

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 2007.

Questions		Rating	Benchmark	Difference
Q2	Satisfaction with receptionists	85	75	+10
Q3a	Satisfaction with opening hours	70	63	+7
Q4b	Satisfaction with availability of particular doctor	64	58	+6
Q5b	Satisfaction with availability of any doctor	75	67	+8
Q7b	Satisfaction with waiting times at practice	57	53	+4
Q8a	Satisfaction with phoning through to practice	76	57	+19
Q8b	Satisfaction with phoning through to doctor for advice	75	56	+19
Q9b	Satisfaction with continuity of care	74	66	+8
Q10a	Satisfaction with doctor's questioning	80	75	+5
Q10b	Satisfaction with how well doctor listens	81	77	+4
Q10c	Satisfaction with how well doctor puts patient at ease	82	78	+4
Q10d	Satisfaction with how much doctor involves patient	79	75	+4
Q10e	Satisfaction with doctor's explanations	82	77	+5
Q10f	Satisfaction with time doctor spends	78	73	+5
Q10g	Satisfaction with doctor's patience	83	76	+7
Q10h	Satisfaction with doctor's caring and concern	83	77	+6
Q12a	Satisfaction with how the nurse listened to what you say	81	77	+4

Q12b	Satisfaction with the quality of care the nurse provided	82	78	+4
Q12c	Satisfaction with how well the nurse(s) explained your health problems	80	77	+3
Q13	Overall satisfaction with practice	86		