

Your patient feedback

Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1)	1
Cumulative and previous survey information (table 2)	2

Patient comments

From the free text component of the Friends and Family Test question	3
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Patient demographics

Frequency and percentage distribution of responses by demographic category (table 3)	4
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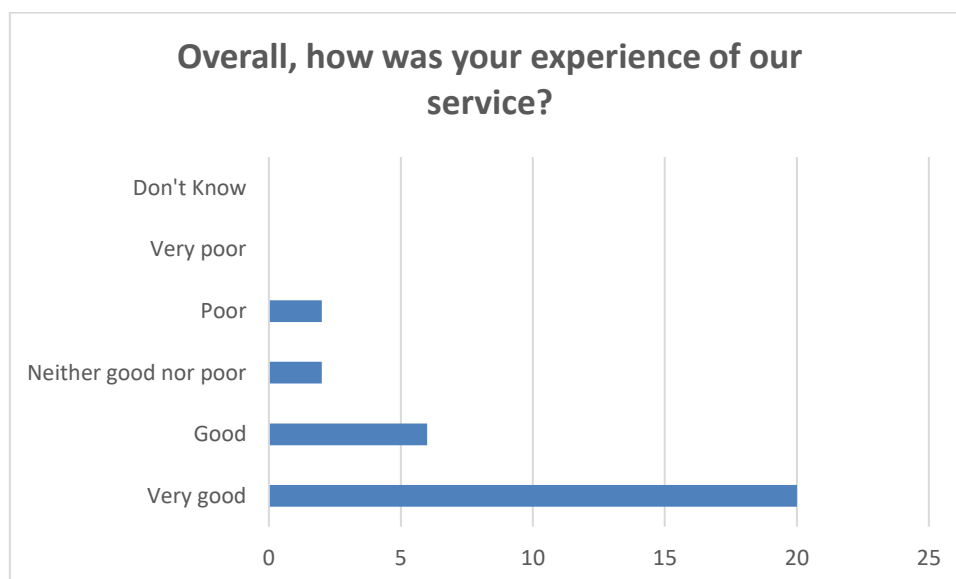
Frequency and distribution of ratings for the Friends and Family Test

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	20	67%
Good	6	20%
Neither good nor poor	2	7%
Poor	2	7%
Very poor	0	0%
Don't Know	0	0%
Total responses to this question	30	100%

* May not add up to 100% due to rounding



87% 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 30 patients who answered the Friends and Family Test question, 30 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Frequency and distribution of ratings for the Friends and Family Test

Table 2

			Frequency and distribution of ratings					
	Total responses to Q1	Percentage of patients responding 'very good' or 'good'	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Cumulative feedback*	522	95%	303	192	17	6	3	1
*This cumulative feedback is based on the sum of the previous month's survey data, as below (up to maximum of 12 months).								
April 2023	30	87%	20	6	2	2	0	0
March 2023	45	100%	33	12	0	0	0	0
February 2023	45	96%	24	19	1	1	0	0
January 2023	44	95%	24	18	2	0	0	0
December 2022	47	89%	28	14	4	1	0	0
November 2022	48	100%	28	20	0	0	0	0
October 2022	45	100%	26	19	0	0	0	0
September 2022	46	93%	28	15	3	0	0	0
August 2022	46	96%	23	21	1	0	1	0
July 2022	41	95%	22	17	2	0	0	0
June 2022	37	95%	20	15	1	0	1	0
May 2022	48	90%	27	16	1	2	1	1

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:

Keep to appointment times

Can't think of anything at this moment

Staff is excellent and doctors are really nice

More Doctors

More appointment availability

Excellent, thank yo all for everything you do

Your service is perfect

Put a female doctor in the tooting branch. The male doctor here tends to be in a rush

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 3: Gender

	Number of responses	Percentage of responses
Female	16	53%
Male	14	47%
Prefer to self-describe	0	0%
Blank	0	0%

Table 4: Age

	Number of responses	Percentage of responses
0-15	0	0%
16-24	1	3%
25-34	5	17%
35-44	6	20%
45-54	6	20%
55-64	6	20%
65-74	6	20%
75-84	0	0%
85+	0	0%

Table 5: Ethnic group

	Number of responses	Percentage of responses
White	3	10%
Mixed/multiple ethnic groups	2	7%
Asian/Asian British	12	40%
Black/African/Caribbean/Black British	11	37%
Other ethnic group	2	7%

Table 6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses
Yes, limited a lot	1	3%
Yes, limited a little	4	13%
No	25	83%

* May not add up to 100% due to rounding