

## COURTYARD SURGERY

### PATIENT SURVEY SUMMARY November 2008

Questions	Courtyard Score Nov 08	National Average 2008	Courtyard Percentage Achievement
Satisfaction with receptionists	75	77	97%
Satisfaction with opening hours	65	67	97%
Satisfaction with availability of particular doctor	77	60	128%
Satisfaction with availability of any doctor	79	69	114%
Satisfaction with waiting times at practice to see doctor	68	57	119%
Satisfaction with phoning through to practice	63	59	106%
Satisfaction with phoning through to doctor for advice	61	61	100%
Satisfaction with continuity of care	74	69	107%
Satisfaction with doctors questioning	79	81	98%
Satisfaction with how well doctor listens	83	84	99%
Satisfaction with how well doctor puts patient at ease	83	84	99%
Satisfaction with how much doctor involves patient	80	81	99%
Satisfaction with doctor's explanations	82	83	99%
Satisfaction with time doctor spends	78	80	98%
Satisfaction with doctor's patience	83	84	99%
Satisfaction with doctor's caring and concern	83	84	99%
Ability to understand problem after visiting doctor	61	69	88%
Ability to cope with problem after visiting doctor	58	66	88%
Ability to keep healthy after visiting doctor	58	62	94%