

<b>Report Ratings</b>	<b>Rating</b>	<b>BenchMark</b>
Q1: How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?	99	
Q2: How good was the GP at putting you at ease?	93	90
Q3: Being polite and considerate?	95	90
Q4: Listening to you?	96	90
Q5: Giving you enough time?	92	90
Q6: Assessing your medical condition?	92	90
Q7: Explaining your condition and treatment?	95	90
Q8: Involving you in decisions about your care?	92	90
Q9: Providing or arranging treatment for you?	96	90
Q10: Did you have confidence that the GP is honest and trustworthy?	99	95
Q11: Did you have confidence that the doctor will keep your information confidential?	99	95
Q12: Would you be completely happy to see this doctor again?	99	90
Q13 Overall how would you describe your experience of your GP surgery?	98	90
Q14: How helpful do you find the receptionists at your GP practice?	96	90
Q15: How easy is it to get through to someone at your GP practice on the phone?	91	70
Q16: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	80	70
Q17: If you need to see a GP urgently, can you normally get seen on same day?	84	70
Q19: How easy is it to book ahead in your practice?	100	70
Q23: How do you rate seeing a particular doctor?	71	70

Q25: How do you rate seeing any doctor?	80	75
Q27: How do you rate waiting for a consultation?	83	65
Q32: How good was the last nurse at putting you at ease?	94	90
Q33: Giving you enough time?	93	90
Q34: Listening to you?	93	90
Q35: Explaining your condition and treatment	92	90
Q36: Involving you in decisions about your care?	86	90
Q37: Providing or arranging treatment for you?	89	89
Q38: Would you be completely happy to see this nurse again?	97	90
Q39: How well does the practice help you to understand your health problems?	94	90
Q40: Cope with your health problems?	87	89
Q41: How well does the practice help you to: Keep yourself healthy	89	89