

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

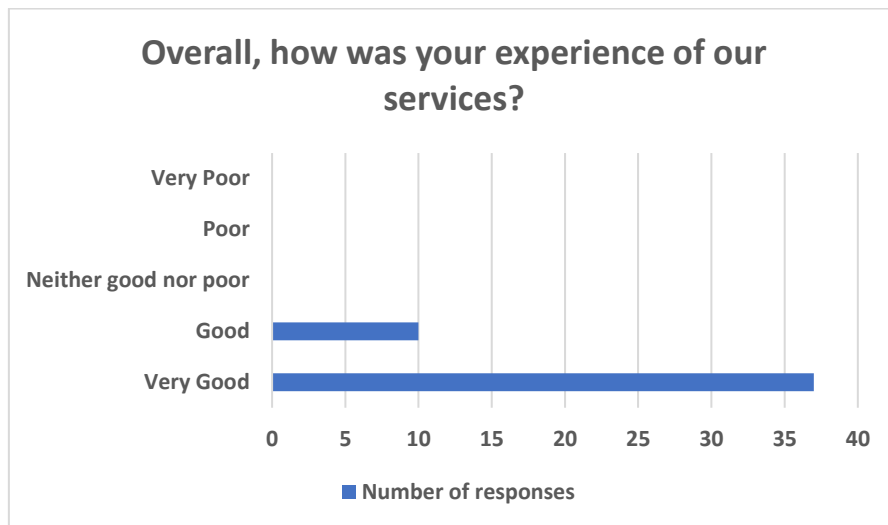
Frequency and percentage distribution of responses by demographic category (table 3) 3

Patient comments

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

Response scale	Number of responses	Percentage of responses*
Very good	37	79%
Good	10	21%
Neither good nor poor	0	0%
Poor	0	0%
Very poor	0	0%
Don't Know	0	0%
Total responses to this question	47	100%

* May not add up to 100% due to rounding



100% 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 47 patients who answered the Friends and Family Test question, 47 (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:

No comments

I am happy with the services.

N/A

Appointment time in evening could be a time clearer, other than that, all very good.

Maybe online booking system for PM appointments.

A weekly email system for updates.

Everything is very good & well organised.

Longer walk-in hours, reduce temperature in surgery, Television to occupy patient doing waits.

Always polite and I am seen by doctor or nurse.

Satisfied with you.

Well, nothing so far- the Open Door Surgery is very good, you don't have to be waiting for days or day.

Me and my family have been served in this surgery for years and the services is always good.

Service is very good no complaints.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	28	60%
Male	17	36%
Prefer to self-describe	2	4%

Table 3: Age

	Number of responses	Percentage of responses
0-15	5	11%
16-24	1	2%
25-34	6	13%
35-44	9	19%
45-54	7	15%
55-64	6	13%
65-74	9	19%
75-84	3	6%
85+	0	0%
Blank	1	2%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	1	2%
Mixed/multiple ethnic groups	2	4%
Asian/Asian British	29	62%
Black/African/Caribbean/Black British	15	32%
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	17	36%
No	25	53%
Patient left it blank	1	2%

* May not add up to 100% due to rounding