Q1. How helpful do you find the Receptionists at our practice?

Receptionists rated 67% Good or better

Number of responses in each category

NOTE: The score for this question in the previous year was 68%

Score	0	1	2	3	4	5
Rating	N/A	Poor	Fair	Good	Very Good	Excellent

Q2. How easy is it to get through on the telephone?

Telephone access rated 42% Good or better

Number of responses in each category
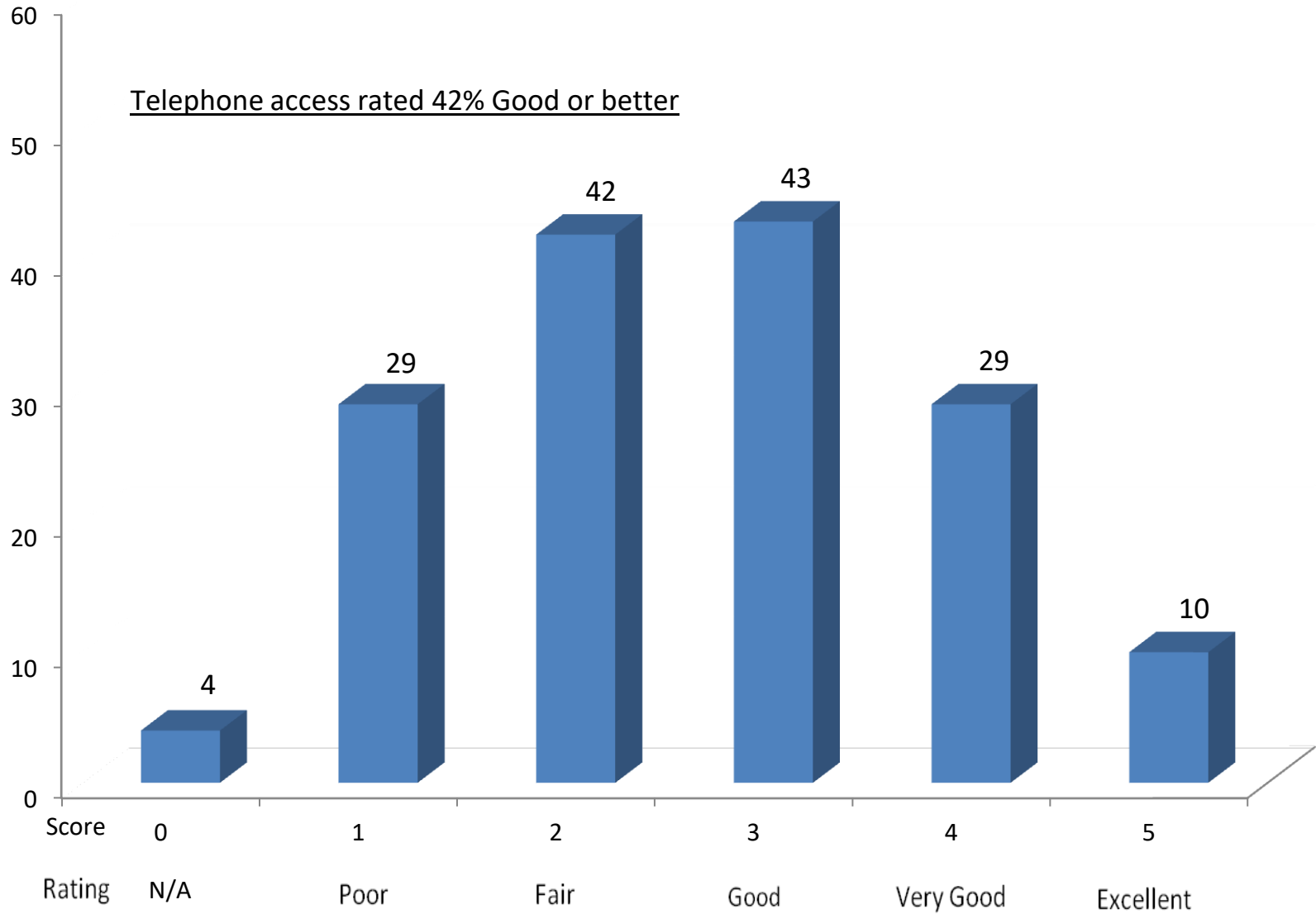
NOTE: The score for this question in the previous year was 45%

