

Report Ratings This Period Compared with Last Period

	<u>BenchMark</u>	<u>This Period</u>	<u>Last Period</u>	<u>Variance</u>
Q2. How do you rate the way you are treated by receptionists at your practice?	77	80	76	3
Q3a. How do you rate the hours that your practice is open for appointments?	67	68	68	1
Q4b. How do rate how quickly you get to see this doctor?	60	67	66	1
Q5b. How do you rate how quickly you get seen?	69	80	81	-2
Q7b. How do you rate how long you have to wait?	57	72	72	0
Q8a. Ability to get through to the practice on the phone?	59	57	61	-3
Q8b. Ability to speak to a doctor on the phone when you have a question or need medical advice?	61	65	66	-1
Q9b. How do you rate how often you get to see your usual doctor?	69	74	72	2
Q10a. How thoroughly the doctor asked about your symptoms and how you are feeling?	81	83	84	-1
Q10b. How well the doctor listened to what you had to say?	84	85	87	-1
Q10c. How well the doctor put you at ease during your physical examination?	84	88	86	1
Q10d. How much the doctor involved you in decisions about your care?	81	83	85	-2
Q10e. How well the doctor explained your problems or any treatment that you need?	83	86	86	0
Q10f. The amount of time your doctor spent with you today?	80	81	82	-2
Q10g. The doctor's patience with your questions or worries?	84	85	86	-2
Q10h. The doctor's caring and concern for you?	84	85	87	-2
Q11a. Able to understand your problem(s) or illness?	69	77	75	2
Q11b. Able to cope with your problem(s) or illness?	66	68	69	-1
Q11c. Able to keep yourself healthy?	62	64	62	1
Q12. All things considered, how satisfied are you with your practice?		82	84	-2