

Table 3

Q.1. Analysis of sub-groups, by gender, age & frequency of appointment, % of satisfaction (average scores)

	All resp.	Gender		Age			Appointments		
		men	womn	≤39	40-59	≥60	0-1	2-3	4+
1 Easy to make an appointment.	73.0	76.4	71.5	75.2	69.2	75.1	78.4	73.0	71.8
2 .Surgery opening hours convenient.	81.8	83.4	81.0	80.5	76.9	88.4	81.1	80.0	84.2
3 Reception staff helpful and friendly.	90.2	91.4	89.1	91.4	87.0	91.2	89.2	90.1	90.0
4 I do not have to wait too long.	69.8	71.7	68.1	63.7	67.3	77.2	76.1	69.5	66.8
5 Doctors & nurses give enough time.	88.6	90.0	87.7	89.0	89.0	87.2	91.4	87.4	89.0
6 Doctors & nurses give enough info.	88.6	90.8	87.6	88.5	87.5	89.7	91.4	88.0	88.6
7 Doctors & nurses understand condition.	88.2	88.4	87.9	88.8	86.8	88.9	93.0	87.7	87.4
8 Doctors interested in my general health.	87.0	89.2	86.0	85.4	86.9	87.9	93.5	85.1	87.0
9 Doctors involve me in decisions my care.	89.0	89.9	88.4	88.2	86.9	91.2	94.1	87.2	89.6
10 Follow-up to my consultation is good.	82.2	83.8	80.9	77.2	80.0	87.6	88.8	80.8	81.8
11 Staff welcome & act on my feedback.	79.0	80.8	77.6	76.3	76.3	83.0	85.7	78.5	77.8
12 I would recommend the Acorn Practice.	88.8	88.5	89.0	88.5	85.7	91.9	96.8	88.2	87.8
Average of averages	83.9	85.4	82.9	82.7	81.6	86.6	88.3	83.0	83.5
Sample size	279	84	180	84	91	90	37	113	111

Note: Sample sizes in sub-groups do not add up to 279, because some patients did not give their gender/ age/ frequency of appointments in the last 6 months.