

Table 2: Frequency distribution of responses for each evaluation question

19-Feb-2007

Practice 383: College Lane Surgery (G383)

No. Patients Surveyed 283

Ratings referring to satisfaction with the doctors' consultation are highlighted in bold

Report Questions	RATING						
	Very poor	Poor	Fair	Good	Very good	Excellent	N/A
Q2: Satisfaction with receptionists	0	1	12	51	118	100	0
Q3a: Opening hours	1	5	22	95	115	41	0
Q4b: Availability of PARTICULAR doctor	3	10	51	56	70	58	26
Q5b: Availability of ANY doctor	3	2	16	59	76	92	13
Q7b: Waiting times at practice	1	6	48	77	80	47	0
Q8a: Phoning through to practice	8	29	65	90	58	20	4
Q8b: Phoning through to doctor for advice	2	6	14	32	22	14	172
Q9b: Continuity of care	4	9	26	67	83	49	0
Q10a: Doctor's questioning	0	0	7	38	79	140	3
Q10b: How well the doctor listens	0	0	5	33	75	153	1
Q10c: How well doctor puts one at ease	0	0	3	29	72	127	35
Q10d: How doctor involves patient	0	0	8	29	73	141	16
Q10e: Doctors explanations	0	0	5	28	72	154	8
Q10f: Time doctor spends	0	0	10	43	78	128	5
Q10g: Doctor's patience	0	0	7	26	72	153	9
Q10h: Doctor's caring and concern	0	0	9	30	64	160	3
				Much better	A little better	Same or less than before	N/A
Q11a: Ability to understand problem after visiting the doctor				134	68	30	33
Q11b: Ability to cope with problem after visiting the doctor				111	87	26	39
Q11c: Ability to keep healthy after visiting the doctor				94	66	37	65

Note: Blank responses are not shown in this table and therefore the number of responses may not equal No. Patients Surveyed.



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