

## Belgrave Medical Centre Patient Participation Group Report 2013/14

The Surgery Participates in a Enhanced Service for Patient Participation, this means the surgery is committed to listening to patients to continually improve services.

Belgrave Medical Centre has a small group of Patient representatives who currently meet once every other month to discuss the current service provision and propose changes, provide feedback and patient viewpoints and identify areas requiring discussion and review. This group of representatives is known as the Patient Participation Group.

The is currently facilitated by the Practice Manager (Jenny Woodfint). The meetings are very informal and include the Practice Manager, patient representative and guest speakers (invited by the Practice Manager at the request of the patient representatives or as recommended by the manager following issues raised). The practice is continuing to actively recruit members.

In addition to this in January 2014 the practice set up an on-line patient participation group through facebook. The practice currently has around 8 members signed up to this on-line group and is continuing to actively recruit members.

### Developing the Patient Participation Groups

In order to make the groups (face to face and online) as representative as possible, steps were taken to ensure information about the groups and sign-up opportunities were provided to as wide a selection of patients as possible. These included:

Adding posters to the notice board in reception and in the patient corridors, adding leaflets to prescriptions, putting leaflets on the reception desk for patients to take away and promoting the closed facebook PPG site on our practice website and public facebook sites.

### The Group – Profile of current members

We compared the ethnicity, sex and age demographics of the patients signed up as members of our face to face and online Patient Participation Groups to our practice population and also against registering GP to try and ensure the group was representative.

	Practice	Face to face group	Facebook Group
Age under 50	7264 - 65%	0 - 0%	8 - 100%
Age over 50	3917 - 35%	8 - 100%	0 - 0%
Male	5557 - 49.7%	4 - 50%	0 - 0%
Female	5624 - 50.3%	4 - 50%	8 - 100%
Ethnic minority groups	819 - 7.3%	0 - 0%	0 - 0%

Currently our Patient Participation Group is not completely representative in terms of age and ethnic minorities. The practice are currently trying to address this by targeting patients from these groups who attend the surgery or who have liked our facebook site and asking them to become members of the Patient Participation Group, the practice will continue to target these groups to try and ensure the group is completely representative

A variety of medical conditions requiring different levels of intervention are represented in the Patient Participation Group.

It was important to the practice that representation was not purely reflected in age, sex, ethnicity, it was identified that the practice only had patients registered as members of the group that visited the surgery, therefore appropriate housebound patients were contacted and but the practice still has no representation from this group at this stage. The practice has a very small number of patients in nursing/residential homes and on review of these patients it was felt that it would not be appropriate to invite any of these patients to be members of the patient participation groups.

Individual names of group members have not been published due to confidentiality reasons but an anonymous list can be found in Appendix A

### **Continuing group development**

Meetings have been publicised in the waiting room using posters and the general information poster about the face to face and online patient participation groups also remain in reception on a permanent basis as we welcome any new interested patients to become part of the group.

The Reception team will continue to actively target patients under 50, those from ethnic minorities and housebound to become members of the group.

The Surgery has a website (<http://www.belgravemedicalcentredresden.co.uk/>) with details about the Patient Participation Group, its background and how to join the group. The website is promoted through a poster in the reception area. The surgery plans to promote the website to more patients by having a small information leaflet attached to the repeat prescriptions given out during April May and June 2014.

At each New patient Check with the Nurse, they are informed of the Group and asked if they would like to join.

## **Meetings**

During 2013/14 we have currently had 3 face to face meetings. In between meetings, email or letter correspondence is used to contact/discuss any matters arising.

### *Meeting 1 – September 2013*

The following were discussed:

- changes within the surgery including GP and management change
- the role of the data entry clerk
- the patient survey priority areas for 2013/14 was discussed

### *Meeting 2 – November 2013*

The following were discussed:

- the work of North Staffs Carers association
- social media (the use of facebook by the practice and the potential for skype consultations)
- the role of the assistant manager were discussed.
- the patient survey priority areas for 2013/14 was finalised

### *Meeting 3 – February 2014*

The following were discussed:

- social media progress
- the role of the receptionist was discussed along
- the patient survey results and an action plan was developed based on these results
- The Research team from Keele University had been booked to attend the meeting but unfortunately were unable to attend on the day and so a discussion around data sharing took place

Minutes of all meetings are routinely sent to PPG members and placed on the PPG facebook site and are also available to any person requesting a copy

### *Future meetings*

In future meetings the group plans to review progress against the action plan and at each meeting a member of the practice team will be invited along to explain their role to aid patient understanding of the work of the practice team.

