

**Table 1: Service evaluation and satisfaction results and benchmarks**

19-Feb-2007

*Practice 383: College Lane Surgery (G383)*

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

	Mean Score %	GPAQ Benchmark %
Q2: Satisfaction with receptionists	82	75
Q3a: Opening hours	72	67
Q4b: Availability of PARTICULAR doctor	69	58
Q5b: Availability of ANY doctor	79	68
Q7b: Waiting times at practice	69	56
Q8a: Phoning through to practice	56	59
Q8b: Phoning through to doctor for advice	64	59
Q9b: Continuity of care	71	68
<b>Q10a: Doctor's questioning</b>	87	79
<b>Q10b: How well the doctor listens</b>	88	81
<b>Q10c: How well doctor puts patient at ease</b>	88	82
<b>Q10d: How much doctor involves patient</b>	88	79
<b>Q10e: Doctors explanations</b>	89	81
<b>Q10f: Time doctor spends</b>	85	78
<b>Q10g: Doctor's patience</b>	89	81
<b>Q10h: Doctor's caring and concern</b>	89	82
<b>Q11a: Ability to understand problem after visit</b>	72	69
<b>Q11b: Ability to cope with problem after visit</b>	69	66
<b>Q11c: Ability to keep healthy after visit</b>	64	61

BLANK RESPONSES ARE NOT INCLUDED IN THE ANALYSIS.

The NPCRDC guidance indicates that practices obtaining mean scores that are greater than ten points above the national benchmark for that area can be interpreted as a high quality indicator, whilst scores that are greater than ten points below may be suitable areas to focus quality improvement activity on.

Information about GPAQ Benchmarks can be found at [www.gpaq.info](http://www.gpaq.info).  
The benchmarks provided relate to the 2004-5 contract year.



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