

Criteria	Rank	Adelaide Street	Practice A	Practice B	Practice D	Practice E	Practice F	Practice G	Practice H	Practice I	Practice J	Practice K	Practice L	Practice M	Practice N	Practice O	Practice P	Practice Q	Practice R
Q13 Waiting time at surgery.	3	1.5	0.9	-0.7	-0.6	0.6	2.6	1.1	0.5	-5.4	0.7	-0.3	-4.8	-1.6	-3.4	1.4	-2.6	1.0	-2.9
Q1 Ease of getting into surgery building	4	1.3	0.3	0.3	0.1	-0.7	-3.1	1.0	-0.9	-1.1	0.5	1.2	0.1	-0.8	-6.2	0.2	0.7	1.6	0.0
Q14. Impression of waiting time at surgery.	5	1.6	0.1	0.9	-0.5	-2.3	2.3	2.0	-0.4	-5.8	1.1	1.1	-4.1	0.5	-2.1	0.0	-0.9	1.6	-1.8
Q2. Cleanliness of surgery	8	1.0	-0.2	2.8	0.0	-2.0	-0.8	0.0	1.6	-1.3	1.4	2.2	-0.1	-1.1	-3.7	-1.9	-0.9	-0.2	0.0
Q24a. Nurse giving enough time	8	0.7	-0.1	-0.2	-2.4	-1.5	-1.4	0.1	0.2	-1.1	0.9	1.9	-0.6	2.7	0.0	0.1	-1.9	-1.8	-2.2
Q24b. Nurse asking about symptoms	8	0.6	0.0	-0.4	-0.9	-1.0	-0.6	-0.6	0.3	-0.3	1.1	1.4	-0.3	2.2	0.5	0.4	-0.8	-0.8	-2.4
Q24c. Nurse listening to you.	9	0.7	0.0	-0.3	-1.1	-0.4	-1.1	-0.3	1.1	-0.4	1.3	1.7	-0.4	2.9	1.0	0.3	-0.8	-1.5	-2.2
Q20d. Dr. Explaining tests and treatments	11	0.2	-1.0	2.1	1.8	-0.8	-3.0	2.1	0.0	-0.6	1.2	0.6	-0.2	-0.4	-0.1	3.4	-1.3	1.9	-5.7
Q24e. Nurse involving you in decisions	11	0.1	-0.5	0.7	-1.1	-1.0	-0.7	-0.8	0.9	-0.9	1.7	1.4	-0.3	2.2	0.4	0.0	-0.8	-1.2	-2.9
Q24f. Nurse tting you with care and concern	11	0.0	-0.7	-0.4	-1.0	-0.9	-2.1	0.0	1.7	-1.5	0.6	1.3	-0.9	2.5	0.7	0.6	-1.8	-2.1	-2.8
Q20b. Doctor asking about symptoms.	12	0.0	-0.2	2.0	1.2	-1.3	-3.8	1.4	-1.1	-0.9	2.6	2.1	-0.9	0.6	-0.7	5.4	-0.9	2.6	-4.8
Q20e. Dr Involving you in decisions.	12	0.0	-0.7	1.8	0.8	-1.2	-2.9	1.7	-0.4	-1.1	2.8	2.2	-0.8	0.1	-0.2	5.5	-1.9	2.6	-5.2
Q24d. Nurse explaining tests and results	12	0.0	-0.4	0.1	-1.2	-0.2	-0.5	-1.3	1.7	-1.4	1.5	2.0	-0.7	2.8	0.4	0.6	-1.0	-1.5	-2.6
Q24g. Nurse taking your concerns seriously.	12	0.0	-0.7	0.1	-0.8	-0.6	-1.5	-1.0	1.4	-2.2	0.8	2.1	-0.6	2.7	0.3	0.9	-1.9	-1.9	-3.3
Q5b. Ease of speaking to Dr on the phone.	13	-0.4	2.5	-4.9	-1.6	-1.3	-3.9	5.0	-3.0	0.1	0.0	2.1	-2.2	-0.6	2.8	2.8	3.9	0.6	-2.8
Q17. Satisfaction with opening hours	16	-1.1	-0.6	1.8	-1.2	-1.0	-1.8	0.5	-0.5	-1.5	3.5	3.0	1.5	1.3	-3.2	3.8	-1.8	1.5	-3.5