## The PPG Report 2012/13 – Actions to date

### Priority Issues in 2012 / 2013

- Demand for Appointments
- Telephone Access

Following some changes within the year, the practice wanted to ensure that the demand for appointments was being met, and that telephone requests for appointments were handled correctly and in accordance with Doctors requirements. Concerns about the way in which appointments were being made, and also the volume of calls received at the practice was discussed with the Patient Group. The Group shared the practice's concerns and felt that both areas were of equally high importance to the practice and its patients.

### Survey Summary

The Patient Group felt that information from the Doctors themselves on how they would like appointments to be made should be sought in order that the correct message may be relayed to the patient population generally. This information was obtained by the Practice Manager on behalf of the Patient Group and fed back at the quarterly meeting. The Patient Group requested that a data collection exercise and survey of the number of calls being received by the practice would be helpful in assessing the various nature of the incoming calls, and whether the number of lines being answered at any one time was in fact adequate. It was acknowledged that there had been a longer delay than previously in calls being answered by the Receptionist.

### Patient Group Discussion 1

Feedback from the Doctors showed that a lack of information about the nature of the request for appointment was being obtained by the Receptionists. The Patient Group felt that asking patients the reason for their visit to the Doctor may be met with resistance from some patients whose reason for an appointment may be of a private nature.

#### ***Action against this recommendation:***

The Group designed and worded an information leaflet for patients, as well as a script for the Receptionists, which they felt was an acceptable way to ask patients for more information to enable them to book an appropriately timed appointment with the correct professional within the practice. These leaflets are available at the Reception Desk.

All patients or their representatives are being asked the reason for the appointment using the agreed script and this is recorded in the appointment screen

### Patient Group Discussion 2

A data collection exercise of the time, number and nature of calls made to the practice for one week was undertaken by a member of the practice team. A total of 1695 calls were taken, 44% of which were for appointments. The other 66% of incoming calls were to speak to Doctors / Nurses / Pharmacist, visit requests etc. 15% of calls were requests for repeat prescriptions, which are not permitted to be ordered by telephone. The group felt that more support could be offered at peak times and that the rule of not accepting prescription requests should be reinforced

#### ***Action against this recommendation:***

An additional member of staff was assigned to answer a further telephone line at peak times (during surgery) and this is being continually evaluated by the reception team to identify when more/less support is required. The practice actively advertises a system to order prescriptions online and to enable booking on line, this is done via posters, website, internet site and directly approaching patients who drop off prescriptions or ask over the telephone for them

## Patient Survey 2013 / 14

### Introduction

Patient participation is a unique partnership between patients, GPs and their practice which is essential to and results in high quality and responsive care.

Patient Participation Groups (PPGs) work in partnership with their practices to:

- help patients to take more responsibility for their health.
- contribute to the continuous improvement of services and quality of care
- foster improved communication between the practice and its patient
- provide practical support for the practice and help to implement change

The first PPGs were established around 1972 by GPs in England and Wales. Since then the PPG movement has grown rapidly. Experience shows that successful practices and effective PPGs go hand in hand (<http://www.napp.org.uk/overview.html>)

In order to engage with and obtain opinions of a wider group of patients the 2013/14 Patient survey, was devised in discussion with the patient participation group.

### Aims

The aim of the patient survey is to gain an insight into the views of patients in relation to key areas identified by the Patient Participation Group and develop an action plan for improvement

### Methods

During a meeting of the Patient Participation Group previous questionnaires used by the surgery and questionnaires used by other local surgeries were discussed and the questions were agreed. A copy of the survey questionnaire can be seen in Appendix B. It was agreed by the group that 50 questionnaires per GP was a good sample and slightly less for the nursing team (due to part time working).

The survey was commenced on Monday 9<sup>th</sup> December 2013 and completed on Friday 3<sup>rd</sup> January 2014. Questionnaires were given out randomly at different times of the day during our surgery opening hours (7:30-18:30 Monday to Friday, 07:30-17:00 Thursday). Further details of our full opening hours, including our extended hours, can be found on our website

A total of 375 questionnaires were returned for the 5 regular GPs, 1 locum GP, Pharmacist, Nurse practitioner, Practice nurse and Healthcare assistant

The responses from the questionnaire were input into Excel and detailed analysis of results was undertaken by the practice manager

