

Your patient feedback

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

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	26	92	116	67	6
Q2 Telephone access	26	66	93	70	46	10
Q3 Appointment satisfaction	6	25	104	106	64	6
Q4 See practitioner within 48hrs	13	36	103	74	77	8
Q5 See practitioner of choice	23	51	104	77	43	13
Q6 Speak to practitioner on phone	10	32	102	80	62	25
Q7 Comfort of waiting room	6	31	106	103	56	9
Q8 Waiting time	18	56	101	89	33	14
Q9 Satisfaction with visit	0	6	44	114	134	13
Q10 Warmth of greeting	1	4	43	105	142	16
Q11 Ability to listen	0	3	47	102	144	15
Q12 Explanations	0	8	54	97	136	16
Q13 Reassurance	1	5	62	103	125	15
Q14 Confidence in ability	1	3	41	103	146	17
Q15 Express concerns/fears	1	8	46	105	130	21
Q16 Respect shown	0	3	35	90	170	13
Q17 Time for visit	1	11	48	99	137	15
Q18 Consideration	0	9	54	105	117	26
Q19 Concern for patient	0	9	41	111	125	25
Q20 Self care	0	10	46	104	115	36
Q21 Recommendation	1	5	41	86	147	31
Q22 Reception staff	4	15	53	123	103	13
Q23 Respect for privacy/confidentiality	4	11	63	98	116	19
Q24 Information of services	5	13	70	111	82	30
Q25 Complaints/compliments	6	22	94	90	57	42
Q26 Illness prevention	2	16	96	92	67	38
Q27 Reminder systems	9	24	82	98	55	43
Q28 Second opinion / comp medicine	2	20	91	74	44	80

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

Your patient feedback

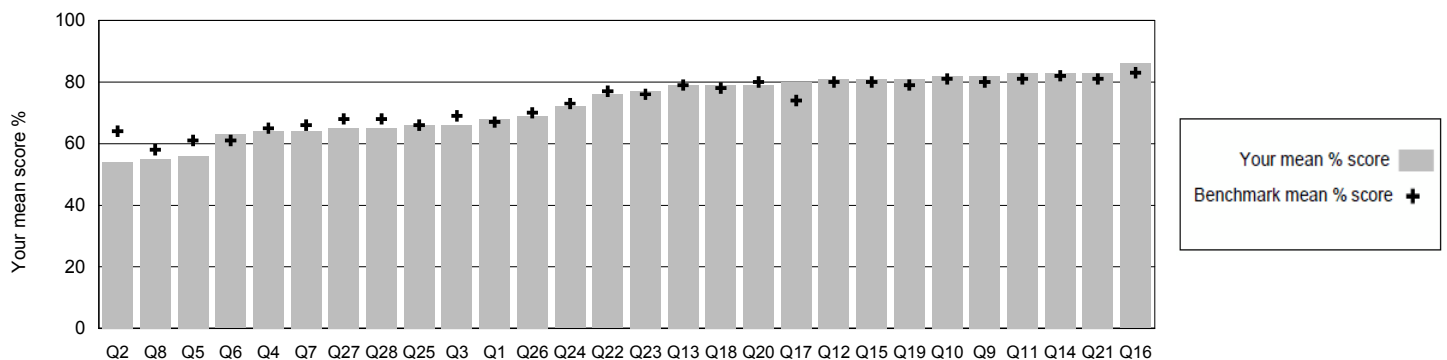
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	67	44	62	66	71	99
Q2 Telephone access	54	64	24	56	64	72	99
Q3 Appointment satisfaction	66	69	37	64	69	74	99
Q4 See practitioner within 48hrs	64	65	25	57	65	72	99
Q5 See practitioner of choice	56	61	24	53	60	69	99
Q6 Speak to practitioner on phone	63	61	31	54	61	67	99
Q7 Comfort of waiting room	64	66	31	61	66	72	100
Q8 Waiting time	55	58	24	51	57	63	99
About the practitioner							
Q9 Satisfaction with visit	82	80	49	76	80	84	99
Q10 Warmth of greeting	82	81	50	78	82	86	99
Q11 Ability to listen	83	81	50	78	82	86	100
Q12 Explanations	81	80	49	77	81	84	100
Q13 Reassurance	79	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	86	83	50	80	84	88	100
Q17 Time for visit	80	74	46	70	74	79	100
Q18 Consideration	79	78	48	74	78	82	100
Q19 Concern for patient	81	79	48	75	79	83	100
Q20 Self care	79	80	51	78	81	85	99
Q21 Recommendation	83	81	46	77	81	85	100
About the staff							
Q22 Reception staff	76	77	40	72	76	81	99
Q23 Respect for privacy/confidentiality	77	76	45	72	76	80	100
Q24 Information of services	72	73	43	69	73	77	100
Finally							
Q25 Complaints/compliments	66	66	42	62	66	71	100
Q26 Illness prevention	69	70	46	66	69	73	100
Q27 Reminder systems	65	68	43	63	67	72	99
Q28 Second opinion / comp medicine	65	68	44	63	67	72	99
Overall score	73	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



