**COMMENTS ON 2011 PATIENT QUESTIONNAIRE**

Our overall practice scores were higher than the national benchmark scores for all six scales and of these were unusually high for access, receptionists, community enablement and satisfaction.

***ACCESS SCALES***This is the largest scale.  The mean access score for our practice was exceptionally high at 82 where the neation benchmark is 62.

95% of respondents rated opening hours as good, very good or excellent.  Availability of appointments were rated as good, very or excellent by 99% of patients willing to see any doctor and 96% waiting to see a specific doctor.

85% of your patients reported that an appointment was available with any doctor, and 76% with their doctor of their choice on the same day or the next day.

Of the 142 patients who reported phoning through to the Practice 96% reported that this was good, very good or excellent.

Of the 76 patients who were able to rate how easy it was to speak to a doctor on the phone to ask a question or for medical advice 92% reported that this was good, very good or excellent.

78% of patients rated waiting times at the surgery, good, very good or excellent.

**RECEPTIONIST SCALE**This is a single item scale.  Our patients scored the way they were treated by the receptionist unusually well at 88% compared to the national benchmark which is 77%.  97% of patients rated this as good, very good or excellent.

**CONTINUITY OF CARE SCALE**   
Our practice scored exceptionally well at 84% against the national benchmark of 69% for how patients rate being able to see their usual doctor on request.  96% of patients rated this as good, very good or excellent.

**COMMUNICATION SCALE**Our patients rated communication with doctors in our practice overall very well with a score 91% compared with a national benchmark of 83%.

**ENABLEMENT**Our score was 72% for this scale compared to a national benchmark of 66%