

The page features an abstract graphic design in shades of blue. It includes three concentric circles of varying sizes: a large one in the top right, a medium one in the center, and a large one in the bottom right. Thin blue lines intersect these circles and extend across the page. The text is positioned on the left side.

# **Patient satisfaction questionnaire practice report**

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September 2012**

## Introduction

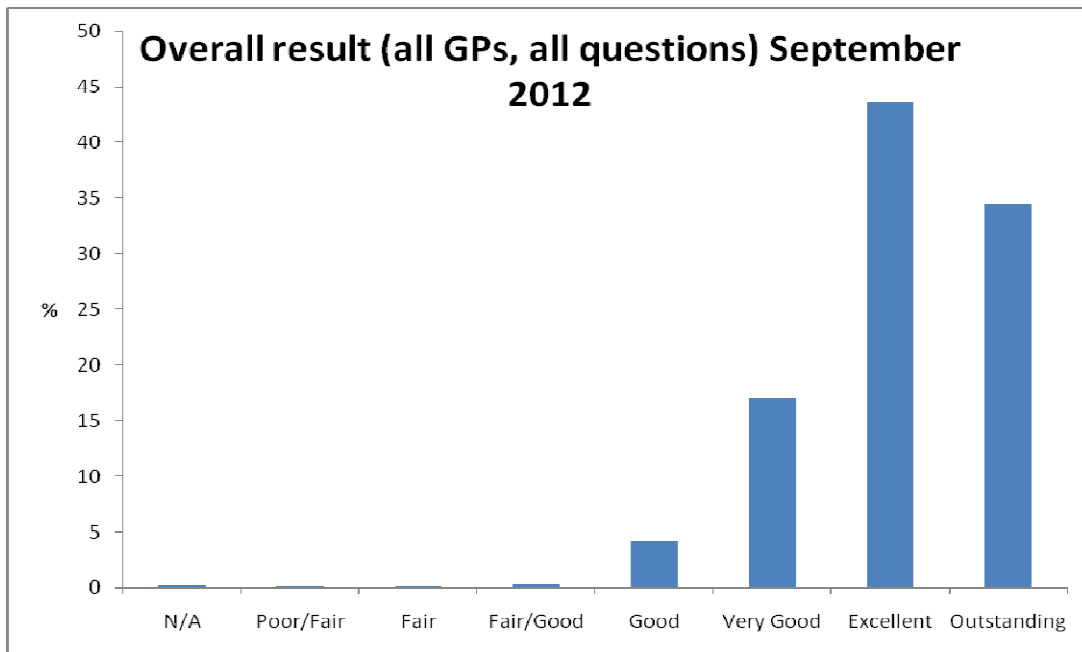
This report includes analysis of 300 patient satisfaction questionnaires (PSQ) undertaken throughout 2012. These were for Dr. Julian Barrell (JPB), Dr. Paul Bunyan (PAB), Dr. Emily Crosse (EC), Dr. Catherine Evans (CE), Dr. Susanna Everitt (SMAE), Dr. Catherine Frampton (CF) and Dr. Andrew Havercroft (ARH).

