

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	2	3	13	33	61	0
Q2 Telephone access	3	11	22	39	37	0
Q3 Appointment satisfaction	2	4	17	37	50	2
Q4 See practitioner within 48hrs	4	4	18	31	55	0
Q5 See practitioner of choice	2	15	18	39	35	3
Q6 Speak to practitioner on phone	5	8	28	27	36	8
Q7 Comfort of waiting room	2	9	28	42	30	1
Q8 Waiting time	4	19	29	35	23	2
Q9 Satisfaction with visit	1	3	8	25	74	1
Q10 Warmth of greeting	1	1	10	27	72	1
Q11 Ability to listen	1	1	10	24	74	2
Q12 Explanations	1	2	8	29	70	2
Q13 Reassurance	1	2	11	27	70	1
Q14 Confidence in ability	1	2	8	24	76	1
Q15 Express concerns/fears	1	1	10	25	73	2
Q16 Respect shown	1	1	8	23	78	1
Q17 Time for visit	2	1	14	22	71	2
Q18 Consideration	1	1	15	27	67	1
Q19 Concern for patient	1	1	15	24	70	1
Q20 Self care	1	2	12	28	65	4
Q21 Recommendation	1	2	10	20	76	3
Q22 Reception staff	1	1	9	23	78	0
Q23 Respect for privacy/confidentiality	1	1	8	25	76	1
Q24 Information of services	2	2	13	34	56	5
Q25 Complaints/compliments	1	5	17	39	46	4
Q26 Illness prevention	1	4	20	37	48	2
Q27 Reminder systems	2	5	14	35	46	10
Q28 Second opinion / comp medicine	2	3	12	32	42	21

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

Your patient feedback

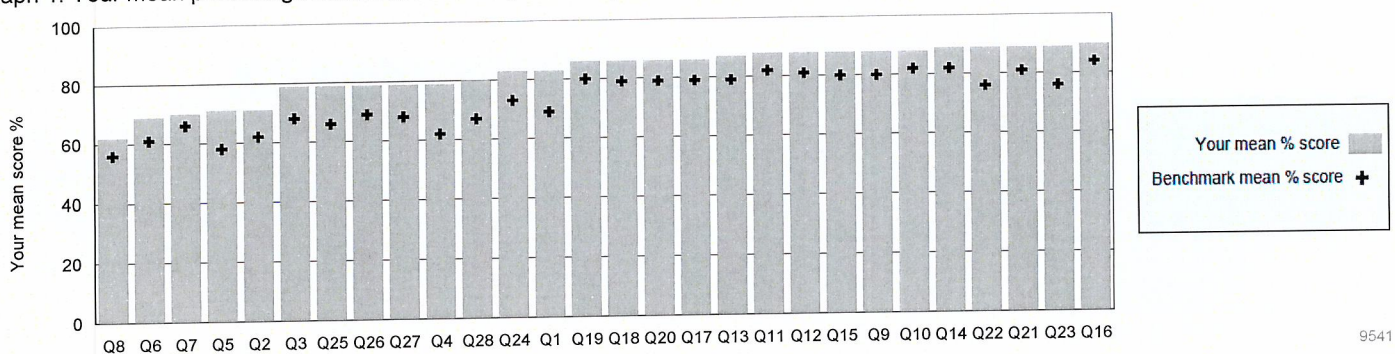
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	83	69	23	64	68	73	92
Q2 Telephone access	71	62	13	53	63	71	92
Q3 Appointment satisfaction	79	68	23	63	68	74	92
Q4 See practitioner within 48hrs	79	62	18	54	62	70	96
Q5 See practitioner of choice	71	58	22	48	57	65	95
Q6 Speak to practitioner on phone	69	61	25	54	61	67	92
Q7 Comfort of waiting room	70	66	27	60	66	71	90
Q8 Waiting time	62	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	88	80	41	76	81	85	97
Q10 Warmth of greeting	88	82	45	78	82	86	96
Q11 Ability to listen	88	82	46	78	83	87	97
Q12 Explanations	88	81	42	77	81	85	97
Q13 Reassurance	87	79	41	75	80	84	98
Q14 Confidence in ability	89	82	43	79	83	87	99
Q15 Express concerns/fears	88	80	45	76	81	85	96
Q16 Respect shown	90	84	49	80	85	88	98
Q17 Time for visit	86	79	38	75	80	84	96
Q18 Consideration	86	79	41	75	79	83	98
Q19 Concern for patient	86	80	43	76	80	84	97
Q20 Self care	86	79	38	75	79	83	97
Q21 Recommendation	89	81	41	78	82	86	99
About the staff							
Q22 Reception staff	89	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	89	76	43	72	76	80	96
Q24 Information of services	83	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	79	66	31	62	66	70	96
Q26 Illness prevention	79	69	34	64	68	72	96
Q27 Reminder systems	79	68	27	63	68	72	96
Q28 Second opinion / comp medicine	80	67	30	62	67	71	96
Overall score	82	73	35	69	73	77	95

