

## Table 4: Previous Survey

Comparison scores for each question for previous surveys.

Dr McLennan and Partners

30-Jul-2007

	Survey 17758 27 Feb 2007	Survey 11675 22 Mar 2006
Q 1 Opening hours satisfaction	61	58
Q 2 Telephone access	44	37
Q 3 Appointment satisfaction	66	66
Q 4 See practitioner within 48hrs	55	54
Q 5 See practitioner of choice	50	50
Q 6 Speak to practitioner on phone	41	45
Q 7 Comfort of waiting room	61	61
Q 8 Waiting time	52	49
Q 9 Satisfaction with visit	84	82
Q 10 Warmth of greeting	87	86
Q 11 Ability to listen	88	84
Q 12 Explanations	84	82
Q 13 Reassurance	83	79
Q 14 Confidence in ability	84	83
Q 15 Express concerns	84	84
Q 16 Respect shown	87	88
Q 17 Time for visit	72	68
Q 18 Consideration	80	77
Q 19 Concern for patient	82	80
Q 20 Recommendation	84	81
Q 21 Reception staff	76	74
Q 22 Respect shown	73	72
Q 23 Information of services	69	65
Q 24 Complaints/compliments	59	58
Q 25 Illness prevention	61	61
Q 26 Reminder systems	62	63
Q 27 Second opinion / comp medic	61	61
OVERALL SCORE	71	69

Slight variation in previous overall scores may occur due to improved data analysis.