## Survey Results

QUESTION	Very good	Good	Average	Poor	Very Poor	TOTAL
Ability to get through on the telephone	166 (45.9%)	138 (37.8%)	45 (12.4%)	11 (3.0%)	2 (0.5%)	362
The helpfulness of reception staff on the telephone	240 (66.1%)	111 (30.4%)	10 (2.8%)	1 (0.3%)	1 (0.3%)	363
The helpfulness of reception on the front desk	257 (70.4%)	96 (26.3%)	9 (2.5%)	2 (0.5%)	1 (0.3%)	365
The time you had to wait from booking the appointment until the appointment taking place	204 (56.0%)	112 (30.7%)	44 (12.1%)	3 (0.8%)	1 (0.3%)	364
Convenience of the day and time of the appointment	232 (62.7%)	112 (30.7%)	25 (6.8%)	1 (0.3%)	0 (0.0%)	370
How long you waited to go into the appointment once you arrived at the surgery	179 (49.7%)	123 (33.7%)	46 (12.8%)	10 (2.8%)	2 (0.5%)	360
How thoroughly the healthcare professional asked about the symptoms and how you were feeling	243 (67.3%)	92 (25.2%)	25 (6.9%)	0 (0.0%)	1 (0.3%)	361
How well the healthcare professional listened to what you had to say	266 (72.7%)	85 (23.3%)	13 (3.6%)	2 (0.5%)	0 (0.0%)	366
How well the healthcare professional put you at ease during your physical examination	256 (72.7%)	82 (22.5%)	12 (3.4%)	1 (0.3%)	1 (0.3%)	352
How much the healthcare professional involved you in the decisions about your care	246 (69.3%)	91 (24.9%)	16 (4.5%)	1 (0.3%)	1 (0.3%)	355
How well the healthcare professional explained your problems and any treatment you may need	245 (69.8%)	88 (24.1%)	16 (4.6%)	0 (0.0%)	2 (0.5%)	351
The amount of time the health care professional spent with you today	233 (66.0%)	92 (25.2%)	23 (6.5%)	2 (0.6%)	3 (0.8%)	353
The health care professional patience with your questions or worries	251 (71.5%)	84 (23.0%)	14 (4.0%)	0 (0.0%)	2 (0.5%)	351
The healthcare professionals caring and concern for you	249 (70.1%)	83 (22.7%)	19 (5.4%)	1 (0.3%)	3 (0.8%)	355
The facilities at the surgery	270 (73.6%)	83 (22.7%)	11 (3.0%)	1 (0.3%)	2 (0.5%)	367

QUESTION	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	TOTAL
Overall how satisfied are you with your appointment today	236 (72.3%)	83 (24.5%)	11 (3.2%)	0 (0.0%)	0 (0.0%)	339

*NB: A total of 375 questionnaires were returned however not all questions were answered resulting in the different total answers for each question shown above. The % are based on the % of total answers for that question not % of questionnaires returned*

*Please see Appendix C for graph representation of the data and Appendix D for breakdown of results by GP*

## Summary of results

- 83.7% rated the ability to get through on the telephone as good or very good
  - 96.5% rated the helpfulness of the reception staff on the telephone as good or very good
  - 96.7% rated the helpfulness of the receptionist on the front desk as good or very good
  - 86.7% rated the time they had to wait from booking the appointment to the appointment taking place as good or very good
  - 93.4% rated the convenience of the day and time of the appointment as good or very good
  - 83.4% rated how long they waited to go into the appointment once they arrived at the surgery as good or very good
  - 92.5% rated how thoroughly the healthcare professional asked about their symptoms and how they were feeling as good or very good
  - 96% rated how well the healthcare professional listened to what they had to say as good or very good
  - 95.2% rated how well the healthcare professional put them at ease during their physical examination as good or very good
  - 94.2% rated how much the healthcare professional involved them in the decisions about their care as good or very good
  - 93.9% rated how well the healthcare professional explained their problems and any treatment they may need as good or very good
  - 91.2% rated the amount of time the health care professional spent with them as good or very good
  - 94.5% rated the health care professionals patience with questions or worries as good or very good
  - 92.8% rated the healthcare professionals caring and concern for them as good or very good
  - 96.3% rated the facilities at the surgery as good or very good
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- Overall 96.8% of respondents were satisfied or very satisfied with their experience at the surgery. It should be noted that no respondents were dissatisfied or dissatisfied



## **Comments and Suggestions**

A section was included in the questionnaire to allow respondents to make comments or suggestions. The comments and suggestions received have been broken down into 2 sections, those where the surgery is performing well and those where improvements could be made. The comments were as follows:

### ***What we do well***

- Always find the staff helpful and very accommodating
- I am very happy with this surgery
- Nurse is excellent at putting me at ease during consultations
- Receptionist very engaging and helpful, Dr Excellent could not have been better
- Very happy with the surgery and staff
- I find the practice very good and all aspects of the service second to none
- The staff are brilliant supportive and caring and always willing to help
- Very efficient and caring as always, totally satisfied with all the doctors and staff
- Just to say thank you to Dr Sahada for her excellent care and advice for all of our family. Asking about my husbands health really means a lot thank you
- Absolutely brilliant Dr she has helped us a lot, my children love her
- This is the best doctors I've ever been to

### ***Suggested Areas for Improvement***

- Difficult to get through on the phone early (7:45am) appointment given same day is very good however
- Communication regarding changes to routine prescription requests is poor and changes every time I call
- Previously appointments always available on same day with GP, does not appear that way now
- I feel there is not much privacy at the reception now as it is open everyone can hear what is said
- Booked appointment in advance with Dr Sirigiri when I arrived I had been transferred to Dr Rao I then had to wait again to see Dr Sirigiri
- The touch screen appointment screen rarely seems to work
- I used the patient check in machine and waited for half an hour – informed the reception who then said that the appointment hadn't registered and that i would be seen next. Not very good service as my details did appear in full on screen so I assumed I'd registered (and had been sitting in clear view of receptionist the whole time) Appointment 9:20 seen at 10:05am. However, I appreciate it wasn't the doctors fault in anyway and the service I've had has always been excellent from doctors and other professionals
- Appointment wouldn't record on system, had a problem but another receptionist sorted out the issue
- 30 minute waiting time to see the doctor from appointment time given

## **Conclusion**

Overall the level of satisfaction with the surgery was high and this was recognised by the Patient Participation Groups. However it was also identified that there was potential for improvement in some areas and so an action plan was developed. The areas of focus in the action plan were identified as

- The ability to get through on the telephone
- Time waited from booking the appointment to appointment taking place
- Time waited to go into surgery once the patient had arrived at the surgery
- Repeat prescription requests
- Touch screen in reception

Other areas which were raised in the questionnaire responses were discussed but the group felt that no action was necessary, the reasons for this and the areas raised were

- In order to address the issues raised around ability to get through on the telephone a system of informing the patient of their queue position was discussed. It was felt that this is an expensive system and would not be worth the amount that would need to be spent to implement this
- It was recognised that from time to time GPs need to deal with urgent cases which may delay their clinic and the group were surprised satisfaction in this area was low and that other patients did not recognise this

## Action Plan

Action	Person(s) Responsible	Date to be completed
To share the findings of the PPG report with all clinicians	Jenny Woodfint	28/2/14
To identify busy telephone periods on reception and ensure that there are 3 receptionists to cover on the telephones at these times	Claire Tunnicliff	31/3/14
To discuss with GPs the availability of appointments on each day	Jenny Woodifnt	28/2/14
To make GPs aware of the data relating to patient satisfaction for with the time period waiting to go into an appointment once they had arrived at the surgery	Jenny Woodfint	28/2/14
To re-train all the reception team on the repeat prescribing protocol to ensure consistency in messages given to patients	Claire Tunnicliff	31/3/14
Reception team to promote online prescription ordering and telephone booking to patients	All reception team under supervision of Claire Tunnicliff	31/3/14
To advertise the confidentiality booth more widely	Lindsay Capper	28/2/14
To obtain quotes for a replacement touch screen in reception / existing touch screen to be fixed	Jenny Woodfint	31/3/14
To provide instructions in reception above the check in screen on correct usage	Lindsay Capper	28/2/14
Train reception team in how to add messages to the envisage system so that when a surgery is running late this can be advertised to patients	Lesley Hinton	31/3/14

## Appendix A

### Belgrave Medical Centre PPG Members

#### Face to face meeting

(1)	Male	71
(2)	Male	79
(3)	Male	72
(4)	Female	72
(5)	Female	67
(6)	Female	63
(7)	Female	55
(8)	Male	71

#### Facebook members

(1)	Female	38
(2)	Female	32
(3)	Female	34
(4)	Female	41
(5)	Female	38
(6)	Female	31
(7)	Female	25
(8)	Female	48

## Appendix B

### Belgrave Medical Centre – Patient Satisfaction Survey

Who have you seen today:

- Dr Rao       Dr Mohini       Dr Nandakumar       Dr Sahada       Dr Sirigiri  
 Jayne Capper       Zena Bailey       Jill Brammer       Jackie Gallimore

Thinking about your appointment today how do you rate each of the following (please tick):