Your patient feedback

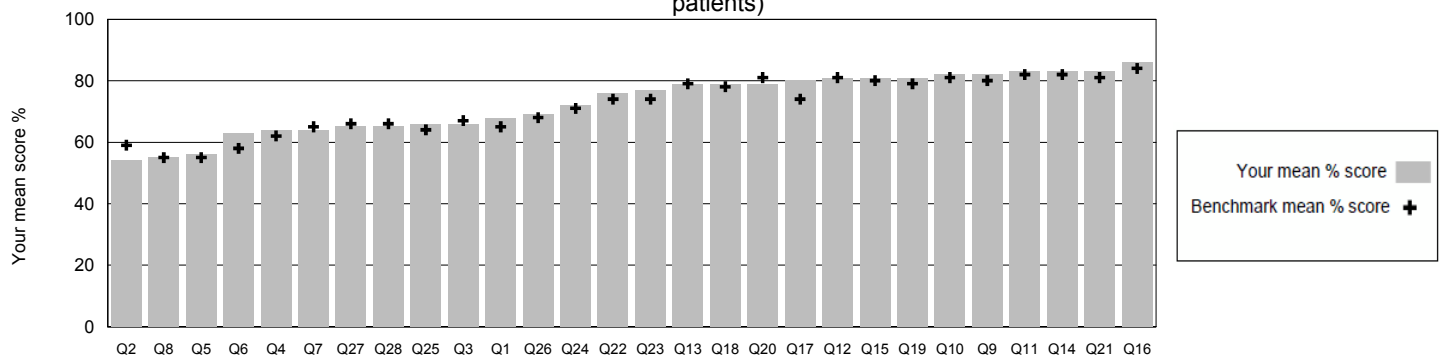
Table 3: Mean percentage scores and benchmarks by practice list size (8001-10000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	68	65	50	62	66	69	94
Q2 Telephone access	54	59	31	53	61	67	93
Q3 Appointment satisfaction	66	67	49	62	67	71	92
Q4 See practitioner within 48hrs	64	62	38	56	62	68	90
Q5 See practitioner of choice	56	55	31	50	55	60	87
Q6 Speak to practitioner on phone	63	58	37	54	59	63	91
Q7 Comfort of waiting room	64	65	41	61	65	70	89
Q8 Waiting time	55	55	35	50	55	60	91
About the practitioner							
Q9 Satisfaction with visit	82	80	58	77	80	84	94
Q10 Warmth of greeting	82	81	60	78	82	85	93
Q11 Ability to listen	83	82	59	79	83	86	94
Q12 Explanations	81	81	57	77	81	85	93
Q13 Reassurance	79	79	58	76	80	83	92
Q14 Confidence in ability	83	82	59	80	83	86	93
Q15 Express concerns/fears	81	80	60	77	81	84	92
Q16 Respect shown	86	84	51	81	85	88	94
Q17 Time for visit	80	74	53	70	74	78	91
Q18 Consideration	79	78	57	75	78	82	93
Q19 Concern for patient	81	79	58	76	80	83	92
Q20 Self care	79	81	72	78	82	85	91
Q21 Recommendation	83	81	56	78	82	85	91
About the staff							
Q22 Reception staff	76	74	56	71	75	78	93
Q23 Respect for privacy/confidentiality	77	74	57	71	74	77	86
Q24 Information of services	72	71	56	68	71	74	91
Finally							
Q25 Complaints/compliments	66	64	50	61	64	68	94
Q26 Illness prevention	69	68	55	65	68	71	88
Q27 Reminder systems	65	66	51	63	66	69	91
Q28 Second opinion / comp medicine	65	66	48	63	66	69	94
Overall score	73	72	56	68	72	75	91

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 391 practices surveyed between April 2008 and February 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 (8001-10000 patients)



Your patient feedback

Table 4: Your patient demographics

Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (8001-10000 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	42	69	70	51	66	70	74	91
25 - 59	160	73	71	56	67	71	74	91
60 +	84	76	74	55	72	75	78	93
Blank	25	68	70	45	65	71	75	90

