

Dr Dhillon – Pendeford Surgery

Main table of mean scores as percentages, 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 with how well doctor puts patient at ease	82	84
Q10d. Satisfaction with how much doctor involves patient	79	81
Q10e. Satisfaction with doctor's explanations	82	83
Q10f. Satisfaction with time doctor spends	80	80
Q10g. Satisfaction with doctor's patience	81	84
Q10h. Satisfaction with doctor's caring and concern	79	84
Q11a. Ability to understand problem after visiting doctor	60	69
Q11b. Ability to cope with problem after visiting doctor	60	66
Q11c. Ability to keep healthy after visiting doctor	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