	Very Poor	Poor	Average	Good	Very Good	Does not apply
Ability to get through on the telephone						
The helpfulness of reception staff on the telephone						
The helpfulness of reception staff on the front desk						
The time you have had to wait from booking the appointment until the appointment taking place						
Convenience of the day and time of the appointment						
How long you waited to go into the appointment once you arrived at the surgery						
How thoroughly the healthcare professional asked about your symptoms and how you were feeling						
How well the healthcare professional listened to what you had to say						
How well the healthcare professional put you at ease during your physical examination						
How much the healthcare professional involved you in decisions about your care						
How well the healthcare professional explained your problems and any treatment you may need						
The amount of time the healthcare professional spent with you today						
The healthcare professionals patience with your questions or worries						
The healthcare professionals caring and concern for you						
The facilities at the surgery						

\*Healthcare professional refers to the doctor, pharmacist, nurse practitioner, practice nurse or healthcare assistant that you saw today

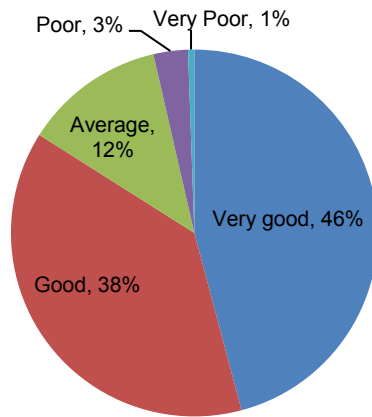
Overall how satisfied are you with your appointment today (Please tick)

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied

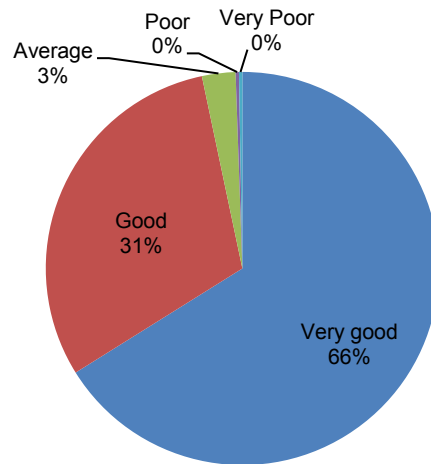
Please add any other comments or suggestions you would like to make in the space below (please continue on the back if necessary):

## Appendix C

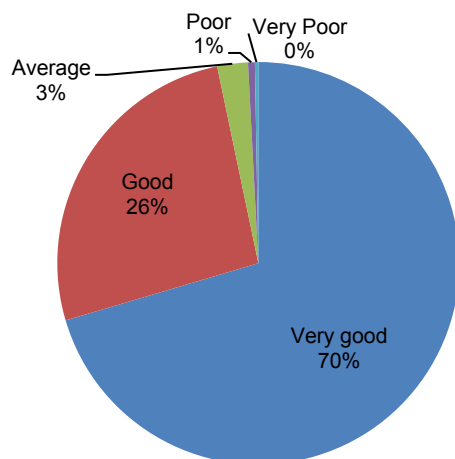
### Ability to get through on the telephone



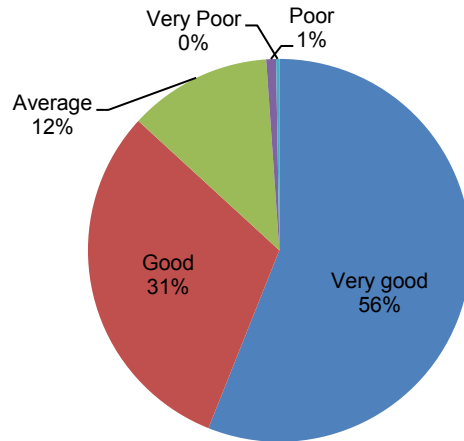
### The helpfulness of reception staff on the telephone



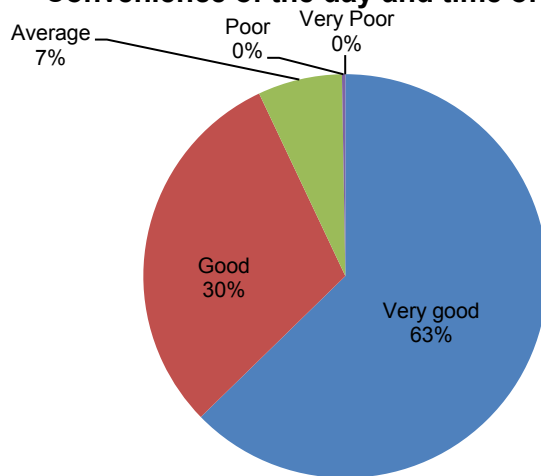
### The helpfulness of the reception staff on the front desk