Gender

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Female	180	72	71	55	68	72	75	91
Male	107	75	73	52	70	73	76	91
Blank	24	68	70	49	65	71	76	100

Visit usual practitioner

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Yes	141	75	74	58	71	74	77	92
No	119	71	68	51	65	68	72	90
Blank	51	70	70	50	67	70	74	86

Years attending

	Number of responses	Your mean score (%)	National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
< 5 years	90	75	72	52	69	72	76	90
5 - 10 years	46	70	71	54	67	71	74	91
> 10 years	146	73	72	57	69	72	76	92
Blank	29	67	70	45	66	71	75	90

* Based on data from 391 practices surveyed between April 2008 and February 2011 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.

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

- Provide appointments further in advance than same day.
- Not really, I think this practice is excellent, I have never had a problem.
- Method of making appointments is rather annoying (repeat calls starting 8am until get through) - on upside, having same day appointments is appreciated.
- Reception staff not asking private and personal questions on the telephone.
- Timeslots.
- Satisfactory.
- Never get to see doctor/nurse at time appointment booked, always end up waiting 30 minutes to 1 hour over time arranged. More reception staff needed always have to wait if I have a query, they are always helpful but are so busy!
- More children's toys.
- The staff are very helpful and always happy, they really make you feel ok and not silly so I'm ok to say this practice runs very well.
- Always found the practice to be very helpful.
- I have never had any complaints, everyone is really lovely.
- Maybe a late surgery once a week would benefit patients.
- Midwife downstairs as cannot take a buggy upstairs as have other children.
- Allow you to pre-book appointments. Ringing at 8 o'clock in the morning for appointments is poor and unorganised. You can never get through the phone line.
- Has always been first class for me.
- As I start work at 7:30am it would be helpful if I could see a doctor before I start work.
- The length of time I spend in the waiting room to the length of my appointment is not great. I have often visited the doctor when it could have been dealt with over the phone, a waste of an appointment and my time.
- In house health visitor to answer questions immediately rather than wait for one to get back in.
- To get to see my own doctor more.
- Suggestion. One morning a week open at 7:00am for those who are on shift work - and I do mean those who work - not students or others. One evening a week open to 8:00pm for same group of people.
- Not really. It is a lovely practice where I have been made welcome and sensitively understood with physical and mental problems.
- More availability to pre-book routine appointments (always feel guilty ringing on the day as pre-booking not always available).
- Difficult to see a doctor if not urgent, still have to phone up at 8am which is difficult if you have to get work. At an old doctors they had an online system that you could book appointment.
- I found it a bit strange and not very personal having a prescription sent in the post following a blood test with a compliment slip and nothing written on it? I didn't know what the prescription was for.
- More availabilty of appointments (called at 9:15 and all gone!) - previously.
- Maybe have more lines available in mornings for phone. Is much better but can still take up to 30 minutes to get through. Having to wait over 30 minutes on appointment times occasionally is not nice especially if I have the children with me.
- Emergency Saturday morning appointments.

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Comments about how the practice could improve

- Seen a different doctor every time over the last 18 months. Can never get an appointment. Reception staff very rude and abrupt.
- I am very happy with this practice. It might be nice if Saturday appointments were not just for emergencies.
- None really - apart, maybe, from having an extra phone line, as trying to get through before 8:30 takes ages.
- The ability to book appointments a day before rather than ringing in the morning. Working for the NHS, it's not always easy to have time off for doctor appointments. Booking in advance is better.
- Please please improve the phone system. I rang at 8:00 finally got through at 8:19. The time before took me 23 minutes to get through, all the appointments with the doctor I wanted to see were gone.
- Sometimes it's difficult to get through on the phone but only because it's busy. This doctor's practice is so much more better than my last doctors and can't think of anything I would change.
- Do find sometimes that when waiting at reception, you assume the staff are doing something, then another customer jumps in. Receptionist be aware, see who the next customer is, as this happened to me today, I wasn't happy.
- Pre-booking urgent appointments!
- I wish for some one to take your call at 8:00am for an appointment. When you do get to some one, you cannot get the time you wanted or the doctor you wish to see.
- Only problem is trying to get an appointment.
- I have always received excellent service from all doctors and staff. I have no complaints at all.
- All great apart from trying to get through on phone at 8am.
- When doctors are running late, it would help if the person waiting could be told this.
- Make people pay £5 when coming for appointment like we used to do on the panel (people would not miss it).
- Better phone service am: at start of surgery as can never get through. Confirm length of appointment when booking as my last appointment was wasted due to not being booked the length of time required - this appointment could have gone to someone else.
- Change the way that unless it is an emergency, you have to wait 4-5 days for an appointment.
- More appointments pre-bookable. Reception staff more helpful and understanding to an individual's needs. Shouldn't have to explain problems so you will be seen.
- It would be better if you kept a couple of appointment every day for serious cases (emergencies).
- Reception staff could be a little happier.
- The staff and doctor in the surgery are selfless in terms of going beyond their act of duty to us when ever need be.
- I only feel it would be nice to see my own doctor.
- It would be good to have more/or at least some 'bookable' slots for people who work full time and out of town. Maybe evening opening or two a week? This practice has an excellent Saturday opening - quite unusual in my experience, keep it!
- The notice boards in the waiting rooms could be improved to ensure information is better displayed.
- Making the ambience more better, just the radio is very depressing at times.
- Choice of doctor before giving appointment times over phone.
- Try to improve making an appointment by telephone in the morning (early).
- Long wait after the appointed time with the nurse.
- No improvement needed.