## Results

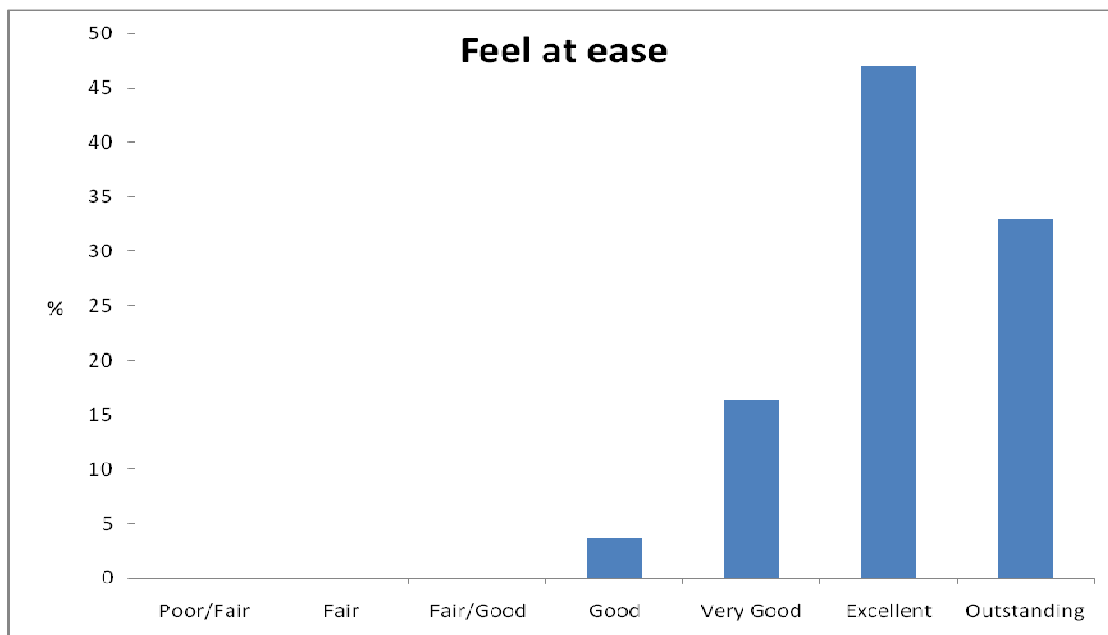
The questionnaires were collated and overall the practice achieved 99% good, very good, excellent or outstanding ratings. 95% were recorded as very good+ and 78% were excellent or outstanding.

All 8 parameters received a response of good or above 99% of the time.