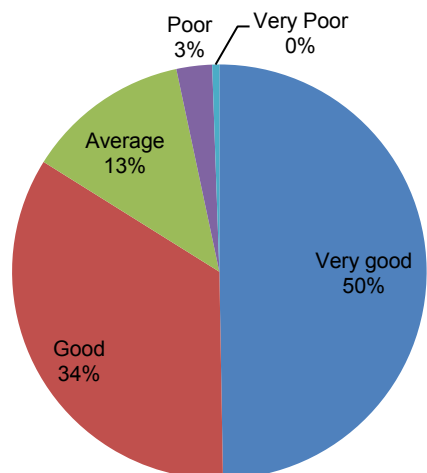
### The time you had to wait from booking the appointment until the appointment taking place



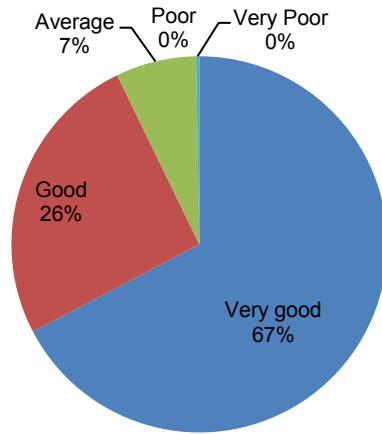
### Convenience of the day and time of the appointment



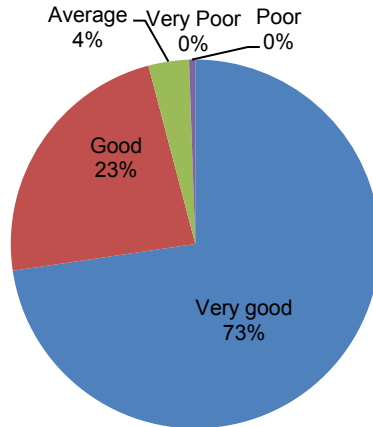
### How long you waited to go into the appointment once you arrived at the surgery



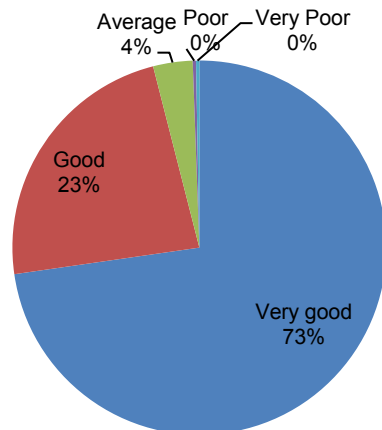
**How thoroughly the healthcare professional asked about the symptoms and how you were feeling**



**How well the healthcare professional listened to what you had to say**

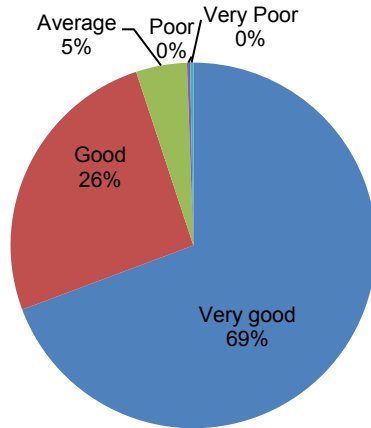


**How well the healthcare professional put you at ease during your physical examination**

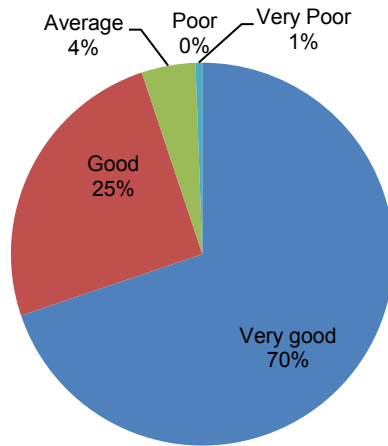




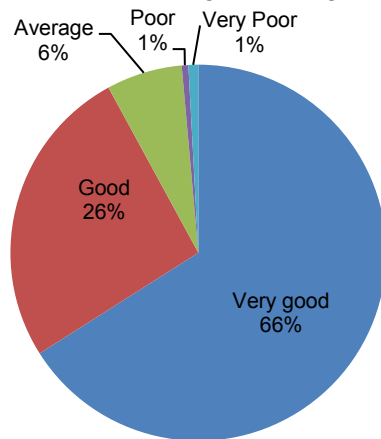
**How much the healthcare professional involved you in the decisions about your care**



