

**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
<b>Q10a: Doctor's questioning</b>	1	2	8	48	54	49	5
<b>Q10b: How well the doctor listens</b>	2	1	11	39	51	59	2
<b>Q10c: How well doctor puts one at ease</b>	3	1	9	44	47	49	10
<b>Q10d: How doctor involves patient</b>	2	0	11	49	46	48	8
<b>Q10e: Doctors explanations</b>	3	0	10	41	46	58	6
<b>Q10f: Time doctor spends</b>	3	1	17	46	45	45	4
<b>Q10g: Doctor's patience</b>	3	2	12	35	55	53	5
<b>Q10h: Doctor's caring and concern</b>	4	0	12	37	50	57	2
		<b>Much better</b>	<b>A little better</b>	<b>Same or less than before</b>	<b>N/A</b>		
<b>Q11a: Ability to understand problem after visiting the doctor</b>	69	50	20	26			
<b>Q11b: Ability to cope with problem after visiting the doctor</b>	54	49	24	28			
<b>Q11c: Ability to keep healthy after visiting the doctor</b>	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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