

Your patient feedback

Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1) 1

Patient comments

From the free text component of the Friends and Family Test question 2

Patient demographics

Frequency and percentage distribution of responses by demographic category (table 3) 3

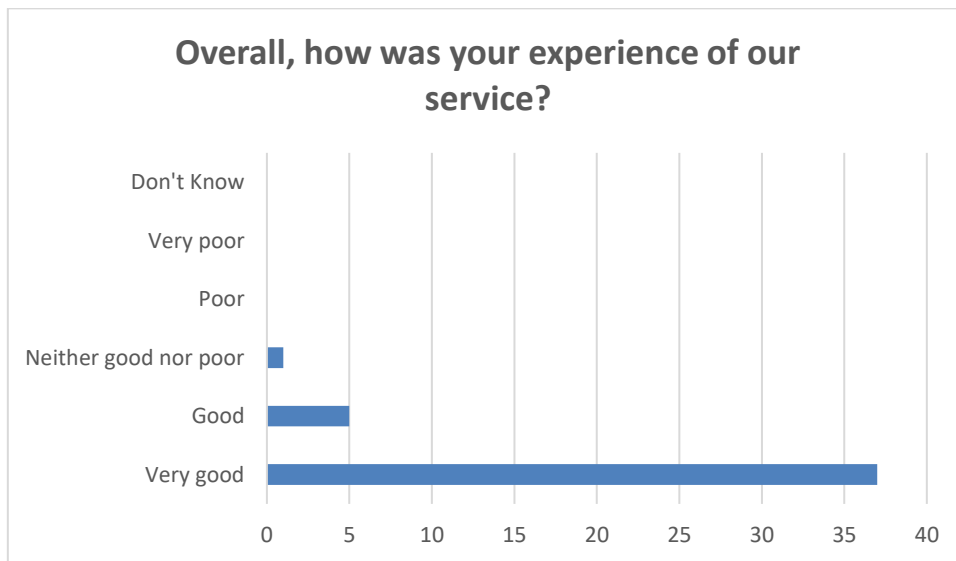
Patient comments

Thinking about this GP practice - Overall, how was your experience of our service?

Table 1

Response scale	Number of responses	Percentage of responses*
Very good	37	86%
Good	5	12%
Neither good nor poor	1	2%
Poor	0	0%
Very poor	0	0%
Don't Know	0	0%
Total responses to this question	43	100%

* May not add up to 100% due to rounding



98% of patients who responded to this question rated their overall experience of your service as 'Very good' or 'Good'

The sum of the 'Very good' and 'Good' percentage of responses in Table 1 may not equal the percentage in the grey box above due to rounding.

Of those 43 patients who answered the Friends and Family Test question, 43 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Patient comments

The following comments are from patients who indicated that they are happy for these to be made public. All comments are included in their entirety but all attempts have been made to remove details which could identify specific patients or practitioners.

Please tell us about anything that we could have done better:

It is all good

Everything is going well

This moment all good

Everything is good, Thank you

Wait time could be shorter if possible

Provide more online services like for small things talk on call pre booked appointments

Nothing, blood test was quick and painless

Receptionist should not ask reason for wanting to see doctor so openly. It makes everyone very uncomfortable there could be a better way of asking

Very good, easy to see a doctor specially in the morning

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	23	53%
Male	20	47%
Prefer to self-describe	0	0%
Blank	0	0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	2	5%
16-24	8	19%
25-34	11	26%
35-44	6	14%
45-54	6	14%
55-64	4	9%
65-74	3	7%
75-84	3	7%
85+	0	0%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	10	23%
Mixed/multiple ethnic groups	0	0%
Asian/Asian British	28	65%
Black/African/Caribbean/Black British	5	12%
Other ethnic group	0	0%

Table 5: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses
Yes, limited a lot	4	9%
Yes, limited a little	9	21%
No	30	70%

* May not add up to 100% due to rounding