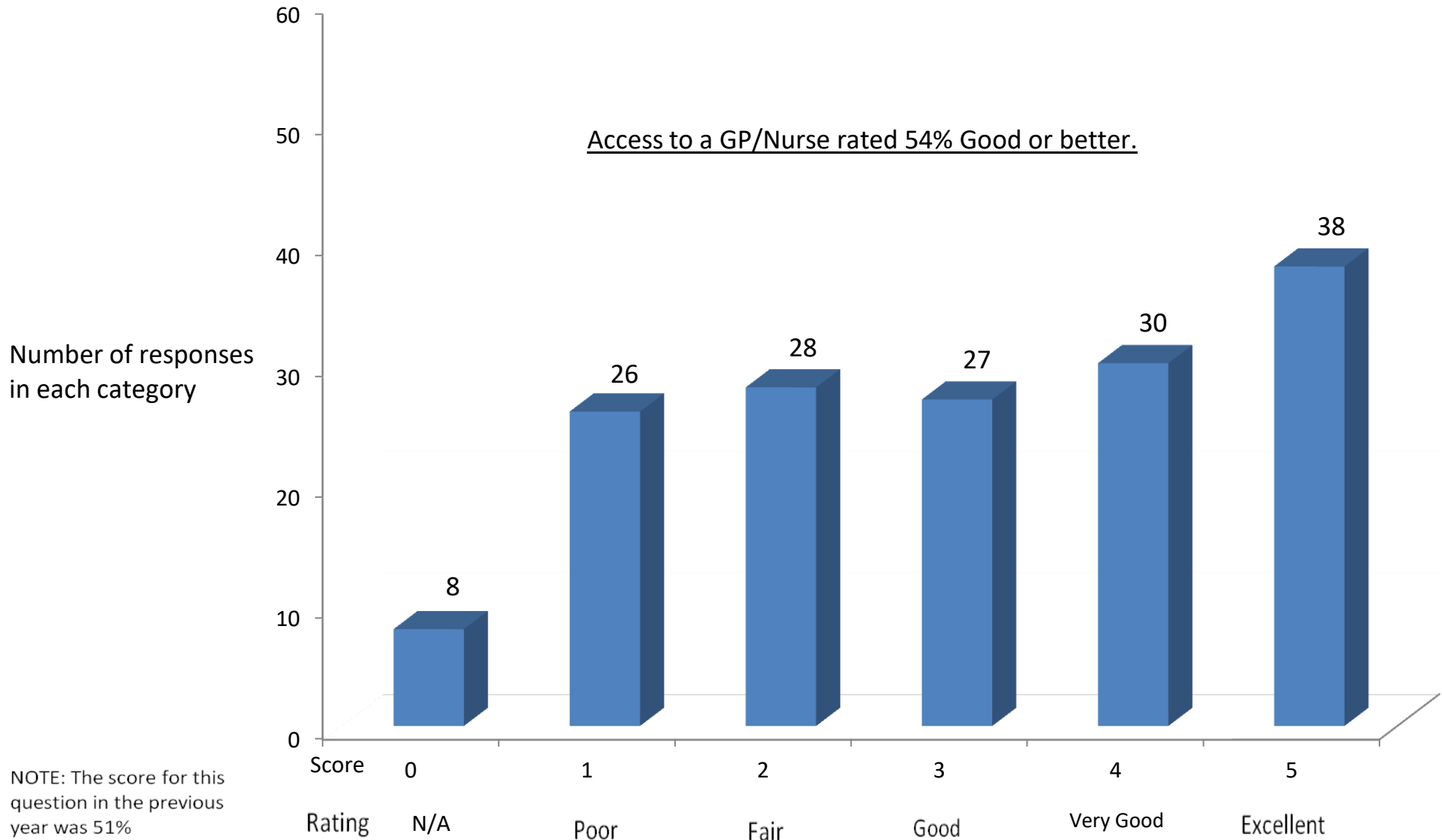| Score | 0 | 1 | 2 | 3 | 4 | 5 |
| Rating | N/A | Poor | Fair | Good | Very Good | Excellent |

