

The Dissatisfaction Index

A recent study in the *British Medical Journal* analyzed data gathered from general practice research studies and quality assessment activities undertaken by practices and primary care trusts. Results provide an intriguing glimpse into patterns of patient satisfaction with standards of access:

■ Waiting time for appt. with specific doctor (days)

■ Office waiting-room time (minutes)

While this analysis addresses patient satisfaction with general practitioners, many chiropractors likely face a similar scenario in their practices. These results underscore the value of efficient delivery of care.

SOURCE: Bower P, Roland M, Campbell J, Mead N. Setting standards based on patients' views on access and continuity: secondary analysis of data from the general practice assessment survey. *British Medical Journal*, February 2003;326, pp.258-62.

