

National Benchmarks

This table gives a more detailed comparison between practice scores and the National Benchmarks for each question in the General Practice Assessment Questionnaire for 2008

Question		Practice Score	Benchmark	Difference 2008	Difference 2007
Q2	Satisfaction with receptionists	85	75	+10	+10/85
Q3a	Satisfaction with opening hours	73	63	+10	+7/70
Q4b	Satisfaction with availability of a particular doctor	65	58	+7	+6/64
Q5b	Satisfaction with availability of any doctor	78	67	+11	+8/75
Q7b	Satisfaction with waiting times at the practice	61	53	+8	+4/57
Q8a	Satisfaction with phoning through to the practice	76	57	+19	+19/76
Q8b	Satisfaction with phoning through to the doctor for advice	77	56	+21	+8/75
Q9b	Satisfaction with continuity of care	74	66	+8	+5/74
Q10a	Satisfaction with doctor's questioning	83	75	+8	+4/80
Q10b	Satisfaction with how well doctor listens	84	77	+7	+4/81
Q10c	Satisfaction with how well doctor puts patient at ease	86	78	+8	+4/82
Q10d	Satisfaction with how much doctor involves patient	83	75	+8	+4/79
Q10e	Satisfaction with doctor's explanations	84	77	+7	+5/82
Q10f	Satisfaction with time doctor spends	79	73	+6	+5/78
Q10g	Satisfaction with doctor's patience	85	76	+9	+7/83
Q10h	Satisfaction with doctor's caring and concern	84	77	+7	+6/83
Q12a	Satisfaction with how the nurse listened to what you say	81	77	+4	+4/81
Q12b	Satisfaction with the quality of care the nurse provided	82	78	+4	+4/82
Q12c	Satisfaction with how well the nurse(s) explained your health	80	77	+3	+3/80

	problems				
Q13	Overall satisfaction with the practice	88			86

Significantly, all of the assessment areas scored either higher or remained the same as 2007. Overall satisfaction with the practice scored 86 in 2007 and 88 in 2008.

No assessment area was rated as being below the national benchmark figures.