

Table 2: Frequency distribution of responses for each evaluation question

19-Oct-2007

Practice 47: Streatfield Surgery

No. Patients Surveyed 190

Ratings referring to satisfaction with the doctors' consultation are highlighted in bold

Report Questions	RATING						
	Very poor	Poor	Fair	Good	Very good	Excellent	N/A
Q2: Satisfaction with receptionists	0	6	25	63	59	37	0
Q3a: Opening hours	2	9	45	74	38	19	0
Q4b: Availability of PARTICULAR doctor	5	19	28	49	33	31	13
Q5b: Availability of ANY doctor	3	8	23	44	47	44	7
Q7b: Waiting times at practice	4	9	64	59	24	13	0
Q8a: Phoning through to practice	10	12	44	74	28	11	5
Q8b: Phoning through to doctor for advice	8	8	25	36	15	15	61
Q9b: Continuity of care	4	20	38	52	25	13	0
Q10a: Doctor's questioning	1	2	8	48	54	49	5
Q10b: How well the doctor listens	2	1	11	39	51	59	2
Q10c: How well doctor puts one at ease	3	1	9	44	47	49	10
Q10d: How doctor involves patient	2	0	11	49	46	48	8
Q10e: Doctors explanations	3	0	10	41	46	58	6
Q10f: Time doctor spends	3	1	17	46	45	45	4
Q10g: Doctor's patience	3	2	12	35	55	53	5
Q10h: Doctor's caring and concern	4	0	12	37	50	57	2
		Much better	A little better	Same or less than before	N/A		
Q11a: Ability to understand problem after visiting the doctor	69	50	20	26			
Q11b: Ability to cope with problem after visiting the doctor	54	49	24	28			
Q11c: Ability to keep healthy after visiting the doctor	52	43	20	38			

Note: Blank responses are not shown in this table and therefore the number of responses may not equal No. Patients Surveyed.



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