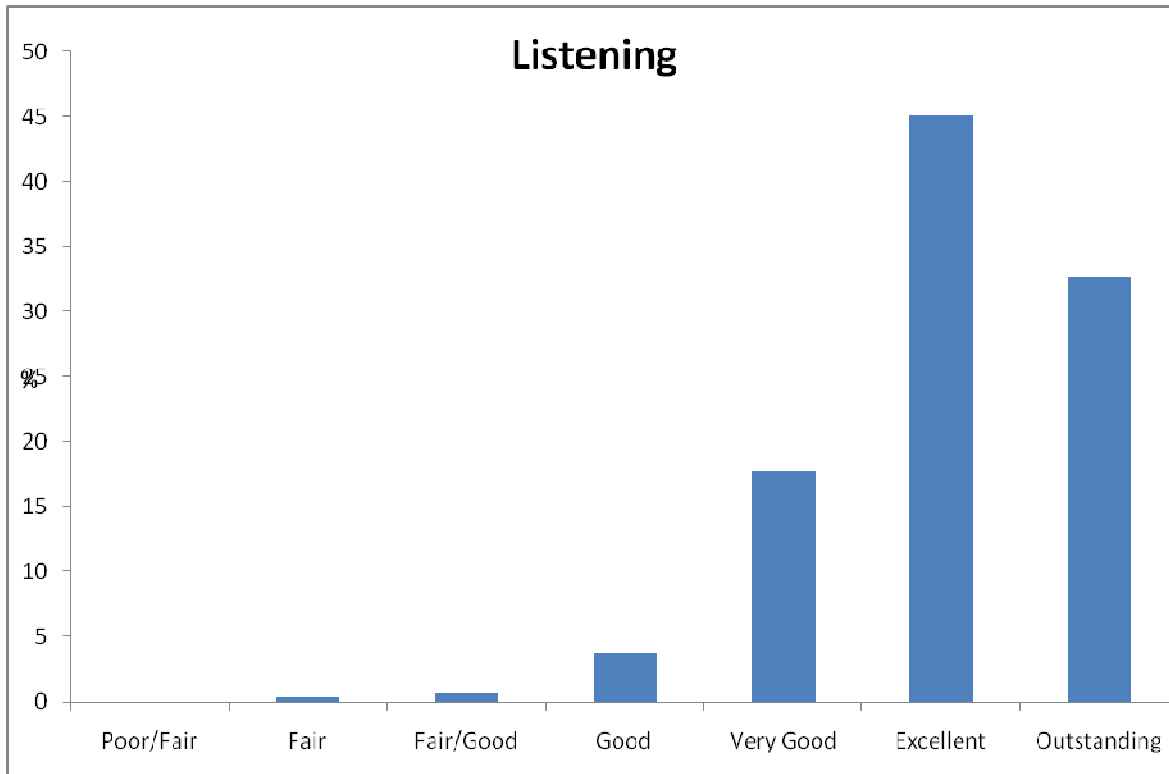
Graph 1: Overall result



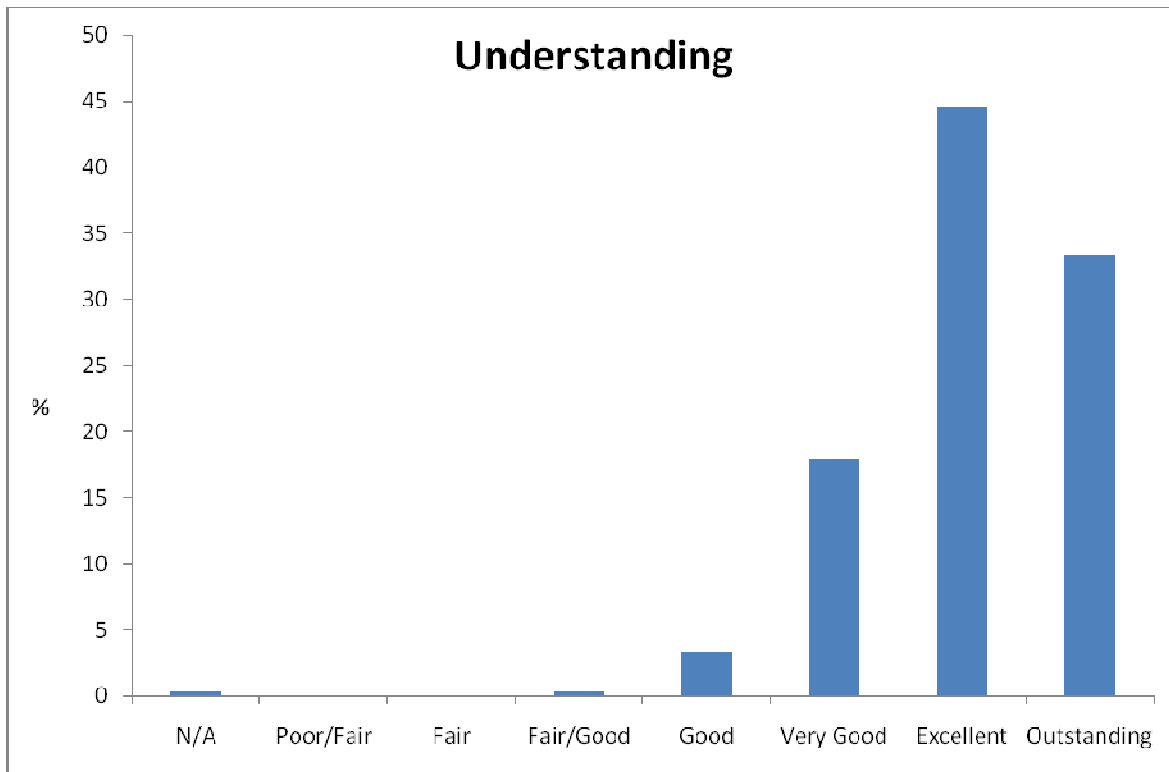
Results of the individual questions showed a high level of satisfaction across the practice. With regards to patients feeling at ease during the consultation 100% of patients said good or above.



