

This table gives a more detailed comparison between the practice scores and the National Benchmarks for each question in the General Practice Assessment Questionnaire for 2006.

Questions		Practice score	Benchmark	Difference
Q2	Satisfaction with receptionists	87.1	75	+12.1
Q3a	Satisfaction with opening hours	73.3	68	+5.3
Q4b	Satisfaction with availability of particular doctor	64.7	62	+2.7
Q5b	Satisfaction with availability of any doctor	76.1	72	+4.1
Q7b	Satisfaction with waiting times at practice	59.9	58	+1.9
Q8a	Satisfaction with phoning through to practice	78.9	60	+18.9
Q8b	Satisfaction with phoning through to doctor for advice	78.9	62	+16.9
Q9b	Satisfaction with continuity of care	76.1	72	+4.1
Q10a	Satisfaction with doctor's questioning	88.7	82	+6.7
Q10b	Satisfaction with how well doctor listens	91.1	84	+7.1
Q10c	Satisfaction with how well doctor puts patient at ease	89.1	85	+4.1
Q10d	Satisfaction with how much doctor involves patient	87.8	82	+5.8
Q10e	Satisfaction with doctor's explanations	89.9	84	+5.9
Q10f	Satisfaction with time doctor spends	88	81	+7
Q10g	Satisfaction with doctor's patience	90.5	85	+5.5
Q10h	Satisfaction with doctor's caring and concern	90.9	85	+5.9
Q11a	Ability to understand problems or illness	75.2	69	+6.2

Q11b	Ability to cope with your problems	68.1	66	+2.1
Q11c	Ability to keep yourself healthy	62	61	+1
Q12	Overall satisfaction with services	87	81	+6