

Patient Satisfaction Survey Results

Survey Question Area		2008/09 Score	GPAQ Benchmark	2007/08 Score	GPAQ Benchmark	2006/07 Score	GPAQ Benchmark	2005/06 Score	GPAQ Benchmark	2004/05 Score	GPAQ Benchmark
	Satisfaction with:										
Q2	Receptionists	83	77	80	77	81	75	85	75	83	70
Q3a	Surgery Opening Hrs	68	67	63	67	66	67	69	68	70	65
Q4b	Availability of particular GP	60	60	51	60	50	58	56	62	54	60
Q5b	Availability of any GP	74	69	67	69	69	68	70	72	69	70
Q7b	Waiting time @ practice	54	57	49	57	48	56	50	58	54	51
Q8a	Telephoning surgery	68	59	68	59	68	59	72	60	75	62
Q8b	Telephoning GP for Advice	65	61	61	61	62	59	64	62	65	55
Q9b	Continuity of care	74	69	69	69	70	68	75	72	77	68
Q10a	Doctor's questioning of patient	83	81	81	81	83	79	84	82	82	74
Q10b	How well Doctor listens to patient	86	84	83	84	84	81	86	84	85	75
Q10c	How well Doctor puts patient at ease	86	84	83	84	86	82	86	85	84	86
Q10d	How much Doctor involves patient	86	81	82	81	83	79	85	82	83	82
Q10e	Doctor's explanation of condition & treatment	86	83	83	83	85	81	87	84	84	75
Q10f	Amount of time Doctor spends with patient	83	80	80	80	83	78	83	81	82	70
Q10g	Doctor's patience	86	84	83	84	85	81	88	85	86	74
Q10h	Doctor's caring & concern	86	84	84	84	85	82	87	85	86	74
Q11a	Ability to understand problem after visiting GP	71	69	66	69	71	69	74	69	70	73
Q11b	Ability to cope with problem after visiting GP	68	66	68	66	65	66	70	66	66	68
Q11c	Ability to keep healthy after visiting GP	66	62	59	62	61	61	67	61	64	63
Q12	Overall satisfaction with surgery		Not Avail	Not Avail	Not Avail	Not Avail	Not Avail	83	81	85	78
	The current year's score above the current year's benchmark score										
	The current year's score below the current year's benchmark score										
	The current year's score is equal to the current year's benchmark score										
<p>NOTES: SCORE = Average score of all patients surveyed GPAQ Benchmark = Current National average scores based on all responses in each year</p>											