

Summary of Results

1. Evaluation Questions

	Mean Score	GPAQ Benchmark
Q2. Satisfaction with receptionists	86	70
Q3a. Satisfaction with opening hours	80	65
Q4b. Satisfaction with availability of particular doctor	85	60
Q5b. Satisfaction with availability of any doctor	87	70
Q7b. Satisfaction with waiting times at practice	71	51
Q8a. Satisfaction with phoning through to practice	71	62
Q8b. Satisfaction with phoning through to doctor for advice	71	55
Q9b. Satisfaction with continuity of care	86	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	91	86
Q10d. Satisfaction with how much doctor involves patient	87	82
Q10e. Satisfaction with doctor's explanations	88	75
Q10f. Satisfaction with time doctor spends	86	70
Q10g. Satisfaction with doctor's patience	88	74
Q10h. Satisfaction with doctor's caring and concern	88	74
Q11a. Satisfaction understand your problem(s) or illness	77	73
Q11b. Satisfaction being able to cope with your problem(s) or illness	73	68
Q11c. Satisfaction with being able to keep yourself healthy	76	76
Q12. Overall satisfaction with practice	90	78