Values: 4, 29, 42, 43, 29, 10

Q3. Do you find it useful being able to speak to a GP on the telephone?

Number of responses in each category

Phone contact with GP rated 69% Good or better.

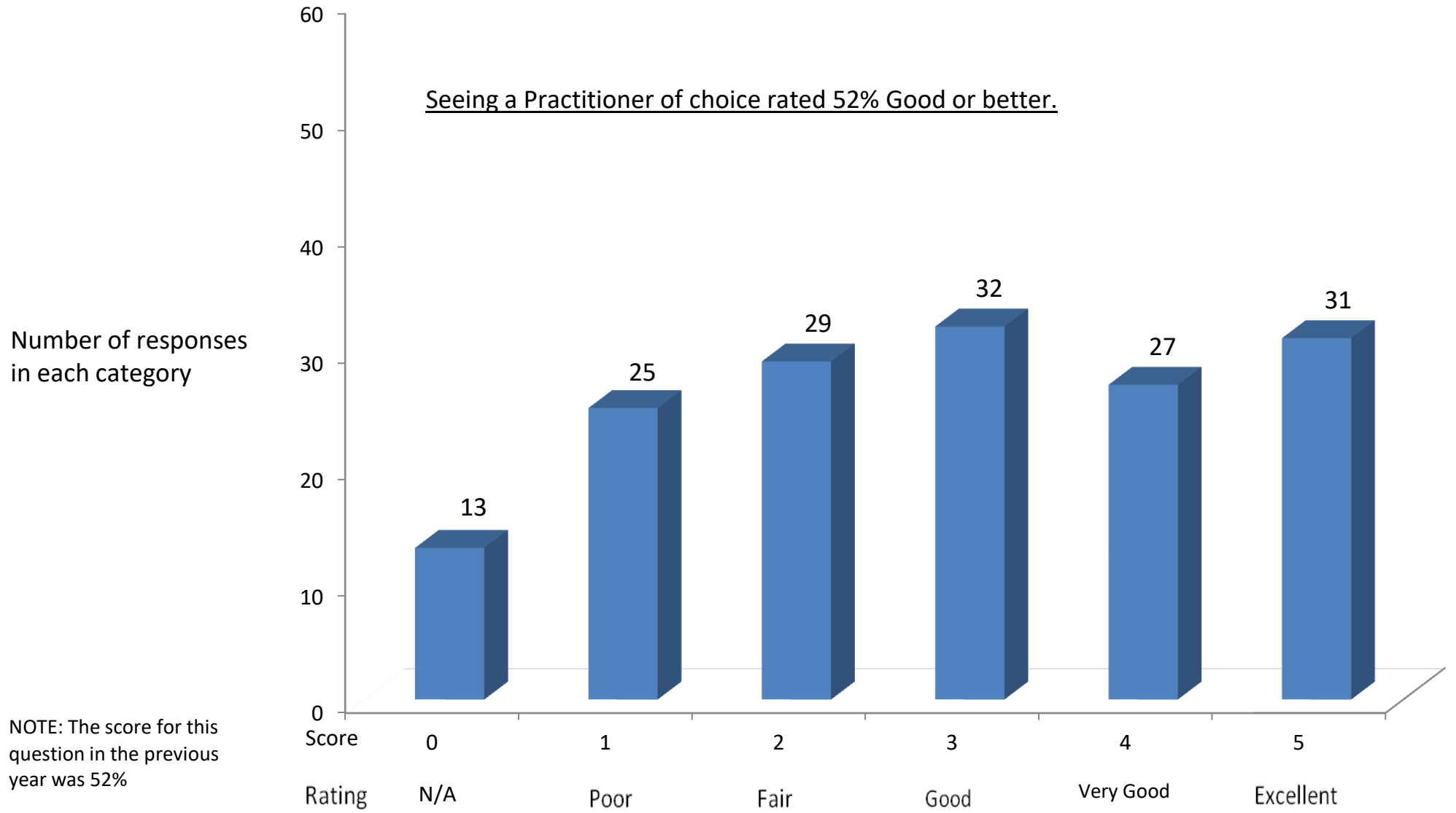| Score	0	1	2	3	4	5
	18	6	12	36	41	44
Rating	N/A	Poor	Fair	Good	Very Good	Excellent
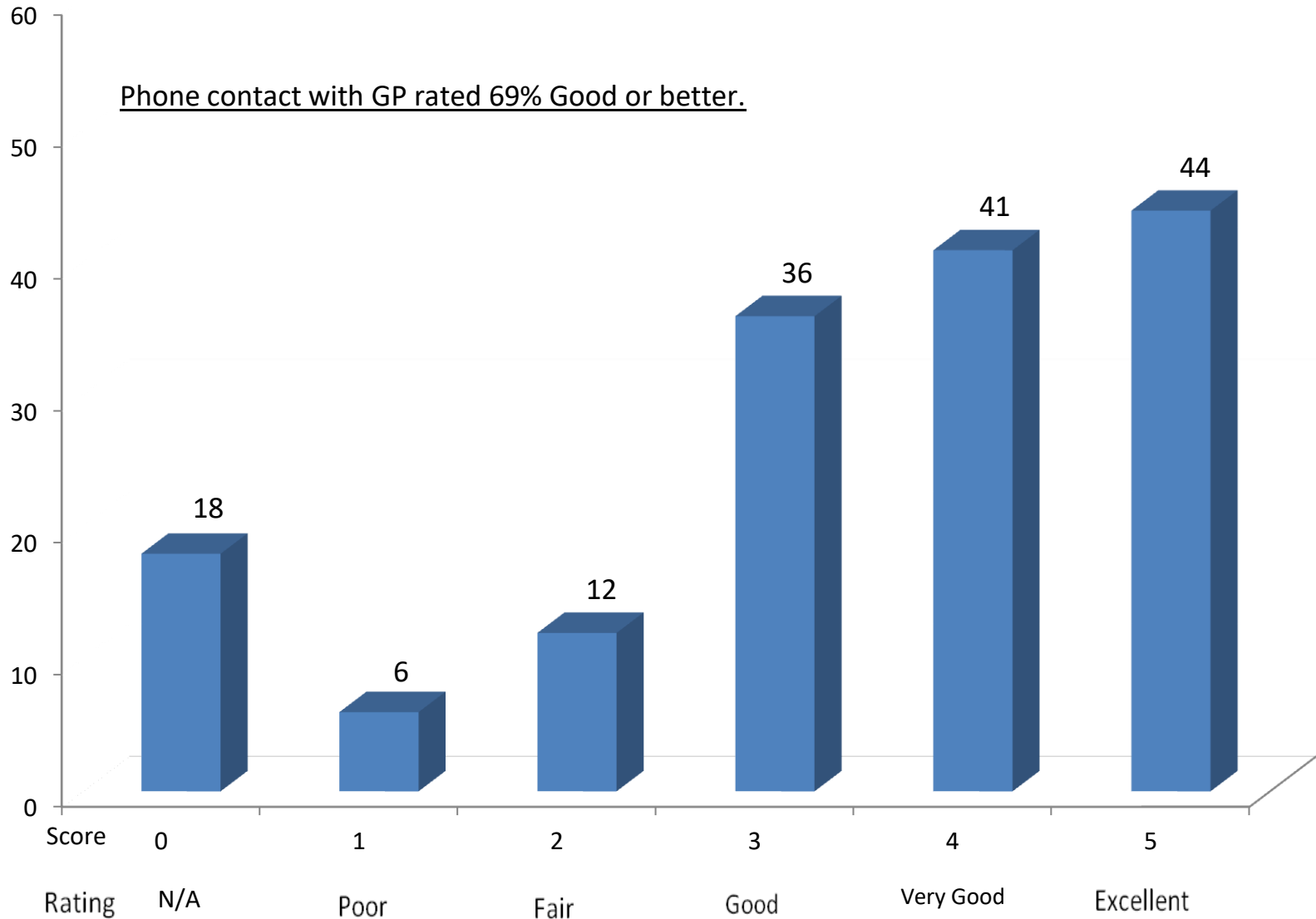
NOTE: The score for this question in the previous year was 70%

