good with the medicine, give on time when the children need it, not when is really bad.
- Work more hours at this surgery took me 2 weeks to get an appointment with them.
- Doctor was excellent, really helpful, nice and reassuring.
- Service does vary across the doctors seen. Some are great and some are not so good.
- No they're simply the best!