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)
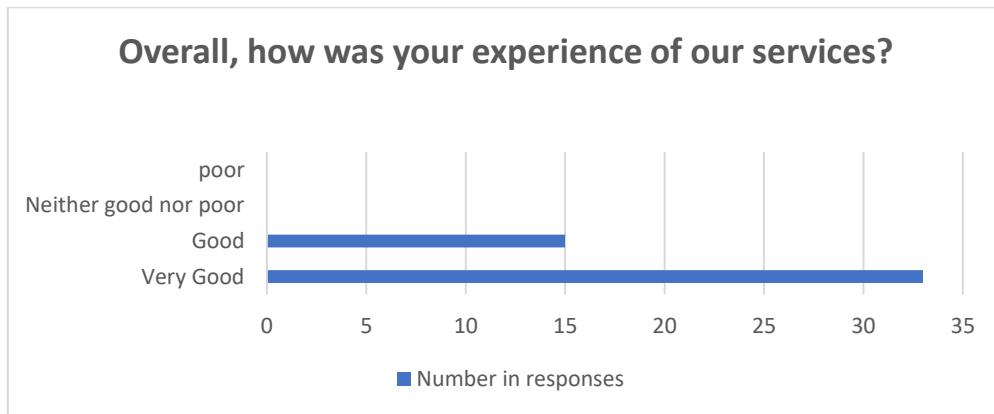
3

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	69%
Good	15	31%
Neither good nor poor	0	0%
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

98% 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:

Nothing

I am OK with the GP, but they should try to keep to time.

Everything is good service, just one request to choose to allow your favourite dr, whose checking regularly because every appointment different dr to explain your issues. Thank you.

All Good as my last surgery did nothing. Here I am checked for everything.

Our time for registration should be considered/reviewed as first it takes some time.

Walkin service is very good.

N/A

Everything excellent.

Smart Service!

I am pleased with it.

No.

It's always very busy, wait times can be quite long.

Incredible, clear and helpful.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	24	50%
Male	24	50%
Prefer to self-describe	0	0%
Blank	0	0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	4	8%
16-24	3	6%
25-34	7	15%
35-44	9	19%
45-54	8	17%
55-64	4	8%
65-74	8	17%
75-84	4	8%
85+	1	2%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	3	6%
Mixed/multiple ethic groups	2	4%
Asian/Asian British	26	54%
Black/African/Caribbean/Black British	14	29%
Other ethnic group	1	2%
Patient left it blank	2	4%

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

	Number of responses	Percentage of responses
Yes, limited a lot	4	8%
Yes, limited a little	13	27%
No	26	54%
Patient left it blank	5	10%

* May not add up to 100% due to rounding