Dr Dhillon – Pendeford Surgery

Main table of mean

scores as percentages, compared to the GPAQ benchmarks

compared to the GPAQ benchmarks				
	Mean score	GPAQ benchmark		
Q2. Satisfaction with receptionists	85	77		
Q3a. Satisfaction with opening hours	66	67		
Q4b. Satisfaction with availability of particular doctor	63	60		
Q5b. Satisfaction with availability of any doctor	67	69		
Q7b. Satisfaction with waiting times at practice	61	57		
Q8a. Satisfaction with phoning through to practice	67	59		
Q8b. Satisfaction with phoning through to doctor for advice	53	61		
Q9b. Satisfaction with continuity of care	72	69		
Q10a. Satisfaction with doctor's questioning	80	81		
Q10b. Satisfaction with how well doctor listens	81	84		

Q10c. Satisfaction well doctor puts patient at ease8284Q10d. Satisfaction with how much doctor involves patient7981Q10e. Satisfaction with doctor's explanations8283Q10e. Satisfaction with doctor's explanations8080Q10f. Satisfaction with doctor's patience8184Q10g. Satisfaction with doctor's patience8184Q10g. Satisfaction with doctor's patience8184Q10h. Satisfaction with doctor's caring and concern7984Q11a. Ability to understand problem after visiting doctor6069Q11b. Ability to cope with problem after visiting doctor6066Q11c. Ability to keep healthy after visiting doctor5662			
Satisfaction with how much doctor involves patient8283Q10e. Satisfaction with doctor's explanations8283Q10f. Satisfaction with time doctor spends8080Q10g. Satisfaction with doctor's patience8184Q10h. Satisfaction with doctor's patience7984Q10h. Satisfaction with doctor's caring and concern7984Q11a. Ability to understand problem after visiting doctor6069Q11b. Ability to cope with problem after visiting doctor6066Q11c. Ability to keep healthy after visiting5662	Satisfaction with how well doctor puts patient	82	84
Satisfaction with doctor's explanationsSatisfaction 80Satisfaction with time doctor spends8080Q10g. Satisfaction with doctor's patience8184Q10h. 	Satisfaction with how much doctor involves	79	81
Satisfaction with time doctor spends0000Q10g. Satisfaction with doctor's patience8184Q10h. Satisfaction with doctor's caring and 	Satisfaction with doctor's	82	83
Satisfaction with doctor's patienceOTOTQ10h. Satisfaction 	Satisfaction with time doctor	80	80
Satisfaction with doctor's caring and concernFCOTQ11a. Ability to understand problem 	Satisfaction with doctor's	81	84
Ability to understand problem after visiting doctor6060Q11b. Ability to cope with problem after visiting doctor6066Q11c. Ability to keep healthy after visiting5662	Satisfaction with doctor's caring and	79	84
Ability to cope with problem after visiting doctor Q11c. Ability to keep healthy after visiting	Ability to understand problem after visiting	60	69
to keep healthy after visiting	Ability to cope with problem after visiting doctor	60	66
	to keep healthy after visiting	56	62

Dr Raza - Pendeford Surgery

Main table of mean scores as percentages, compared to the GPAQ benchmarks		
	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	80	77
Q3a. Satisfaction with opening hours	67	67
Q4b. Satisfaction with availability of particular doctor	64	60
Q5b. Satisfaction with availability of any doctor	67	69
Q7b. Satisfaction with waiting times at practice	56	57
Q8a. Satisfaction with phoning through to practice	66	59
Q8b. Satisfaction with phoning through to doctor for advice	71	61
Q9b. Satisfaction with continuity of care	72	69
Q10a. Satisfaction with doctor's questioning	76	81
		-

Q10b. Satisfaction with how well doctor listens	79	84
Q10c. Satisfaction with how well doctor puts patient at ease	81	84
Q10d. Satisfaction with how much doctor involves patient	78	81
Q10e. Satisfaction with doctor's explanations	77	83
Q10f. Satisfaction with time doctor spends	74	80
Q10g. Satisfaction with doctor's patience	77	84
Q10h. Satisfaction with doctor's caring and concern	76	84
Q11a. Ability to understand problem after visiting doctor	66	69
Q11b. Ability to cope with problem after visiting doctor	60	66
Q11c. Ability to keep healthy after visiting doctor	64	62