

Dual Report Traffic-Lights



The Surgery

	2008			2007		
	National Average	Your Score	Percentile Rank	National Average	Your Score	Percentile Rank
Q2 How do you rate the way you are treated by receptionists at your practice?	77.2	80.6	68	77.2	83.4	80
Q3a How do you rate the hours that your practice is open for appointments?	66.8	81.1	99	66.8	80.9	98
Q4b How do you rate - how quickly you get to see a particular doctor?	60.0	81.4	96	60.0	78.7	94
Q5b How do you rate - how quickly you get to see any doctor?	69.1	80.7	89	69.1	79.0	85
Q7b How do you rate - how long you have to wait until your consultations begin?	56.9	66.6	87	56.9	65.9	85
Q8a How do you rate - ability to get through to the practice on the phone?	59.4	78.5	93	59.4	82.0	96
Q8b How do you rate - ability to speak to the doctor on the phone?	60.6	70.8	83	60.6	72.3	87
Q9b How do you rate - how often you see your usual doctor?	68.8	78.1	86	68.8	77.2	83
Q10a How thoroughly did the doctor ask about your symptoms?	81.4	87.2	85	81.4	82.8	60
Q10b How well did the doctor listen to what you have to say?	83.5	88.5	81	83.5	84.9	60
Q10c How well did the doctor put you at ease during your physical examination?	83.6	88.3	79	83.6	85.2	61
Q10d How much did the doctor involve you in decisions about your care?	81.4	84.8	72	81.4	82.9	60
Q10e How well did the doctor explain your problems or treatment you need?	83.1	87.4	76	83.1	85.2	63
Q10f How much time did your doctor spend with you?	80.0	83.4	72	80.0	81.9	62
Q10g How was the doctor's patience with your questions and worries?	83.5	86.3	68	83.5	84.3	55
Q10h How did you feel about the doctor's caring and concern?	83.7	88.4	78	83.7	85.3	60
Q11a After seeing the doctor today, were you better able to understand your problem or illness?	69.1	78.2	90	69.1	76.2	85
Q11b After seeing the doctor today, did you feel better able to cope with your problem or illness?	65.5	74.4	89	65.5	68.3	65
Q11c After seeing the doctor today, did you feel better able to keep yourself healthy?	61.7	73.5	95	61.7	66.0	72