

Dr Dhillon – Ashfield Surgery

Main table of mean scores as percentages, compared to the GPAQ benchmarks		
	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	90	77
Q3a. Satisfaction with opening hours	87	67
Q4b. Satisfaction with availability of particular doctor	77	60
Q5b. Satisfaction with availability of any doctor	74	69
Q7b. Satisfaction with waiting times at practice	74	57
Q8a. Satisfaction with phoning through to practice	82	59
Q8b. Satisfaction with phoning through to doctor for advice	83	61
Q9b. Satisfaction with continuity of care	80	69
Q10a. Satisfaction with doctor's questioning	82	81
Q10b. Satisfaction with how well doctor listens	83	84

Q10c. Satisfaction with how well doctor puts patient at ease	83	84
Q10d. Satisfaction with how much doctor involves patient	82	81
Q10e. Satisfaction with doctor's explanations	85	83
Q10f. Satisfaction with time doctor spends	81	80
Q10g. Satisfaction with doctor's patience	87	84
Q10h. Satisfaction with doctor's caring and concern	87	84
Q11a. Ability to understand problem after visiting doctor	79	69
Q11b. Ability to cope with problem after visiting doctor	80	66
Q11c. Ability to keep healthy after visiting doctor	75	62

Dr Raza – Ashfield Surgery

Main table of mean scores as percentages, compared to the GPAQ benchmarks		
	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	87	77
Q3a. Satisfaction with opening hours	83	67
Q4b. Satisfaction with availability of particular doctor	76	60
Q5b. Satisfaction with availability of any doctor	69	69
Q7b. Satisfaction with waiting times at practice	77	57
Q8a. Satisfaction with phoning through to practice	83	59
Q8b. Satisfaction with phoning through to doctor for advice	78	61
Q9b. Satisfaction with continuity of care	71	69
Q10a. Satisfaction with doctor's questioning	82	81
Q10b. Satisfaction with how well doctor listens	83	84

Q10c. Satisfaction with how well doctor puts patient at ease	82	84
Q10d. Satisfaction with how much doctor involves patient	86	81
Q10e. Satisfaction with doctor's explanations	85	83
Q10f. Satisfaction with time doctor spends	81	80
Q10g. Satisfaction with doctor's patience	79	84
Q10h. Satisfaction with doctor's caring and concern	83	84
Q11a. Ability to understand problem after visiting doctor	74	69
Q11b. Ability to cope with problem after visiting doctor	68	66
Q11c. Ability to keep healthy after visiting doctor	66	62