

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

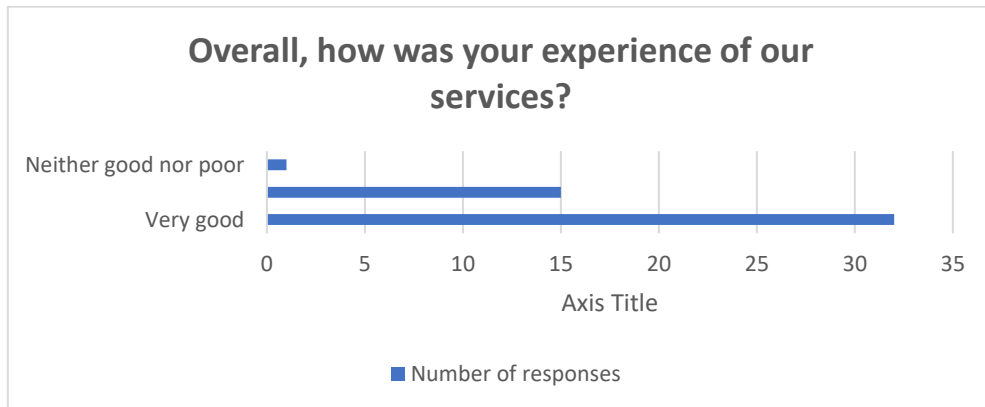
Patient comments

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	32	67%
Good	15	31%
Neither good nor poor	1	2%
Poor	0	0%
Very poor	0	0%
Don't Know	0	0%
Total responses to this question	48	100%

* May not add up to 100% due to rounding



96% 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 48 patients who answered the Friends and Family Test question, 48 (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:

I am very much okay with services, no issues.

The best surgery

Give patient the time to explain their problems.

Be more sensitive to patient needs.

I have nothing that requires changes to address.

Quick decision

Waiting time could be shorter.

None

I think the walk-in, plus afternoon bookable system works very well. I don't know why other surgeries do not adopt it. I feel it is most efficient use of both patient and doctor times, you never have to wait very long + the number of missed, late appointment with after time appointment time systems create lot of waste. I am a business efficiency consultant, in my job and I do think this is to be commended and rolled out across the rest of the NHS, where it is a big struggle getting an appointment. Well done!

This service (Open Door) is excellent, all surgeries should be operate under model. It should lead the way for GP fascinated doctor thorough & quick. Patient come first at this surgery so well organise role model for NHS. This surgery is fantastic. All GP superb. Should prate under this way so efficient and showed it can be done to a very high standard of patient care.

Can you please add a reward for example if a kid finishes their appointment maybe they could get some chocolate and sweet, I am 10.

No comments

Services are good. Respectful and very helpful

I am very happy with their services, and I hope you have a great day.

No

No

N/A

It's all good

Better or Good

Quick Decision

Quick Decision

Everything ok

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	25	52%
Male	23	48%
Prefer to self-describe		0%
Blank		0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	2	4%
16-24	2	4%
25-34	6	12%
35-44	11	23%
45-54	9	19%
55-64	5	10%
65-74	9	19%
75-84	2	4%
85+	2	4%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	3	6%
Mixed/multiple ethnic groups	1	2%
Asian/Asian British	37	77%
Black/African/Caribbean/Black British	6	12%
Other ethnic group	1	2%

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

	Number of responses	Percentage of responses
Yes, limited a lot	5	10%
Yes, limited a little	11	23%
No	30	62%
Patient left it blank	2	4%

* May not add up to 100% due to rounding