Main table of mean scores as percentages, compared to the GPAQ benchmarks	Mean score	GPAQ
	IVICALI SCOLE	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

Main table of		
mean scores		
as percentages,		
compared to		
the GPAQ		
benchmarks		0510
	Mean score	GPAQ benchmark
		Denominark
Q2.	0.7	77
Satisfaction	87	77
with		
receptionists		
Q3a.	83	67
Satisfaction		
with opening hours		
Hours		
Q4b.	76	60
Satisfaction	70	00
with		
availability of		
particular doctor		
Q5b.	69	69
Satisfaction	00	
with		
availability of any doctor		
Q7b.	77	57
Satisfaction	11	37
with waiting		
times at		
practice		
Q8a.	83	59
Satisfaction		
with phoning		
through to practice		
praotioo		
Q8b.	78	61
Satisfaction	, 0	
with phoning		
through to doctor for		
advice		
Q9b.	71	69
Satisfaction	• •	7 -
with		
continuity of care		
Q10a.	82	81
Satisfaction		•
with doctor's		
questioning Q10b.	02	0.4
Satisfaction	83	84
with how		
well doctor		
listens		<u> </u>

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