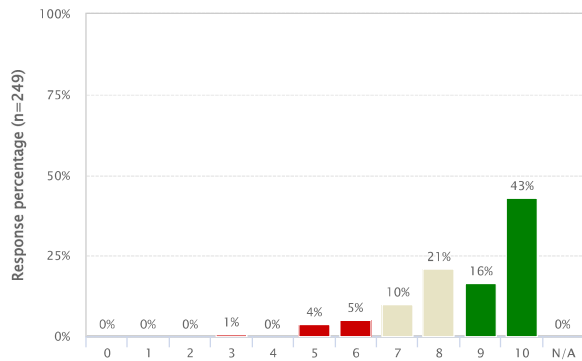




How likely would you be to recommend this practice to family and friends?



Net Promoter Score* (NPS)

Detractors	Passives	Promoters	Net Promoter Score
10% (n=24)	31% (n=77)	59% (n=148)	50

* NPS (Net Promoter Score) is a customer loyalty metric on a 0-10 rating scale, developed by Satmetrix Systems, Inc., Bain & Company and Fred Reichheld. NPS = (Promoters - Detractors) / Total responses.

Highest performing items

Item	Palmers Medical Centre 2024	General Practice
The clinical team respected me	72%	77%
The practice is clean and tidy	70%	79%
The physical aspects of the practice allow privacy and confidentiality	67%	73%
All my questions have been answered	67%	70%
The clinical team were caring and concerned about me as a person	67%	74%
I am confident my information will remain private and confidential	67%	75%
The reception staff are helpful	66%	74%
The clinical team paid attention to what I had to say	65%	74%
I am better able to make informed decisions about my health	64%	66%
I received enough information	63%	68%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Performance across six domains

Item	Palmers Medical Centre 2024	General Practice
Communication and interpersonal skills of admin staff	68%	76%
Interpersonal skills of clinical staff	68%	75%
Privacy and confidentiality	65%	73%
Provision of information	65%	68%
Continuity of care	53%	63%
Access and availability	42%	46%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Lowest performing items

Item	Palmers Medical Centre 2024	General Practice
Everything ran on time	32%	36%
I am able to see a doctor quickly when I need to	32%	42%
It is easy to make an appointment for a day and time that suits me	44%	47%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Suggestions for improvement

Everything ran on time

- Contact patients ahead of their appointment if there are particularly long wait times expected
- Provide estimated waiting time to patients on arrival
- Consider procedures to explain delays to patients

I am able to see a doctor quickly when I need to

- Keep a few spare appointments for urgent requests
- Communicate processes for handling urgent requests from patients

It is easy to make an appointment for a day and time that suits me

- Publish your calendar online so patients can see available times for each doctor
- Create a cancellation/waitlist notification system so cancelled appointments can be filled and more patients can be accommodated