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 927 practices carrying out 1,326 surveys between April 2010 and March 2013 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 (6001-8000 patients)

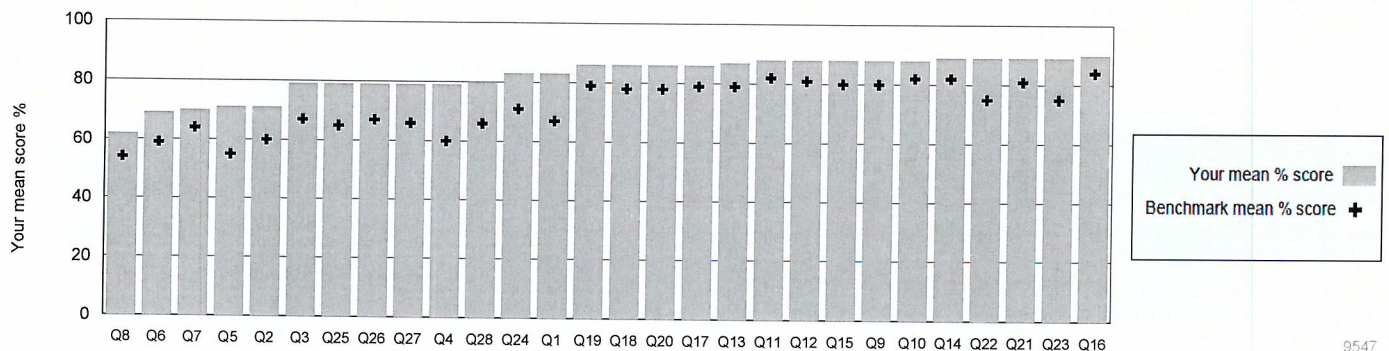
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	83	67	48	64	67	71	86
Q2 Telephone access	71	60	28	54	61	67	85
Q3 Appointment satisfaction	79	67	46	62	67	72	87
Q4 See practitioner within 48hrs	79	60	30	53	60	67	86
Q5 See practitioner of choice	71	55	28	47	55	61	84
Q6 Speak to practitioner on phone	69	59	29	53	58	66	84
Q7 Comfort of waiting room	70	64	39	60	65	69	82
Q8 Waiting time	62	54	25	49	55	61	83
About the practitioner							
Q9 Satisfaction with visit	88	80	44	76	80	84	93
Q10 Warmth of greeting	88	82	46	78	82	85	94
Q11 Ability to listen	88	82	46	79	82	86	95
Q12 Explanations	88	81	45	77	81	85	94
Q13 Reassurance	87	79	44	76	80	84	94
Q14 Confidence in ability	89	82	47	79	82	87	95
Q15 Express concerns/fears	88	80	46	77	80	84	93
Q16 Respect shown	90	84	49	80	84	88	95
Q17 Time for visit	86	79	51	76	79	83	94
Q18 Consideration	86	78	41	74	79	83	91
Q19 Concern for patient	86	79	43	76	80	84	93
Q20 Self care	86	78	46	75	79	82	91
Q21 Recommendation	89	81	47	78	82	86	95
About the staff							
Q22 Reception staff	89	75	29	72	76	79	90
Q23 Respect for privacy/confidentiality	89	75	45	72	75	78	88
Q24 Information of services	83	71	29	68	72	75	87
Finally							
Q25 Complaints/compliments	79	65	50	62	66	69	85
Q26 Illness prevention	79	67	36	64	67	71	85
Q27 Reminder systems	79	66	29	63	66	70	85
Q28 Second opinion / comp medicine	80	66	53	62	66	69	86
Overall score	82	72	45	69	72	76	87

	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

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*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 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 (6001-8000 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
(6001-8000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	23	82	70	44	65	70	75	92
25 - 59	50	83	71	44	68	72	75	93
60 +	29	84	74	43	71	75	78	87
Blank	10	73	70	46	64	70	77	91
Gender								
Female	64	82	72	42	68	72	76	86
Male	33	84	73	46	69	74	77	91
Blank	15	79	71	45	65	71	75	93
Visit usual practitioner								
Yes	59	82	74	46	71	75	78	90
No	25	83	69	38	65	69	73	92
Blank	28	82	71	46	66	71	75	87
Years attending								
< 5 years	35	84	72	53	68	72	76	92
5 - 10 years	16	90	71	38	67	72	76	91
> 10 years	46	80	73	45	69	73	77	85
Blank	15	76	71	45	66	70	77	92

*Based on data from 171 practices carrying out 247 surveys between April 2010 and March 2013 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.