Q4. Were you able to see a GP/Nurse within 48 hours?

Number of responses in each category

Access to a GP/Nurse rated 54% Good or better.

Score	0	1	2	3	4	5
	8	26	28	27	30	38
Rating	N/A	Poor	Fair	Good	Very Good	Excellent

NOTE: The score for this question in the previous year was 51%

Q5. **Were you able to see a practitioner of your choice?**

Seeing a Practitioner of choice rated 52% Good or better.

Number of responses in each category

NOTE: The score for this question in the previous year was 52%

| | 13 | 25 | 29 | 32 | 27 | 31 |

Score   0   1   2   3   4   5

Rating   N/A   Poor   Fair   Good   Very Good Excellent

Q6. Length of time waiting in practice?
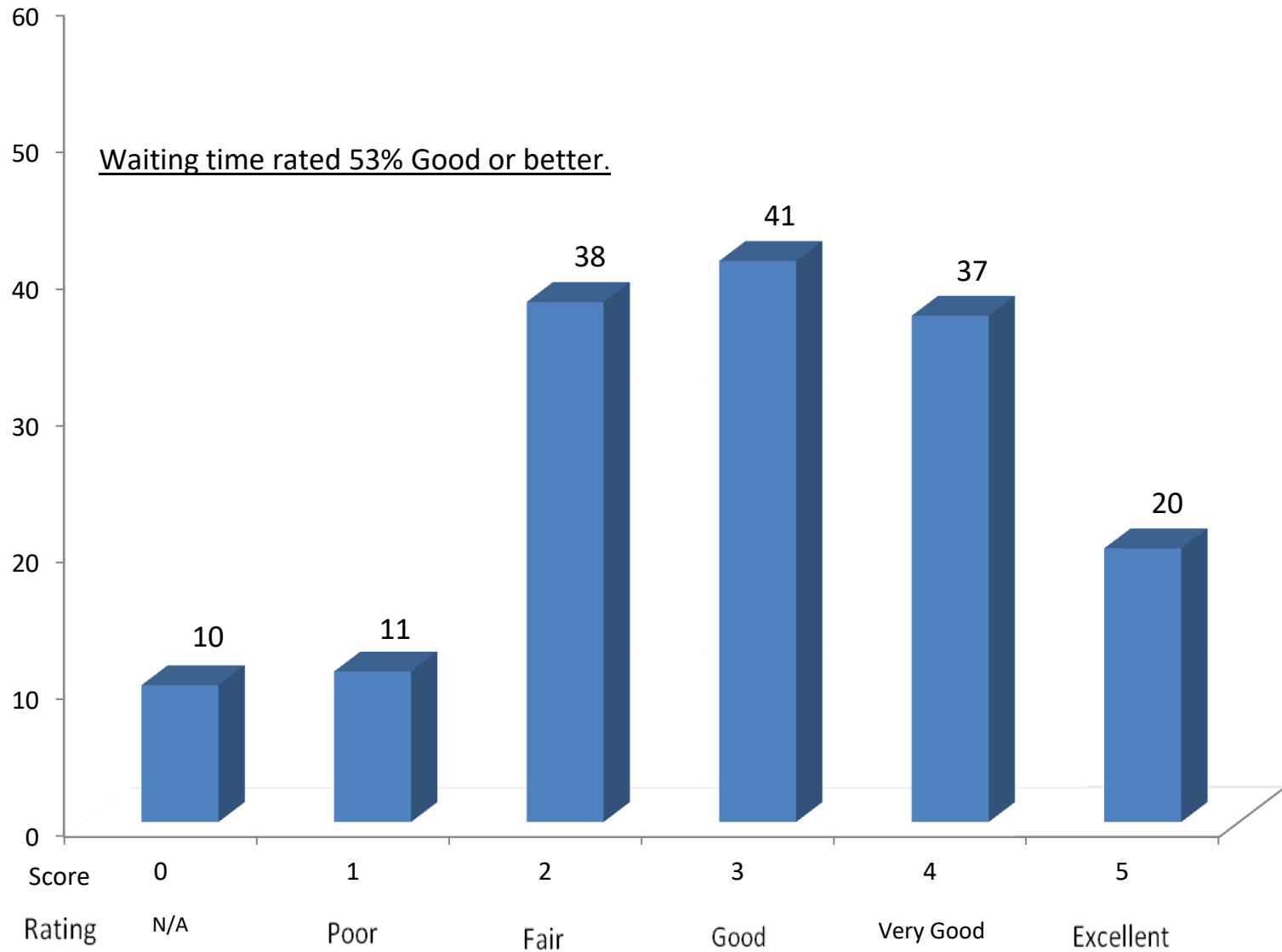
Number of responses in each category

