

PATIENT SURVEY 2007

In August last year 100 questionnaires per GP were distributed to patients attending the Practice. For evaluation or "rating" questions an average score for the whole sample was calculated – the results of which are shown below

Benchmark figures are calculated using data from identical questions nationally.

	2007	National Benchmark
2. Satisfaction with Receptionists	75	77
3a. Satisfaction with opening hours	62	67
4b. Satisfaction with availability of particular doctor	52	60
5b. Satisfaction with availability of any doctor	62	69
7b. Satisfaction with waiting times at Practice	47	57
8a. Satisfaction with phoning the Practice	62	59
8b. Satisfaction with phoning dr for advice	58	61
9b. Satisfaction with continuity of care	65	69
10a. Satisfaction with dr's questioning	70	81
10b. Satisfaction with how well dr listens	74	84
10c. Satisfaction with how well dr puts patient at ease	75	84
10d. Satisfaction with how much dr involves patient	72	81
10e. Satisfaction with dr's explanations	73	83
10f. Satisfaction with time dr spends	70	80
10g. Satisfaction with dr's patience	74	84
10h. Satisfaction with dr's caring & concern	73	84
11a. Ability to understand problem after visiting dr	64	69
11b. Ability to cope with problem after visiting dr	61	66
11c. Ability to keep healthy after visiting dr	57	62

Q12. All things considered, how satisfied are you with your Practice?

	% of responses
Completely satisfied?	14
Very satisfied?	47
Fairly satisfied?	30
Neutral	4
Fairly dissatisfied?	3
Very dissatisfied	2
Completely dissatisfied	1

Our Priorities for the next 2 years are:

1. Expand the size of our Patient Participation Group
2. Initiate Practice Roadshows with talks for patients
3. Collect opinions from specific users (eg Mums with young babies).

If you have any suggestions or thoughts about patient experience, please contact the Practice Manager who will be pleased to hear from you.