

# OAKLANDS HEALTH CENTRE PATIENT QUESTIONNAIRE RESULTS 2008/9

## The results are in...

... and we are delighted with the outcome.

In the table below, you will be able to see how we have improved our service to you, our valued patients.

Everyone at the practice is especially pleased with your level of satisfaction in:

- Consultations with our GPs
- The availability of our doctors
- Our opening hours



## WE'RE ALL EARS WHEN IT COMES TO YOU

While we are delighted with our scores, we know that without your feedback, this would not be possible.

We want to continue to improve, so please let us have your feedback by speaking to one of our receptionists or get in touch with our Practice Manager.



	NATIONAL BENCH MARKS	OAKLANDS HEALTH CENTRE	OAKLANDS HEALTH CENTRE	OAKLANDS HEALTH CENTRE	OAKLANDS HEALTH CENTRE
	2005/6 GPAQ Average based on 190,038 returns	2005/6	2006/7	2007/8	2008/9
	Mean	Mean	Mean	Mean	Mean
Q2 Satisfaction with receptionists	77	78	76	80	82
Q3a. Satisfaction with opening hours	67	68	73	76	80
Q4b. Satisfaction with availability of particular doctor	60	54	64	65	68
Q5b. Satisfaction with availability of any doctor	69	69	78	78	81
Q7b. Satisfaction with waiting times at practice	57	53	63	66	67
Q8a. Satisfaction with phoning through to practice	59	62	71	70	75
Q8b. Satisfaction with phoning through to dr for advice	61	46	61	61	71
Q9b. Satisfaction with continuity of care	69	59	67	70	79
Q10a. Satisfaction with doctor's questioning	81	83	87	89	90
Q10b. Satisfaction with how well doctor listens	84	85	89	91	93
Q10c. Satisfaction with how well dr puts patient at ease	84	85	89	92	94
Q10d. Satisfaction with how much dr involves patient	81	83	88	91	91
Q10e. Satisfaction with doctor's explanations	83	86	90	92	92
Q10f. Satisfaction with time doctor spends	80	82	87	89	89
Q10g. Satisfaction with doctor's patience	84	86	90	92	92
Q10h. Satisfaction with doctor's caring and concern	84	86	91	91	93
Q11a. Ability to understand problem after visiting dr	69	69	74	76	78
Q11b. Ability to cope with problem after visiting dr	66	68	69	73	73
Q11c. Ability to keep healthy after visiting doctor	62	63	65	66	70
Q12/Q13. Overall satisfaction with practice	81*	85	*	*	*

- Questionnaire results were taken from a basis on 25 per 1000 patients.
- 177 questionnaires were completed.
- Questionnaire analysis was completed by an independent third party

\*This figure is no longer being reported due to unreliability of data.