Waiting time rated 53% Good or better.

NOTE: The score for this question in the previous year was 54%

Score	0	1	2	3	4	5
Rating	N/A	Poor	Fair	Good	Very Good	Excellent

Q7. Overall, how satisfied are you with the Practice?

Number of responses in each category

Overall satisfaction rated 65% Good or better.

| Score | 0 | 1 | 2 | 3 | 4 | 5 |
| Rating | N/A | Poor | Fair | Good | Very Good | Excellent |

NOTE: The score for this question in the previous year was 70%
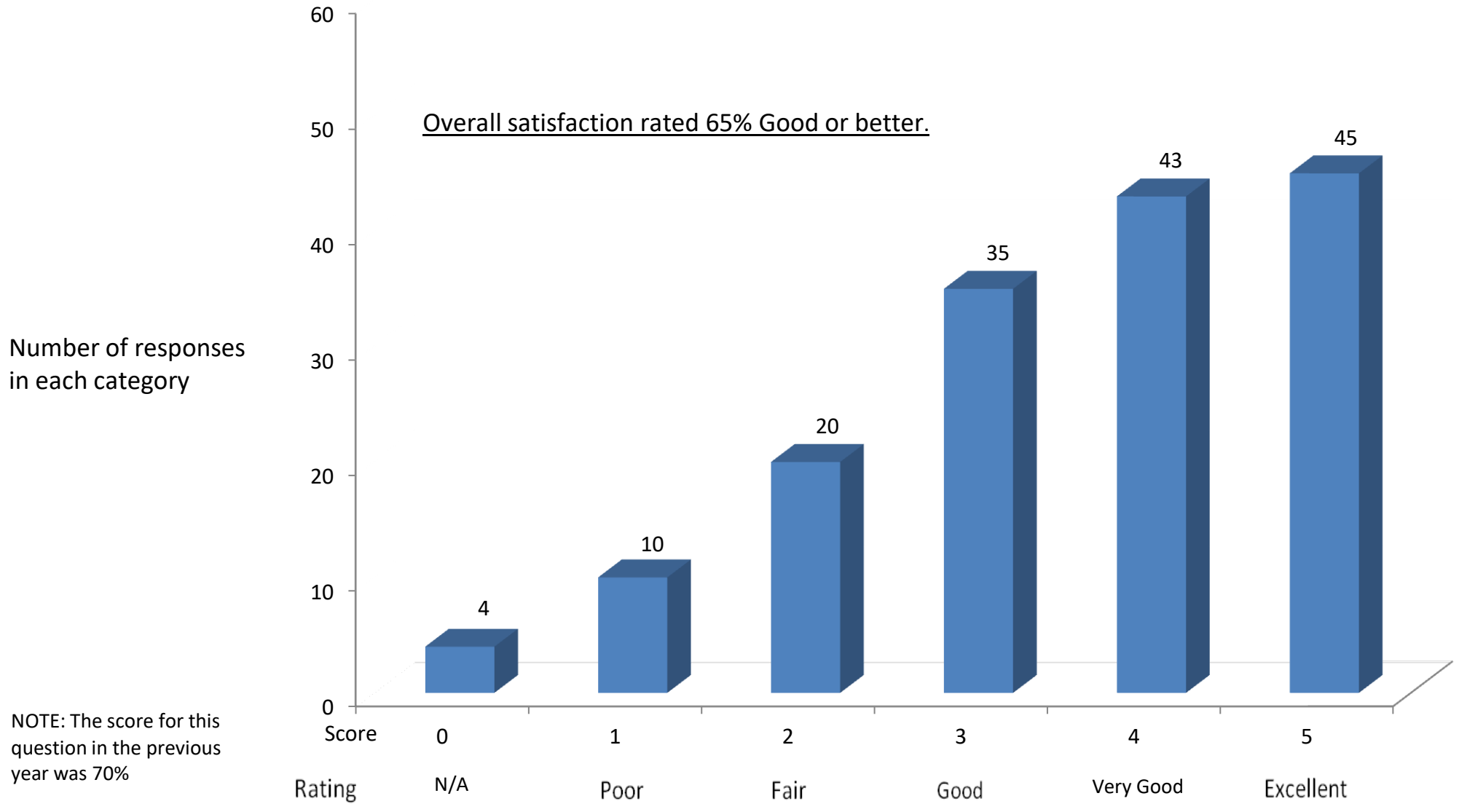
Percentage of Patient Ratings in Each Category in 2019

67%

of all patient Ratings about this practice were **Good**, **Very Good** or **Excellent**

