**SHERBOURNE ROAD MEDICAL CLINIC**

***PAIS Practice Report Number of patients providing feedback: 153***

Distribution and frequency of ratings December 2022

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Question | Poor | Fair | Good | Very Good | Excellent | Blank |
| Q1 Making an appointment  | 3 | 10 | 31 | 44 | 64 | 1 |
| Q2 Telephone access to a doctor/nurse | 2 | 9 | 25 | 55 | 50 | 12 |
| Q3 Obtaining a home/other visit | 5 | 12 | 27 | 19 | 18 | 72 |
| Q4 After-hours service | 3 | 6 | 24 | 27 | 14 | 79 |
| Q5 See doctor/nurse of choice | 7 | 16 | 31 | 37 | 62 | 0 |
| Q6 Consultation and waiting area comfort | 0 | 3 | 29 | 54 | 64 | 3 |
| Q7 Availability of privacy | 0 | 4 | 17 | 38 | 73 | 21 |
| Q8 Waiting time in surgery | 5 | 21 | 56 | 47 | 21 | 3 |
| Q9 Satisfaction with consultation | 0 | 0 | 4 | 27 | 121 | 1 |
| Q10 Warmth of greeting | 0 | 0 | 2 | 17 | 134 | 0 |
| Q11 Ability to listen | 0 | 0 | 0 | 23 | 129 | 1 |
| Q12 Explanations | 0 | 0 | 2 | 26 | 124 | 1 |
| Q13 Reassurance | 0 | 0 | 3 | 25 | 124 | 1 |
| Q14 Confidence in ability | 0 | 0 | 1 | 20 | 131 | 1 |
| Q15 Able to express concerns/fears | 0 | 0 | 5 | 33 | 113 | 2 |
| Q16 Respect shown to patient | 0 | 0 | 0 | 18 | 135 | 0 |
| Q17 Time for visit | 1 | 0 | 5 | 26 | 120 | 1 |
| Q18 Consideration of personal situation | 0 | 1 | 1 | 28 | 120 | 3 |
| Q19 Concern for patient | 0 | 0 | 2 | 26 | 124 | 1 |
| Q20 Recommendation | 0 | 0 | 3 | 23 | 126 | 1 |
| Q21 Treatment by staff | 0 | 3 | 10 | 38 | 100 | 2 |
| Q22 Staff keep my information private | 0 | 0 | 10 | 34 | 101 | 8 |
| Q23 Information on fees | 2 | 2 | 16 | 53 | 75 | 5 |
| Q24 Opportunity for making complaints | 0 | 5 | 14 | 39 | 55 | 40 |
| Q25 Information on staying healthy | 1 | 5 | 13 | 52 | 69 | 13 |
| Q26 Coordination of my care | 0 | 3 | 11 | 44 | 89 | 6 |
| Q27 Respect of right to second opinion | 0 | 1 | 12 | 42 | 60 | 38 |
| Q28 Overall satisfaction with practice | 0 | 0 | 11 | 29 | 109 | 4 |