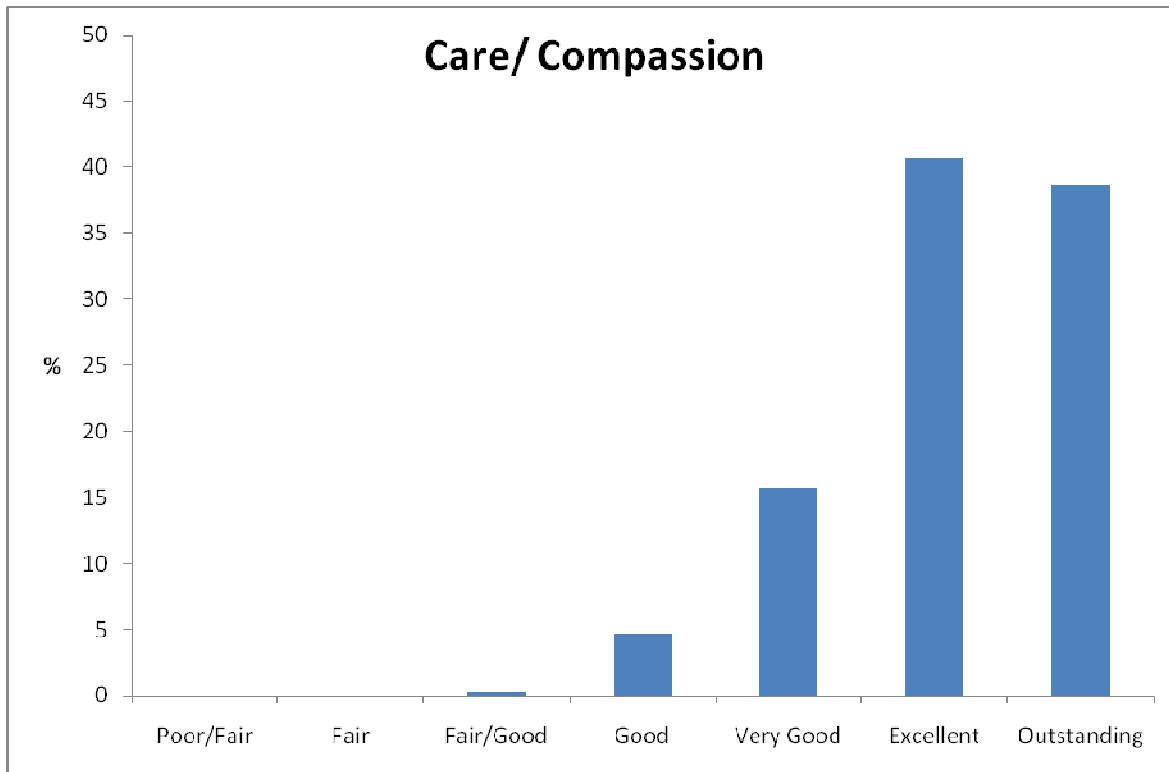
In terms of listening, 99% felt they were listened too in a good or better manner.



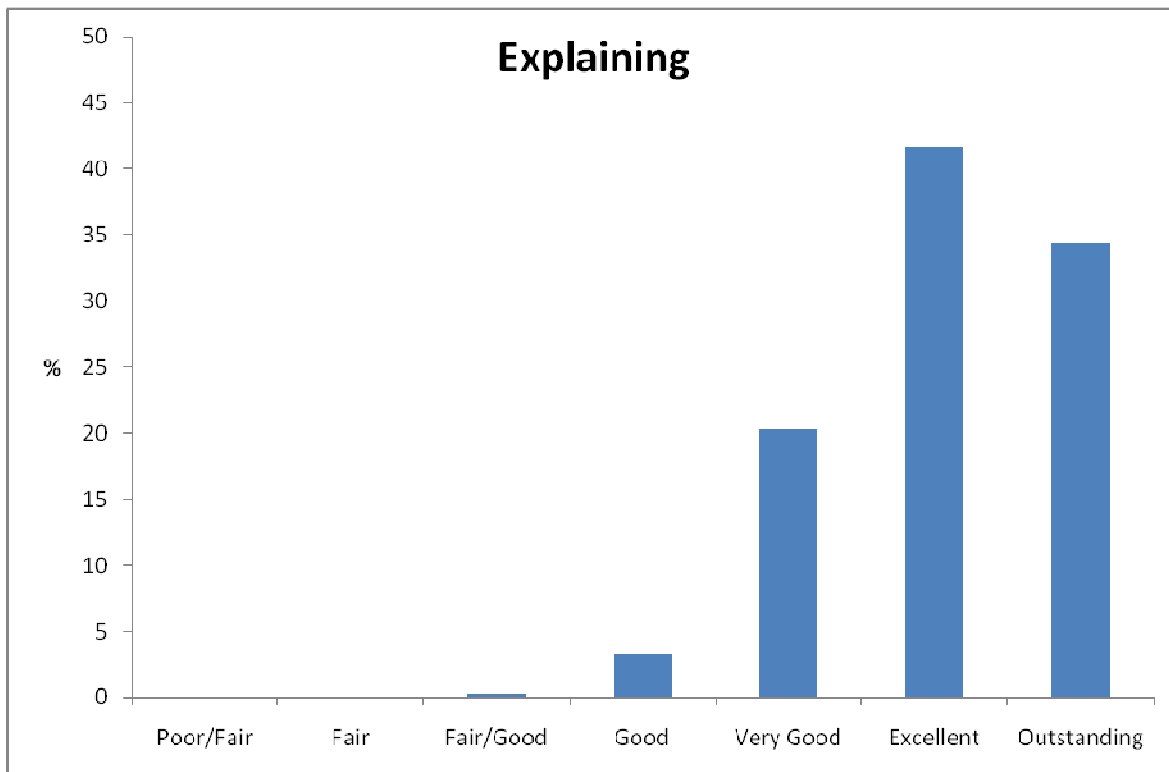
The question on how understood the patient felt showed a 0.9% increase from last year's report to 99.3%.