- Blank
- Poor
- Fair
- Good
- Very Good
- Excellent

5.75%
10.87%
16.44%
23.18%
23.09%
20.66%
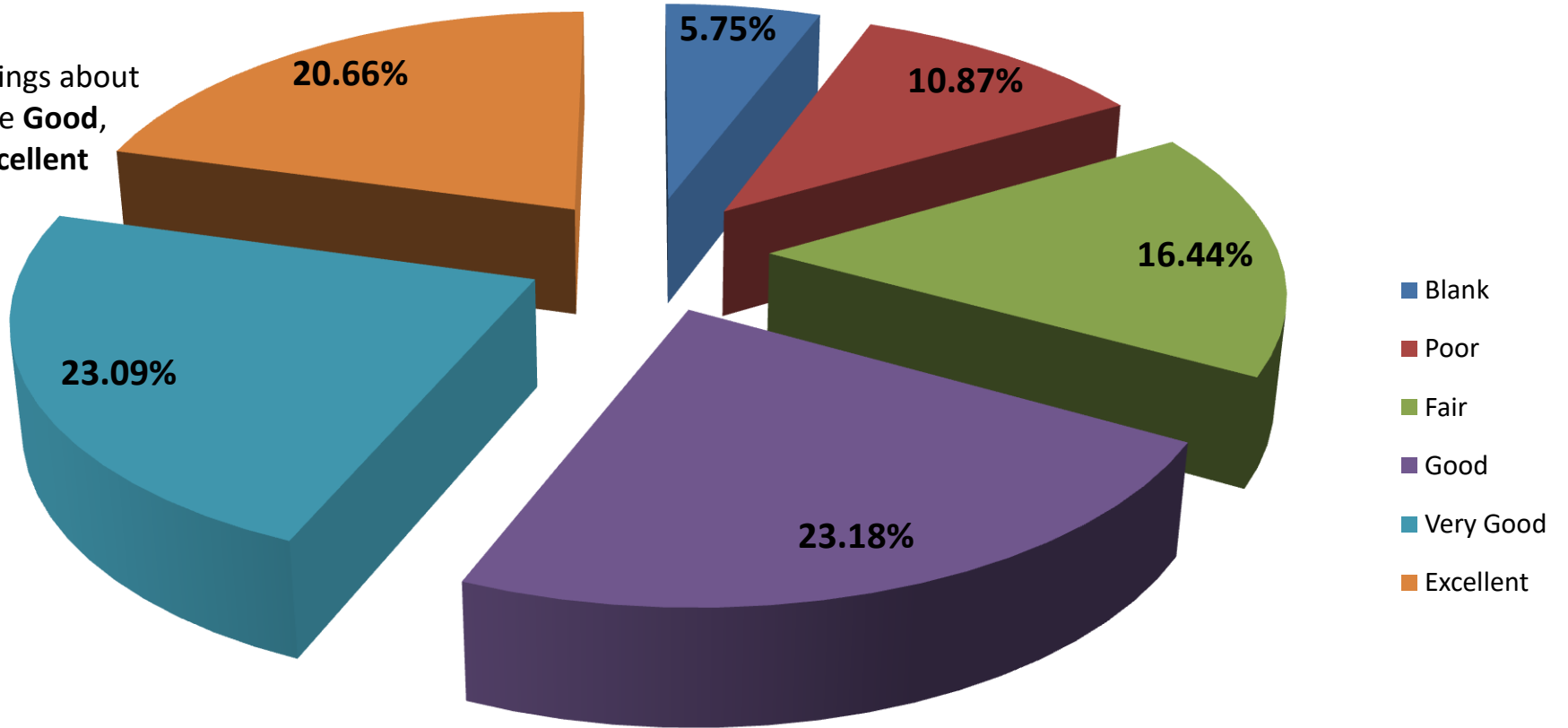
NOTE: The score for this rating in the previous year was 72%

Table 1 - Current and previous percentage scores calculated using the same equation ~

	2019	2018	2017	2016	2015	2014	2013
Q1. How helpful do you find the Receptionists at our Practice?	67	68	73	73	68	69	70
Q2. How easy is it to get through on the telephone?	42	45	42	42	39	53	55
Q3. Do you find it useful being able to speak to a GP on the telephone?	69	70	70	67	53	56	60
Q4. Were you able to see a GP/Nurse within 48 hours?	54	51	43	42	39	44	45
Q5. Were you able to see a practitioner of your choice?	52	52	55	52	40	48	56
Q6. Length of time waiting in the practice	53	54	47	43	45	48	50
Q7. Overall, how satisfied are you with the Practice?*	65	70	70	70	64	66	70

~ (Number of Poor ratings x 0) + (Number of Fair ratings x 25) + (Number of Good ratings x 50) + (Number of Very Good ratings x 75) + (Number of Excellent ratings x 100) ÷ (Total number of patient responses - Number of blank/spoilt responses) e.g. (4 x 0) + (17 x 25) +(37 x 50) + (60 x 75) + (38 x 100) ÷ (158 -2) = 10575/156 = 68%

Note: Years 2013 to 2016 scores are a percentage of overall scores from 28 questions.