

Patient Feedback Data for ANP 2

ANP 2 Page 1 of 2 45 questionnaires completed	Poor	Fair	Good	Very Good	Excellent	Blank/ spoilt	% Mean Score	% Min Bench mark	% Lower Quartile Bench mark	% Median Bench mark	% Upper Quartile Bench mark	% Max Bench mark
Q1 Satisfaction with visit	0	0	0	8	37	0	96	52	80	85	89	99
Q2 Warmth of greeting	0	0	0	6	39	0	97	44	82	86	91	99
Q3 Ability to listen	0	0	0	5	40	0	97	52	83	88	91	100
Q4 Explanations	0	0	0	6	39	0	97	52	81	85	89	99
Q5 Reassurance	0	0	0	6	39	0	97	48	79	84	88	99
Q6 Confidence in ability	0	0	0	7	38	0	96	48	81	86	90	99
Q7 Express concerns	0	0	7	8	36	0	94	43	81	85	89	99
Q8 Respect shown	0	0	0	5	40	0	97	45	85	89	93	100
Q9 Time for visit	0		0	9	36	0	95	49	80	84	88	98
Q10 Consideration	0	0	0	10	35	0	94	49	81	86	90	99
Q11 Concern for patient	0	0	0	7	38	0	96	51	81	86	90	99

ANP 2 Page 2 of 2	Poor	Fair	Good	Very Good	Excellent	Blank/ spoilt	% Mean Score	% Min Bench mark	% Lower Quartile Bench mark	% Median Bench mark	% Upper Quartile Bench mark	% Max Bench mark
Q12 Take care of myself	0	0	0	9	36	0	95	46	81	86	89	100
Q13 Recommendation	0	0	0	4	41	0	98	46	83	88	92	100