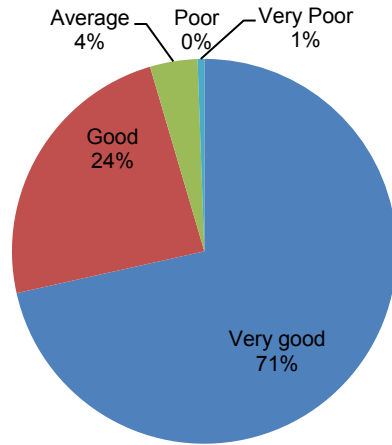
**How well the healthcare professional explained your problems and any treatment you may need**



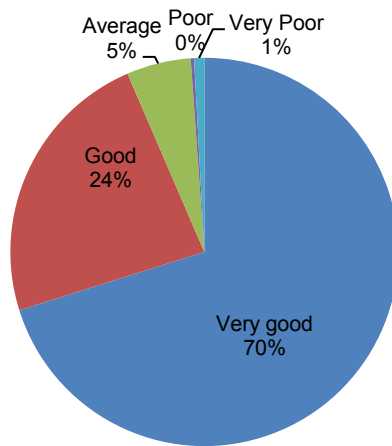
**The amount of time the health care professional spent with you today**



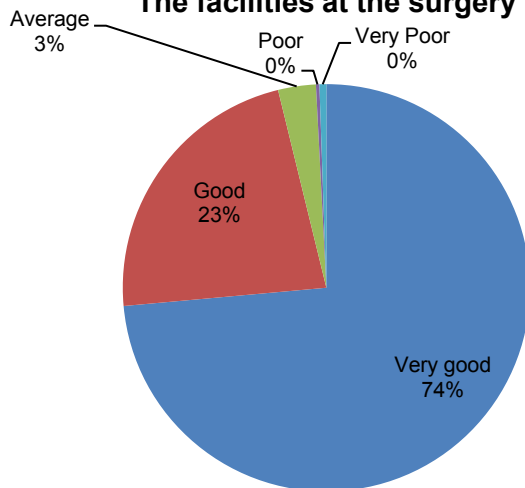
### The health care professional patience with your questions or worries



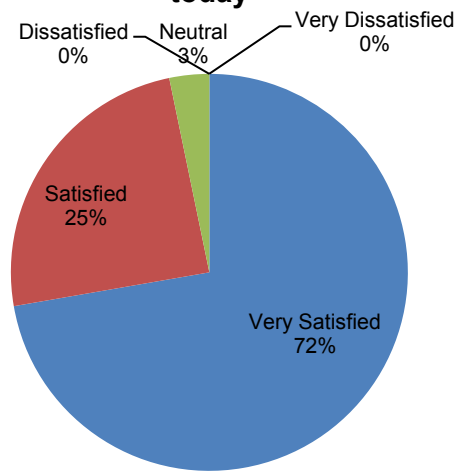
### The healthcare professionals caring and concern for you



### The facilities at the surgery



**Overall how satisfied are you with your appointment today**



## Appendix D

<b>The time you had to wait from booking the appointment until the appointment taking place</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	83.7	16.3	0.0
Dr Mohini	89.8	10.2	0.0
Dr Nandakumar	81.6	14.3	4.1
Dr Sahada	81.6	16.3	2.0
Dr Sirigiri	83.7	14.3	2.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	89.7	10.3	0.0
Jill Brammer	86.2	13.8	0.0
Jackie Gallimore	92.9	7.1	0.0

<b>Convenience of the day and time of the appointment</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	87.8	12.2	0.0
Dr Mohini	93.9	6.1	0.0
Dr Nandakumar	88.0	10.0	2.0
Dr Sahada	95.8	4.2	0.0
Dr Sirigiri	94.0	6.0	0.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	90.0	10.0	0.0
Jill Brammer	93.3	6.7	0.0
Jackie Gallimore	96.7	3.3	0.0

<b>How long you waited to go into the appointment once you arrived at the surgery</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	81.6	16.3	2.0
Dr Mohini	75.6	20.0	4.4
Dr Nandakumar	75.5	16.3	8.2
Dr Sahada	89.6	6.3	4.2
Dr Sirigiri	90.0	6.0	4.0
Dr Jafri	66.7	33.3	0.0
Jayne Capper	96.6	3.4	0.0
Zena Bailey	83.3	16.7	0.0
Jill Brammer	75.0	21.4	3.6
Jackie Gallimore	93.1	6.9	0.0

