

Table 2: Frequency distribution of responses for each evaluation question

18-May-2007

Practice 47: Streatfield Practice

No. Patients Surveyed 189

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	1	6	21	67	57	37	0
Q3a: Opening hours	5	11	33	88	32	19	0
Q4b: Availability of PARTICULAR doctor	9	28	31	52	18	34	11
Q5b: Availability of ANY doctor	3	9	37	59	26	38	7
Q7b: Waiting times at practice	8	23	44	64	30	7	0
Q8a: Phoning through to practice	9	15	49	72	25	10	8
Q8b: Phoning through to doctor for advice	9	11	22	28	20	8	81
Q9b: Continuity of care	6	20	35	51	32	11	0
Q10a: Doctor's questioning	0	2	15	51	52	49	5
Q10b: How well the doctor listens	0	2	10	47	52	60	4
Q10c: How well doctor puts one at ease	0	1	12	46	49	55	13
Q10d: How doctor involves patient	0	1	16	49	44	46	20
Q10e: Doctors explanations	0	1	19	45	37	62	9
Q10f: Time doctor spends	0	1	25	52	47	44	6
Q10g: Doctor's patience	0	2	13	51	46	58	5
Q10h: Doctor's caring and concern	0	1	14	45	42	70	4
		Much better	A little better	Same or less than before	N/A		
Q11a: Ability to understand problem after visiting the doctor		58	55	26	33		
Q11b: Ability to cope with problem after visiting the doctor		52	62	25	29		
Q11c: Ability to keep healthy after visiting the doctor		50	49	35	34		

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