Q20c. Doctor listening to you	16	-0.7	0.0	1.5	1.0	-1.1	-3.3	1.7	-1.1	-0.2	1.9	0.8	-0.5	0.2	-0.3	3.9	-1.1	2.3	-4.5
Q20f. Dr. Treating you with care and concern.	16	-0.9	-0.6	0.2	0.3	-0.8	-2.9	2.5	-0.9	-1.0	2.2	2.2	0.0	0.4	-0.6	5.0	-2.1	3.0	-5.2
Q20g. Doctor taking your concerns seriously.	16	-0.5	-0.3	0.5	0.1	-0.7	-1.8	0.8	-0.6	-0.5	1.2	1.0	-0.1	0.3	-0.3	2.4	-0.8	1.7	-3.3
Q5d. Ease of getting results on the phone.	19	-1.3	-0.3	0.7	0.6	-0.3	-1.1	-0.2	-2.1	0.5	-0.5	1.9	0.9	-1.7	-0.1	3.3	-1.8	0.1	-2.8
Q20a . Doctor giving enough time.	19	-1.5	-0.7	1.2	0.3	-1.3	-3.3	1.6	-1.3	-0.4	2.7	2.6	0.0	1.2	-0.4	4.7	-1.9	3.2	-4.4
Q20h. Confidence and trust in doctor	19	-1.8	-1.9	0.8	0.0	0.0	-2.5	1.1	-0.8	-0.2	2.2	2.3	-0.1	0.2	0.4	4.0	-0.9	2.1	-4.6
Q5c. Ease of speaking to nurse on the phone.	20	-1.5	2.2	-0.3	0.0	-0.4	-2.8	3.9	-1.7	1.8	-0.4	1.5	-0.1	4.1	2.4	1.9	1.5	-0.6	-2.3
Q23. Getting appt with nurse	20	-1.1	1.1	0.6	-0.3	-0.5	-0.5	-0.3	-1.7	0.5	0.5	-0.1	0.9	2.3	-2.8	0.9	-1.2	-0.6	0.0
Q4. Helpfulness of receptionist	21	-3.2	-1.3	0.0	0.0	0.4	-4.6	-1.1	-2.1	-1.4	-0.5	0.5	-1.9	1.8	0.0	2.0	-3.4	0.0	-2.0
Q18. Desire for surgery to open at different times.	21	-3.5	0.4	2.0	0.1	-0.3	-0.6	0.1	-1.7	-4.1	3.3	3.4	0.5	1.1	-4.7	4.8	-1.1	1.9	-0.7
Q6/7 Able to see Dr fairly quickly.	22	-4.9	-0.9	4.6	-7.0	-2.2	-3.9	5.4	-2.7	1.9	-1.7	3.2	-1.5	4.9	-0.8	3.2	-3.4	-1.5	-1.8
Q25. Overall satisfaction with surgery	22	-2.6	-0.8	1.4	-0.5	-0.1	-2.2	2.9	0.0	-0.2	1.9	4.0	-0.4	2.3	0.2	5.1	-1.3	1.9	-3.5
Q3 Overheard at reception	23	-2.2	-1.7	1.0	0.2	-1.1	-0.7	1.3	-0.5	1.4	0.0	3.0	-0.9	-1.9	-1.2	1.7	0.7	-1.6	-1.8
Q5a. Ease of getting through on the phone.	23	-6.3	-2.5	-5.8	-1.0	-0.9	-0.6	5.2	0.0	2.3	-6.2	1.3	-1.2	6.0	-1.9	6.5	0.0	-3.8	1.5
Q9/10. Able to book ahead	23	-6.3	-3.5	-2.1	-1.9	0.9	0.8	-4.3	0.2	1.5	-0.2	4.3	-0.8	2.3	1.2	4.1	2.3	2.5	-1.9
Average score		-1.04	-0.39	0.39	-0.54	-0.77	-1.69	1.02	-0.45	-0.76	0.91	1.87	-0.66	1.27	-0.72	2.48	-0.94	0.42	-2.66
Rank out of 23 practices		21	11	10	14	18	22	7	13	17	8	4	15	6	16	3	20	9	23

Criteria	Rank	Acelaide Street	Practice S	Practice T	Practice U	Practice v	Practice W