<b>How thoroughly the healthcare professional asked about the symptoms and how you were feeling</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	85.7	14.3	0.0
Dr Mohini	87.2	12.8	0.0
Dr Nandakumar	94.0	6.0	0.0
Dr Sahada	100.0	0.0	0.0
Dr Sirigiri	93.9	4.1	2.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	85.2	14.8	0.0
Jill Brammer	93.1	6.9	0.0
Jackie Gallimore	96.7	3.3	0.0

<b>How well the healthcare professional listened to what you had to say</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	91.8	8.2	0.0
Dr Mohini	89.6	10.4	0.0
Dr Nandakumar	96.0	2.0	2.0
Dr Sahada	97.9	0.0	2.1
Dr Sirigiri	96.0	4.0	0.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	100.0	0.0	0.0
Jill Brammer	96.7	3.3	0.0
Jackie Gallimore	100.0	0.0	0.0

<b>How well the healthcare professional put you at ease during your physical examination</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	89.6	8.3	2.1
Dr Mohini	93.3	6.7	0.0
Dr Nandakumar	93.5	4.3	2.2
Dr Sahada	100.0	0.0	0.0
Dr Sirigiri	95.9	4.1	0.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	100.0	0.0	0.0
Jill Brammer	100.0	0.0	0.0
Jackie Gallimore	96.6	3.4	0.0

<b>How much the healthcare professional involved you in the decisions about your care</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	93.8	4.2	2.1
Dr Mohini	91.3	8.7	0.0
Dr Nandakumar	90.0	8.0	2.0
Dr Sahada	97.8	2.2	0.0
Dr Sirigiri	95.9	4.1	0.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	96.3	3.7	0.0
Jill Brammer	100.0	0.0	0.0
Jackie Gallimore	93.1	6.9	0.0

<b>How well the healthcare professional explained your problems and any treatment you may need</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	87.2	12.8	0.0
Dr Mohini	91.1	8.9	0.0
Dr Nandakumar	95.7	2.1	2.1
Dr Sahada	97.9	2.1	0.0
Dr Sirigiri	93.9	4.1	2.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	96.3	3.7	0.0
Jill Brammer	96.4	3.6	0.0
Jackie Gallimore	100.0	0.0	0.0

<b>The amount of time the health care professional spent with you in a day</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	89.8	8.2	2.0
Dr Mohini	88.4	11.6	0.0
Dr Nandakumar	89.8	8.2	2.0
Dr Sahada	95.7	2.2	2.2
Dr Sirigiri	90.0	6.0	4.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	92.6	7.4	0.0
Jill Brammer	92.9	7.1	0.0
Jackie Gallimore	93.3	6.7	0.0

<b>The health care professional patience with your questions or worries</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	91.5	8.5	0.0
Dr Mohini	90.5	9.5	0.0
Dr Nandakumar	93.6	4.3	2.1
Dr Sahada	97.8	2.2	0.0
Dr Sirigiri	94.0	4.0	2.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	100.0	0.0	0.0
Jill Brammer	100.0	0.0	0.0
Jackie Gallimore	96.4	3.6	0.0

<b>The healthcare professionals caring and concern for you</b>			
	<b>Good or very good</b>	<b>Average</b>	<b>Poor or very poor</b>
Dr Rao	87.0	13.0	0.0
Dr Mohini	90.9	9.1	0.0
Dr Nandakumar	94.0	4.0	2.0
Dr Sahada	95.6	2.2	2.2
Dr Sirigiri	92.0	4.0	4.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	93.1	6.9	0.0
Jill Brammer	100.0	0.0	0.0
Jackie Gallimore	93.3	6.7	0.0

<b>Overall how satisfied are you with your appointment today</b>			
	<b>Satisfied or Very satisfied</b>	<b>Neutral</b>	<b>Dissatisfied or Very dissatisfied</b>
Dr Rao	92.7	7.3	0.0
Dr Mohini	90.9	9.1	0.0
Dr Nandakumar	97.8	2.2	0.0
Dr Sahada	100.0	0.0	0.0
Dr Sirigiri	95.8	4.2	0.0
Dr Jafri	100.0	0.0	0.0
Jayne Capper	100.0	0.0	0.0
Zena Bailey	96.0	4.0	0.0
Jill Brammer	100.0	0.0	0.0
Jackie Gallimore	100.0	0.0	0.0