

Questions in the Patient Satisfaction Survey 2008/09

	Rating 2008/09	Benchmark 2008/9
How do you rate the way you are treated by receptionists at your practice?	81	77
How do you rate the hours that your practice is open for appointments?	73	67
How do you rate how quickly you get to see this doctor?	72	60
How do rate how quickly you get seen?	80	69
How do rate how long you have to wait?	66	57
Ability to get through to the practice on the phone?	65	59
Ability to speak to a doctor on the phone when you have a question or need medical advice?	78	61
How do you rate how often you get to see your usual doctor?	71	69
How thoroughly the doctor asked about your symptoms and how you are feeling?	84	81
How well the doctor listened to what you had to say?	88	84
How well the doctor put you at ease during your physical examination?	89	84
How much the doctor involved you in decisions about your care?	87	81
How well the doctor explained the problems or any treatment that you need?	88	83
The amount of time your doctor spent with you today?	85	80
The doctors patience with your questions or worries ?	89	84
The doctor's caring and concern for you?	89	84
Able to understand your problems or illness?	75	69
Able to cope with your problems or illness?	71	66
Able to keep yourself healthy?	67	62
All things considered, how satisfied are you with your practice?	86	