

Surrey Docks Health Centre	Practice Score %					PCT Average %					National Average %			
	2004	2005	2006	2007	2008	2004	2005	2006	2007	2008	2004	2005	2006	2007
Q2. Satisfaction with receptionists	77	75	71	74	77%	75	77	78	77	79%	70	70	75	75
Q3a. Satisfaction with opening hours	69	67	62	63	73%	62	64	65	65	69%	65	65	67	63
Q4b. Satisfaction with availability of particular doctor	41	46	45	53	58%	57	59	61	62	65%	58	60	58	58
Q5b. Satisfaction with availability of any doctor	53	59	57	58	68%	60	61	62	63	66%	67	70	68	67
Q7b. Satisfaction with waiting times at practice	36	40	37	41	46%	48	51	52	53	56%	51	51	56	53
Q8a. Satisfaction with phoning through to practice	61	58	56	56	58%	60	61	62	62	64%	62	62	59	57
Q8b. Satisfaction with phoning through to doctor for advice	59	57	59	60	63%	52	56	58	58	62%	55	55	59	56
Q9b. Satisfaction with continuity of care	66	67	63	65	67%	63	64	65	67	69%	68	68	68	66
Q10a. Satisfaction with doctor's questioning	82	82	82	79	82%	72	73	75	75	77%	74	74	79	75
Q10b. Satisfaction with how well doctor listens	83	84	83	81	84%	74	74	76	76	78%	75	75	81	77
Q10c. Satisfaction with how well doctor puts patient at ease	84	85	83	82	84%	74	75	76	77	79%	83	86	82	78
Q10d. Satisfaction with how much doctor involves patient	81	83	81	80	81%	71	72	74	74	77%	78	82	79	75
Q10e. Satisfaction with doctor's explanations	83	84	83	81	82%	72	74	76	76	78%	75	75	81	77
Q10f. Satisfaction with time doctor spends with patient	78	79	78	74	80%	68	69	70	71	74%	70	70	78	73
Q10g. Satisfaction with doctor's patience	82	83	81	80	82%	71	72	74	75	77%	74	74	81	76
Q10h. Satisfaction with doctor's caring and concern	83	83	81	80	83%	73	73	75	75	78%	74	74	82	77
Q12a. Satisfaction with how well the nurse listens to what you say	73	72	74	78	78%	72	73	73	74	75%	76	76	76	77
Q12b. Satisfaction with the quality of care nurse provides	74	74	75	79	79%	72	74	75	74	76%	78	78	78	78
Q12c. Satisfaction with how well the nurse explains problems/treatments	74	73	74	78	78%	72	73	74	74	76%	76	76	77	77
Q13. Overall satisfaction with practice	75	74	73	70	75%	73	74	75	76	77%	78	78	not reported	*