

Main table of mean scores as percentages, compared to the GPAQ benchmarks		
	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	78	77
Q3a. Satisfaction with opening hours	69	67
Q4b. Satisfaction with availability of particular doctor	61	60
Q5b. Satisfaction with availability of any doctor	66	69
Q7b. Satisfaction with waiting times at practice	73	57
Q8a. Satisfaction with phoning through to practice	66	59
Q8b. Satisfaction with phoning through to doctor for advice	65	61
Q9b. Satisfaction with continuity of care	71	69
Q10a. Satisfaction with doctor's questioning	85	81
Q10b. Satisfaction with how well doctor listens	89	84
Q10c. Satisfaction with how well doctor puts patient at ease	88	84
Q10d. Satisfaction with how much doctor involves patient	85	81
Q10e. Satisfaction with doctor's explanations	87	83
Q10f. Satisfaction with time doctor spends	84	80
Q10g. Satisfaction with doctor's patience	91	84
Q10h. Satisfaction with doctor's caring and concern	92	84
Q11a. Ability to understand problem after visiting doctor	76	69
Q11b. Ability to cope with problem after visiting doctor	73	66
Q11c. Ability to keep healthy after visiting doctor	67	62

Demographic of Respondants

		Number of responses
Q12. Sex	Male	11
	Female	19
Q13. Age	Up to 44 years old	11
	45 years old and above	19
	<i>Mean</i>	52
Q14. Long standing illness, disability or infirmity	Yes	17
	No	13
Q15. Ethnic group	White	29
	Black or Black British	1
	Asian or Asian British	0
	Mixed	0
	Chinese	0
	Other ethnic group	0
Q16. Accommodation status	Owner-occupied/ mortgaged	20
	Rented or other arrangements	10