

**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

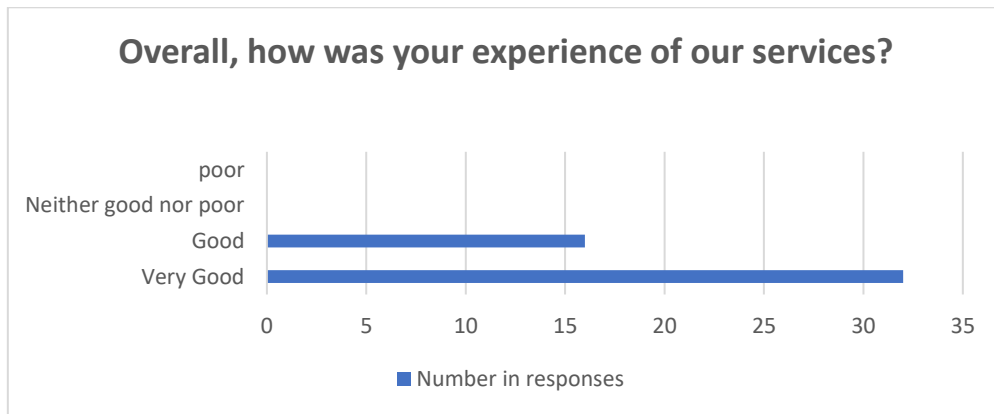
**Patient comments**

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

Table 1

Response scale	Number of responses	Percentage of responses*
Very good	32	67%
Good	16	33%
Neither good nor poor	0	0%
Poor	0	0%
Very poor	0	0%
Don't Know	0	0%
<b>Total responses to this question</b>	<b>48</b>	<b>100%</b>

\* 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:

*Reception staff is very nice and helpful.*

*Everything is excellent.*

*I am very happy with everything.*

*Waiting time too long.*

*I think that the surgery is great, and doctors are really nice and listening to you.*

*It's very good staff and good service. I really like to come here always make me happy in reception.*

*Nothing.*

*I hope to see the afternoon appointment return as I think at the moment, they have been a change.*

*Saturday appointment extended to 12:00.*

*Not really.*

*More seating in waiting room, some children books or wipeable toys.*

*Very satisfied with all the services pursued by this clinic thank you.*

*More space, spacious seating and cleaner bathroom.*

*Yes, the waiting time is very lone one.*

*You should do something about the waiting time.*

## 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	2	4%
16-24	5	10%
25-34	7	15%
35-44	6	13%
45-54	7	15%
55-64	5	10%
65-74	14	29%
75-84	2	4%
85+	0	0%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	4	8%
Mixed/multiple ethnic groups	4	8%
Asian/Asian British	14	29%
Black/African/Caribbean/Black British	21	44%
Other ethnic group	3	6%
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	2	4%
Yes, limited a little	14	29%
No	32	67%
Patient left it blank	0	0%

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