

Summary of Results

1. Evaluation Questions

	Mean Score	GPAQ Benchmark
Q2. Satisfaction with receptionists	86	70
Q3a. Satisfaction with opening hours	79	65
Q4b. Satisfaction with availability of particular doctor	89	60
Q5b. Satisfaction with availability of any doctor	88	70
Q7b. Satisfaction with waiting times at practice	70	51
Q8a. Satisfaction with phoning through to practice	73	62
Q8b. Satisfaction with phoning through to doctor for advice	73	55
Q9b. Satisfaction with continuity of care	88	68
Q10a. Satisfaction with doctor's questioning	89	74
Q10b. Satisfaction with how well doctor listens	91	75
Q10c. Satisfaction with how well doctor puts patient at ease	90	86
Q10d. Satisfaction with how much doctor involves patient	90	82
Q10e. Satisfaction with doctor's explanations	91	75
Q10f. Satisfaction with time doctor spends	86	70
Q10g. Satisfaction with doctor's patience	91	74
Q10h. Satisfaction with doctor's caring and concern	93	74
Q11a. Satisfaction understand your problem(s) or illness	79	73
Q11b. Satisfaction being able to cope with your problem(s) or illness	75	68
Q11c. Satisfaction with being able to keep yourself healthy	73	76
Q12. Overall satisfaction with practice	92	78