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Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	10/08/2005	14/07/2004
Q1 Opening hours satisfaction	83	66	66
Q2 Telephone access	71	72	72
Q3 Appointment satisfaction	79	70	70
Q4 See practitioner within 48hrs	79	63	59
Q5 See practitioner of choice	71	56	55
Q6 Speak to practitioner on phone	69	58	55
Q7 Comfort of waiting room	70	63	66
Q8 Waiting time	62	56	63
Q9 Satisfaction with visit	88	80	82
Q10 Warmth of greeting	88	79	80
Q11 Ability to listen	88	81	81
Q12 Explanations	88	79	80
Q13 Reassurance	87	78	79
Q14 Confidence in ability	89	82	82
Q15 Express concerns/fears	88	80	81
Q16 Respect shown	90	81	83
Q17 Time for visit	86	74	74
Q18 Consideration	86	78	78
Q19 Concern for patient	86	77	79
Q20 Self care	86	--	--
Q21 Recommendation	89	81	81
Q22 Reception staff	89	77	80
Q23 Respect for privacy/confidentiality	89	77	81
Q24 Information of services	83	72	70
Q25 Complaints/compliments	79	65	64
Q26 Illness prevention	79	70	71
Q27 Reminder systems	79	63	65
Q28 Second opinion / comp medicine	80	64	66
Overall score	82	72	73

-- 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 questionnaires were received by CFEP.

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.

Any comments about how this practice could improve its service?

- No. The doctor is nice.
- Waiting time and appointment availability can be bad. Constant issues with repeat prescriptions with no clear explanation of why.
- More appointment time less waiting times.
- I'm an infrequent user of this practice but any experience has been positive.
- I am very happy with the practice staff helpful and very friendly.
- Nothing, excellent surgery.
- This practice should be very proud of all the staff.
- Excellent, love being a patient at surgery.
- I don't believe this practice could improve. The staff are all lovely, very friendly, helpful and professional. I am really happy with the care this practice provides.
- Less noise in waiting room - radio and TV. Too hot in practice. Procedures previously performed in practice now at minor injuries unit which is frustrating.
- Midwife appointment times are not very practical for workers plus couldn't always get appointments so had to go to a few different practices.
- Change phone system have to wait too long to answer.
- Not all doctors/sisters are on the online booking system, e.g. one of the doctors is never shown. Recently I tried to make an appointment and the phone line was continuously engaged. 'Ring back' did not work, so after 15 mins of redialing continuously, I gave up.
- No it's excellent as it is can't fault at all. Reception staff are excellent.
- One of the doctors is excellent.
- To be able to see a doctor after 10.30am to 3.30pm would be good!
- This is a model practice - a shining example of how a doctors should be run. My family and I have been here for many years and trust all the GPs and staff.
- None, I love the practice it's the best one I have been with.
- Very good.
- Chairs with arms in waiting room as I have bad shoulders.
- No need for improvement. I have been coming to this doctors many years. I wouldn't want to go anywhere else. Doctors, nurses and receptionist 100% great.
- The phone 'hold' service sometimes doesn't work and goes on for minutes - walk in to the surgery and no phones ringing and it's dead quiet.
- Could open a weekend day, I work full time and find it hard to get here if I'm sick. Also I don't like calling '101' to get medical treatment if needed on a weekend.
- Fish tank in waiting room.
- Satisfied totally.
- Try not to allocate an appointment to a small child (buggy age) to a doctor upstairs as not accessible with buggy.
- Excellent environment. Very welcoming. A jug of water perhaps, in case a sip was required.
- Great doctor.

Your patient feedback

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Any comments about how this practice could improve its service?

- Just recently the phone service appears to have changed so that 'ring back' facility is no longer available. This means as a patient I spend more time phoning back when the practice phone is engaged.
- Already 101%.
- Ability to book nurse appointments online.
- It is a problem that they couldn't care less about their patients. They believe the patient is there to serve them. They make it very, very hard to complain.
- Keep up the continued excellent service throughout the surgery.
- It's all very good!

Any comments about how the doctor/nurse could improve?

- There usually is a wait which is understandable but can be inconvenient.
- Some doctors are intimidating. Some very friendly.
- We're lucky with our doctors/nurses we have the best ever.
- I think they are doing a good job.
- No need for improvement. Excellent. Keep smiling.
- I saw a nurse today and she was excellent, very warm and helpful. All the doctors here are excellent too.
- All good.
- I thought the consulting room was on the small side, otherwise great personal service. Very pleased.
- All very good.
- Don't leave!
- They need some compassion, empathy, understanding, caring, perspective, humility, manners.
- Once again all very good!