Friends and Family Test Report: March 2023

Number of patients providing feedback: 45

Your patient feedback

Patient comments

Patient demographics

Supporting documents   Sample questionnaire

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	33	73%
Good	12	27%
Neither good nor poor	0	0%
Poor	0	0%
Very poor	0	0%
Don't know	0	0%
Total responses to this question	45	100%

* May not add up to 100% due to rounding
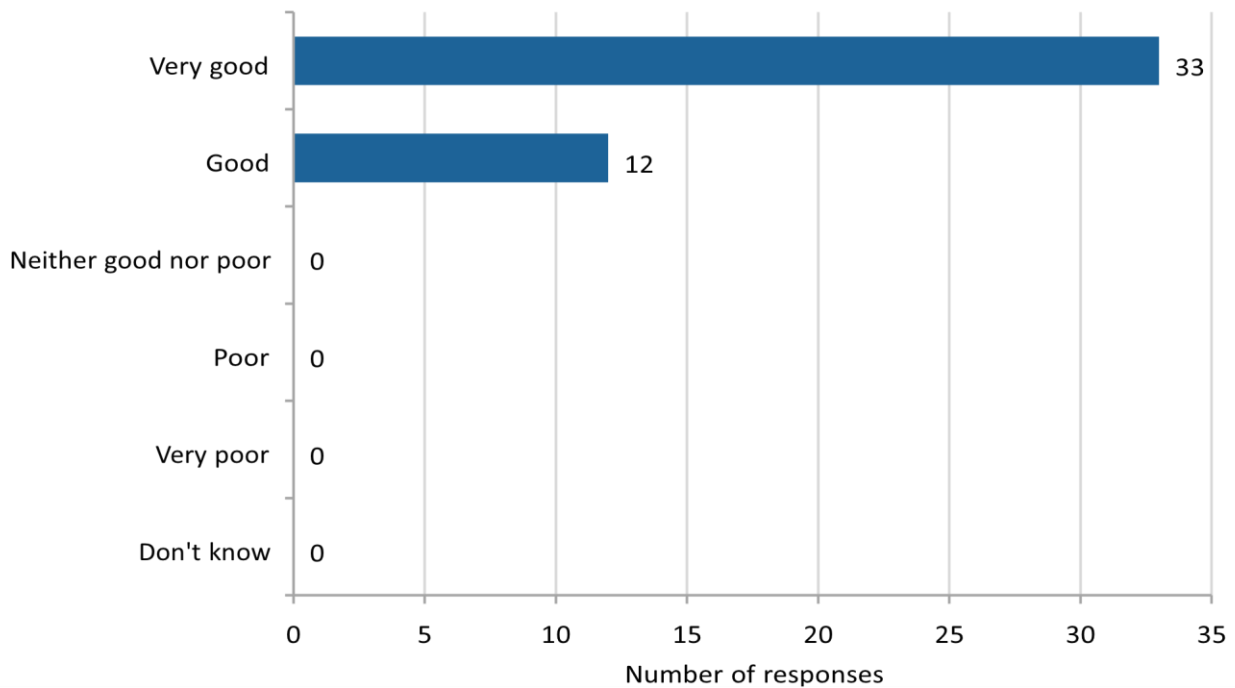
100% of patients who responded to this question rated their overall experience of your service as 'Very good' or 'Good'

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 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	Per res		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
Cumulative feedback*	492			283	186	15	4	3	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).

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:

- Email refill of medication so people don't have to travel.

- Everything is good.

- Excellent service.

- Fabulous service.

- I think the service is very good, maybe striving to reduce the waiting time, will help as this will reduce crowding in the waiting area.

- Longer consultation time.

- Not as I know of.

- Only wish doctors prescribe decent medicine.

- Phone appointments especially for quick/booking information.

- Updating clients if there is a delay in being seen.

- Very good.

- Very good.

- Wait time.

- Wait time.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 3: Gender

	Number of responses	Percentage of responses*

Female	30	67%
Male	15	33%
Prefer to self-describe	0	0%
Blank	0	0%

Table 4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	3	7%
25 - 34	9	20%
35 - 44	6	13%
45 – 54	11	24%
55 - 64	11	24%
65 – 74	4	9%
75 – 84	0	0%
85+	0	0%
Blank	0	0%

Table 5: Ethnic group

	Number of responses	Percentage of responses*
White	3	7%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	24	53%
Black/African/Caribbean/ Black British	16	36%
Other ethnic group	2	4%
Blank	0	0%

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

	Number of responses	Percentage of responses*
Yes, limited a lot	2	4%

Yes, limited a little	4	9%
No	38	84%
Blank	1	2%

* May not add up to 100% due to rounding