

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	13/07/2011	12/11/2008	31/10/2007	09/10/2006
Q1 Opening hours satisfaction	72	72	78	72
Q2 Telephone access	68	67	73	71
Q3 Appointment satisfaction	65	71	79	71
Q4 See practitioner within 48hrs	60	63	68	64
Q5 See practitioner of choice	60	62	65	62
Q6 Speak to practitioner on phone	69	68	74	66
Q7 Comfort of waiting room	74	76	81	69
Q8 Waiting time	71	69	78	65
Q9 Satisfaction with visit	74	82	95	85
Q10 Warmth of greeting	76	83	96	91
Q11 Ability to listen	77	83	95	88
Q12 Explanations	76	84	95	88
Q13 Reassurance	76	83	95	88
Q14 Confidence in ability	75	83	96	88
Q15 Express concerns/fears	76	82	94	88
Q16 Respect shown	77	84	97	88
Q17 Time for visit	75	76	83	82
Q18 Consideration	75	80	90	88
Q19 Concern for patient	75	80	92	82
Q20 Self care	76	--	--	--
Q21 Recommendation	76	84	93	88
Q22 Reception staff	77	78	82	82
Q23 Respect shown	77	77	85	79
Q24 Information of services	76	76	81	78
Q25 Complaints/compliments	69	68	75	74
Q26 Illness prevention	71	74	81	79
Q27 Reminder systems	72	72	79	76
Q28 Second opinion / comp medicine	71	70	74	71
Overall score	73	74	84	78

-- 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 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

- All round fantastic practice.
- Reception could be improved by having more staff on. They stand chatting in office when a queue for reception desk.
- Very good, explained all issues. Thank you.
- More appointments available at times when people do not have to be at work or weekend surgeries.
- Working full time I would like to see earlier starts and later openings where possible.
- I have been with the practice for years and have always been happy with the services provided.

Comments about how the doctor/nurse could improve

- The doctor is an excellent doctor. Always listens and treats you with respect.
- They could not. I would have been in coffin years ago without the care and kindness etc of the Glen.