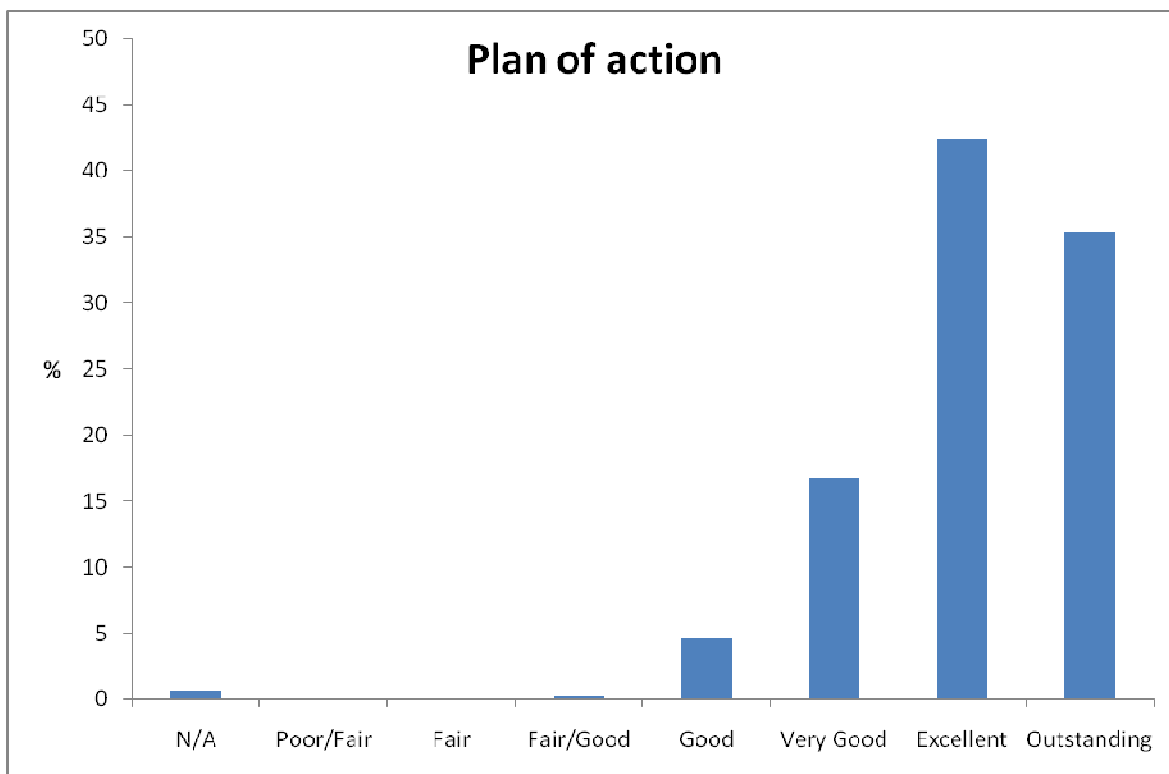
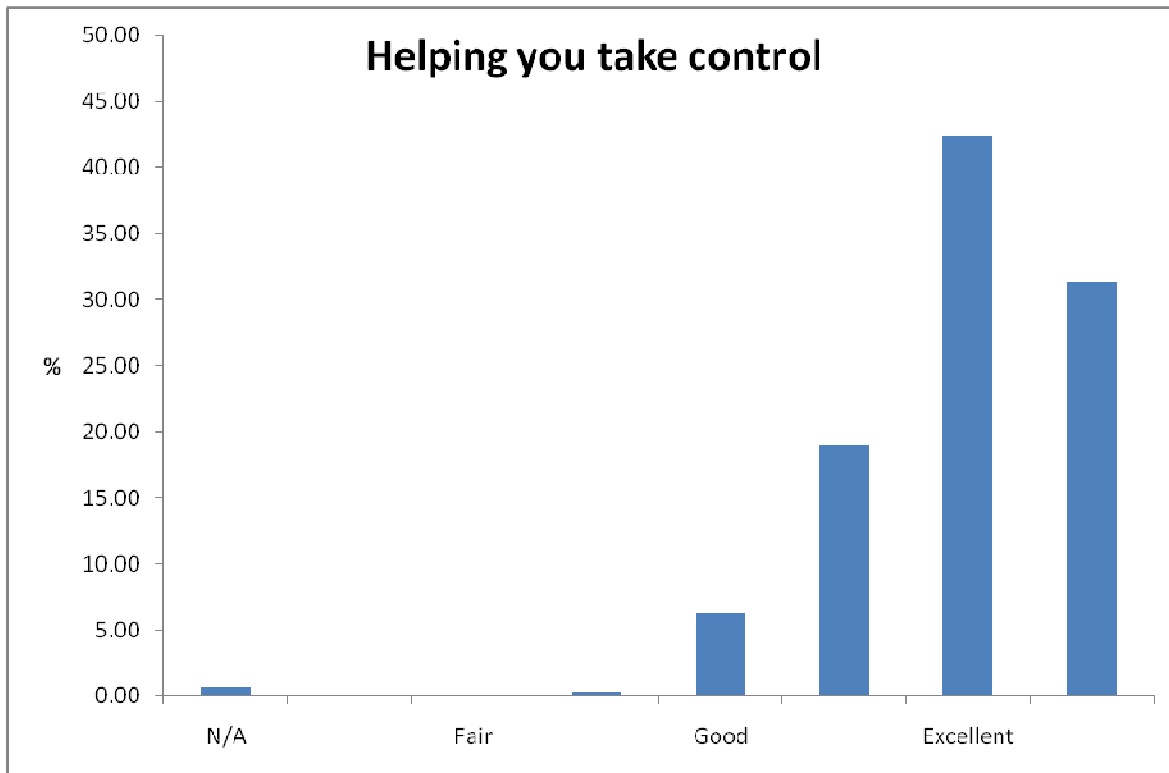


