

February 2023

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**Your patient feedback**

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**Patient comments**

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

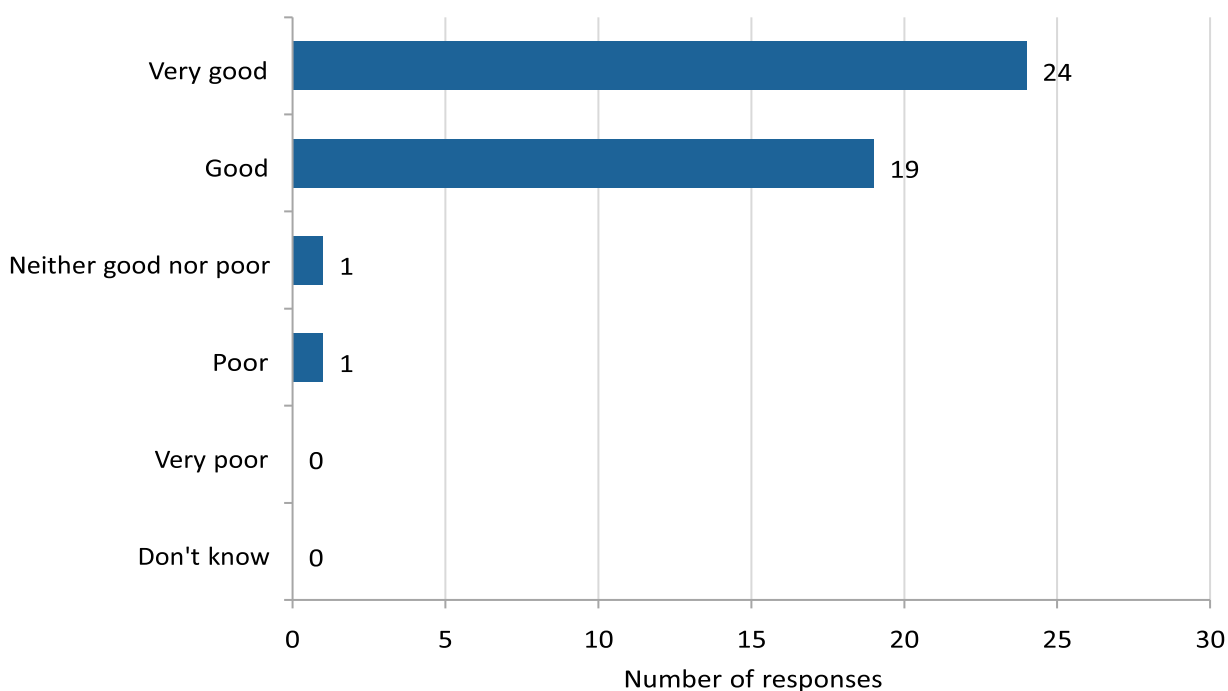
Frequency and percentage distribution of responses by demographic category (table 3)	4
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**Thinking about this GP practice – Overall, how was your experience of our service?**

Table 1

Response scale	Number of responses	Percentage of responses*
Very good	24	53%
Good	19	42%
Neither good nor poor	1	2%
Poor	1	2%
Very poor	0	0%
Don't know	0	0%
<b>Total responses to this question</b>	<b>45</b>	<b>100%</b>

\* 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 45 patients who answered the Friends and Family Test question, 45 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Frequency and distribution of ratings for the Friends and Family Test question

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*	489	95%	277	186	17	4	4	1
*This cumulative feedback is based on the sum of the previous month's survey data, as below (up to a maximum of 12 months).								
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
April 2022	42	93%	27	12	2	0	1	0

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:

- Nothing because all has been done.
- Get more doctors on site or see patient more quickly.
- Very good. 10/10.
- Appointment system. Not being able to choose specific doctors. Take away appointment system especially in evenings.
- Really liked how kind and personable one of the doctors was - helping to think through lifestyle solutions and medication short term and providing emotional support too. The surgery is a little bleak, some music could help!
- No appointment.
- Nice people (staff).
- If they can increase walk-in time for morning session.
- Nothing in mind.
- Everything is OK I think.
- Everything is very good.
- Listen to the patient.

#### Patient Demographics

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#### Frequency and percentage distribution of responses by demographic category

Table 3: Gender

	Number of responses	Percentage of responses*
Female	25	56%
Male	19	42%
Prefer to self-describe	0	0%
Blank	1	2%

Table 4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	4	9%
25 - 34	10	22%
35 - 44	8	18%
45 – 54	8	18%
55 - 64	3	7%
65 – 74	9	20%

75 – 84	2	4%
85+	0	0%
Blank	1	2%

Table 5: Ethnic group

	Number of responses	Percentage of responses*
White	12	27%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	19	42%
Black/African/Caribbean/ Black British	10	22%
Other ethnic group	3	7%
Blank	0	0%

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

	Number of responses	Percentage of responses*
Yes, limited a lot	3	7%
Yes, limited a little	8	18%
No	33	73%
Blank	1	2%

\* May not add up to 100% due to rounding