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Comments about how the practice could improve

- I have always found the service excellent and most courteous.
- I am satisfied.
- Could have better phone service sometimes takes too long to get through and doctor has no appointments left.
- Computer screens on top of reception desk form a barrier, gives a very unwelcome feeling.
- Improvement could be made over telephone for getting an appointment - which normally takes about 20 minutes.
- Appointments always running late - mine was 10am with the nurse and I went in at 10:26am.
- I find the quality of care to be very satisfactory. Better than some receptions elsewhere.
- On one occasion I tried many times at 8am but the line always engaged.
- More prompt service regarding appointment times.
- I'm happy with the practice.
- Appointments by phone from 8:00am onwards are almost impossible because phone is almost always engaged or no appointments available on the day because fully booked. Is this because of government targets or is it forward booking?
- Satisfactory.
- Improved telephone system, sometimes have to wait to see nurse for routine visit.
- I cannot get up the step so I would appreciate a handrail.
- Pre booked appointments available to book over telephone as surgery appointments required not always emergency.
- Release appointment the night before for early appointments for next day.
- One day when I was very sick I had to go back home without seeing a doctor because I didn't do the touch screen when I arrived, is this touch screen necessary?

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Comments about how the doctor/nurse could improve

- I think this practice is excellent, I have never had a problem.
- No very good.
- Satisfactory.
- I like my doctor as they explain everything to me and are very patient thank you.
- Am very happy with treatment received.
- Treat patients with most respect and know what they are talking about as some doctors don't.
- 10/10.
- No, all very kind.
- The doctor was helpful, caring and courteous.
- All staff are very kind and helpful.
- The doctor has helped me so much since last August. Thanks.
- None, very friendly and firm, confident and kind.
- Nurse - lovely, friendly and caring. Doctor - kind and went through the appointment not too quickly.
- I enjoy all treatments and care given to one by my selected doctor/nurse and find them pleasant to visit when needed.
- Give emergency calls back a lot sooner when required if no appointments left at 8am when call and can finally get through to be able to offer emergency appointment before 1:30pm.
- Doctors are fine, have no issues.
- None - the receptionists have always - and still are very good and helpful.
- Most of the doctors are very kind and understanding. Nurses also very good.
- Feels like a conveyor belt at times, would be nice to feel like an individual (doctors). Friendly (nurses) - positive.
- Nurse was very good.
- No, practice is excellent in all aspects.
- All staff are fantastic.
- My doctor is the one person who, whenever I visited the surgery, treated me like a fellow human being.
- Everything is ok. I am very pleased with the doctor.
- More communication between doctors when you have to see two different doctors about same treatment.
- No improvement needed.
- The doctor has always provided excellent health care of a very high profile. Well done.
- They are all excellent. The staff at the reception are excellent.
- No complaints.
- A little more empathy from all staff.
- I would not presume to comment or criticise professional health workers in their duties.

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Comments about how the doctor/nurse could improve

- Staff are very good.
- Excellent, especially doctor.
- This doctor is the best doctor in the practice. Something the others should strive for.
- Apologies if this is not the correct way to do this but I wanted to pass on my thanks to two members of staff for their help in getting a form completed urgently for me this week.
- Because I came according to my appointment and I stayed on the bench while those who came in after me - saw the doctor because I didn't inform my presence when I arrived. Please look into this matter.