In terms of care and compassion 0% of patients rated their consultation poor/fair or fair. 99% were rated as good or better.

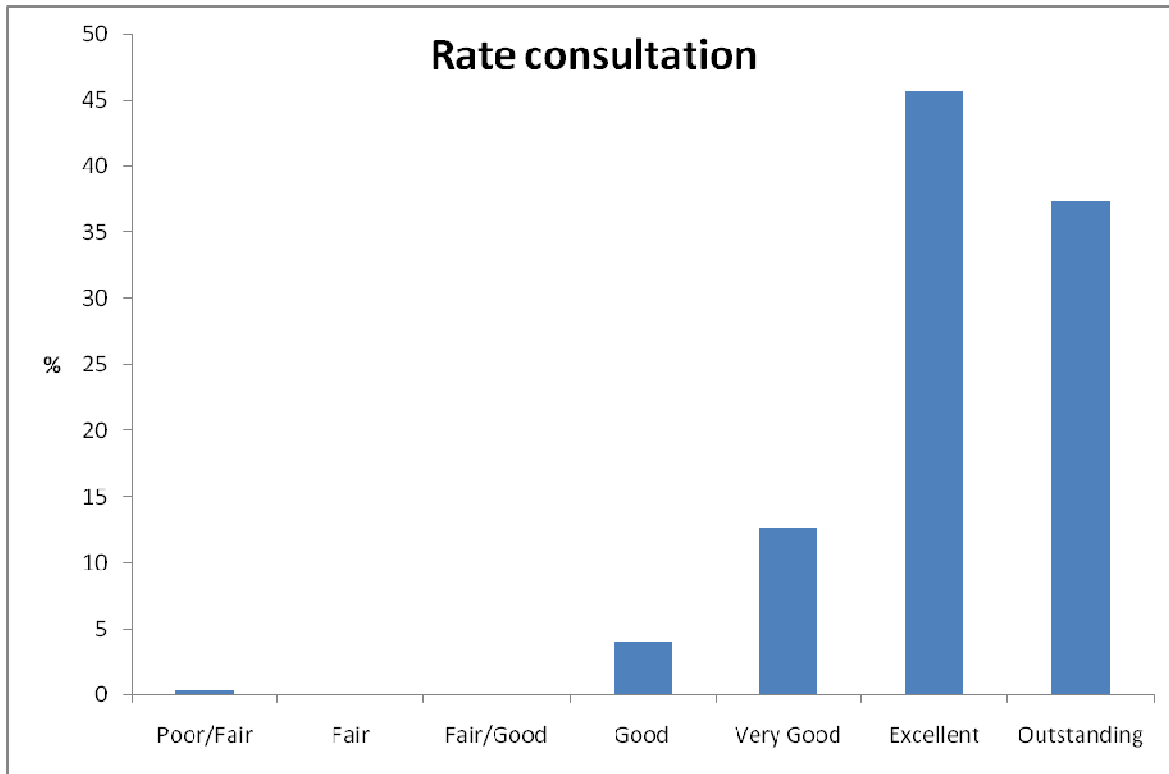


Questions relating to explaining, helping the patient take control and how the action plan was decided all received 99% at a level of good or above.





The last question related to the patients' rating of the consultation. Impressively 83% of the patients rated their appointment excellent or outstanding. 95% rated it very good or better. 99.7% good and above.



**Summary**

Overall the Upton Surgery PSQ has shown very high levels of patient satisfaction once again. This is most obviously demonstrated by 83% of the 300 appointments being rated excellent or outstanding. In all areas good or above ratings were received 99% of the time.

## Appendix 1

% for each question by answer

Question 1	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Feel at ease	0.00	0.00	0.00	3.67	16.33	47.00	33.00

Question 2	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Listening	0	0.33	0.67	3.67	17.67	45.00	32.67

Question 3	N/A	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Understanding	0.33	0.00	0.00	0.33	3.33	18.00	44.67	33.33

Question 4	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Care/ Compassion	0	0	0.33	4.67	15.67	40.67	38.67

Question 5	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Explaining	0	0	0.33	3.33	20.33	41.67	34.33

Question 6	N/A	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Helping you take control	0.67	0.00	0.00	0.33	6.33	19.00	42.33	31.33

Question 7	N/A	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Plan of action	0.67	0.00	0.00	0.33	4.67	16.67	42.33	35.33

Question 8	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Rate consultation	0.33	0.00	0.00	4.00	12.67	45.67	37.33

	N/A	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Overall	0.21	0.04	0.04	0.29	4.21	17.04	43.67	34.50

## **Appendix 2**

PSQ questions are detailed below. The patient is asked to choose one of the following answers: poor to fair, fair, fair to good, good, very good, excellent and outstanding.

1. Making you feel at ease (being friendly and warm towards you, treating you with respect, not cold or abrupt)
2. Really listening (paying close attention to what you are saying, not looking at the notes or the computer as you were talking)
3. Fully understanding your concerns (communicating that he/ she had accurately understood your concerns; not overlooking or dismissing anything)
4. Showing care and compassion (seemingly genuinely concerned, connecting with you on a human level; not being indifferent or “detached”)
5. Explaining things clearly (fully answering your questions, explaining clearly, giving you adequate information; not being vague)
6. Helping you take control (exploring with you what you can do to improve your health yourself; encouraging rather than lecturing you)
7. Making a plan of action with you (discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)
8. How would you rate your consultation with this doctor today?