Q13 Waiting time at surgery.	3	1.5	-1.1	0.0	-3.2	6.5	1.0
Q1 Ease of getting into surgery building	4	1.3	-0.4	1.4	-2.7	2.8	0.7
Q14. Impression of waiting time at surgery.	5	1.6	-2.0	2.3	-3.0	3.5	-0.9
Q2. Cleanliness of surgery	8	1.0	0.8	2.7	-0.5	1.8	2.5
Q24a. Nurse giving enough time	8	0.7	-1.7	1.9	0.8	2.6	1.3
Q24b. Nurse asking about symptoms	8	0.6	0.0	2.1	0.9	2.7	1.4
Q24c. Nurse listening to you.	9	0.7	-0.4	2.3	0.4	3.2	1.8
Q20d. Dr. Explaining tests and treatments	11	0.2	-4.8	2.8	-1.0	2.7	1.2
Q24e. Nurse involving you in decisions	11	0.1	-0.5	2.5	0.3	2.9	1.6
Q24f. Nurse tting you with care and concern	11	0.0	-1.0	2.9	0.5	3.3	1.6
Q20b. Doctor asking about symptoms.	12	0.0	-4.1	3.3	-1.0	2.6	1.4
Q20e. Dr Involving you in decisions.	12	0.0	-4.2	3.7	-0.6	2.5	1.4
Q24d. Nurse explaining tests and results	12	0.0	-0.5	2.3	0.7	3.6	1.3
Q24g. Nurse taking your concerns seriously.	12	0.0	-1.0	2.8	0.2	2.9	1.4
Q5b. Ease of speaking to Dr on the phone.	13	-0.4	-1.1	6.1	-1.4	5.3	1.8
Q17. Satisfaction with opening hours	16	-1.1	0.0	2.2	-1.8	3.9	1.4
Q20c. Doctor listening to you	16	-0.7	-3.9	2.4	-0.7	2.0	1.2
Q20f. Dr. Treating you with care and concern.	16	-0.9	-4.7	3.6	-1.1	3.1	1.3
Q20g. Doctor taking your concerns seriously.	16	-0.5	-3.3	2.1	0.0	1.9	1.0
Q5d. Ease of getting results on the phone.	19	-1.3	0.0	2.7	0.6	3.2	0.7
Q20a . Doctor giving enough time.	19	-1.5	-4.1	3.0	-0.6	3.1	0.8
Q20h. Confidence and trust in doctor	19	-1.8	-4.9	2.5	-0.3	1.3	0.6
Q5c. Ease of speaking to nurse on the phone.	20	-1.5	-0.6	4.6	-0.4	6.5	2.7
Q23. Getting appt with nurse	20	-1.1	1.2	1.3	-0.3	2.8	1.6
Q4. Helpfulness of receptionist	21	-3.2	1.7	4.2	1.1	6.7	1.6
Q18. Desire for surgery to open at different times.	21	-3.5	1.9	-0.4	-2.1	4.0	0.5
Q6/7 Able to see Dr fairly quickly.	22	-4.9	2.8	4.5	-0.1	4.7	-0.9
Q25. Overall satisfaction with surgery	22	-2.6	-1.6	4.6	-1.2	4.8	2.6
Q3 Overheard at reception	23	-2.2	3.0	2.8	-0.2	5.4	1.1
Q5a. Ease of getting through on the phone.	23	-6.3	5.3	7.8	2.4	8.1	4.6
Q9/10. Able to book ahead	23	-6.3	2.6	3.0	1.4	2.3	0.1
Average score		-1.04	-0.86	2.90	-0.42	3.64	1.30
Rank out of 23 practices		21	19	2	12	1	5