

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

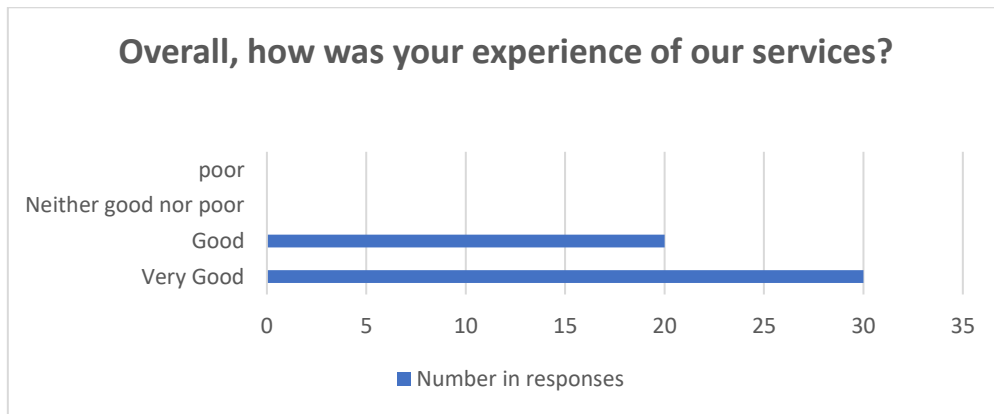
Patient comments

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	30	60%
Good	20	40%
Neither good nor poor	0	0%
Poor	0	0%
Very poor	0	0%
Don't Know	0	0%
Total responses to this question	50	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 50 patients who answered the Friends and Family Test question, 50 (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:

Waiting time to see the doctor can improve.

Have podiatrist here. Which they used to provide, provide here service for menopausal women some more experienced and trained.

They Always do treatment quickly. If I have any test they called to inform me.

If a patient is housebound, come home to see the patient. The practice can provide a psychologist. Someone they can talk too. Assure them.

Overall fine, me satisfied.

Have a more efficient walk in system. Perhaps very digital tools so people can come in, sign up then leave & come back 5 minutes before the doctor is ready (a text could be sent to inform them) rather than wait so long in the surgery. Also don't ask why we are in in front of everyone in the waiting room it can be uncomfortable.

The service of staff is excellent. Very co-operative

To extend few hours to see the GP in the afternoon please.

Nothing

Please need evening normal and Saturday.

Waiting time. We have to wait for long time of period. That's it.

Nothing at all!

The receptionist is really good. I'm not sure if it's a good idea to be divulging why we have come to see the doctor in public front office for all to hear.

It's all amazing.

Can not think of anything. I have always been treated well by all the Dr's and staff!

N/A

None

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	29	58%
Male	21	42%
Prefer to self-describe	0	0%
Blank	0	0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	0	0%
16-24	3	6%
25-34	10	20%
35-44	9	18%
45-54	15	30%
55-64	6	12%
65-74	3	6%
75-84	2	4%
85+	2	4%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	0	0%
Mixed/multiple ethnic groups	4	8%
Asian/Asian British	37	74%
Black/African/Caribbean/Black British	8	16%
Other ethnic group	1	2%
Patient left it blank	0	0%

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

	Number of responses	Percentage of responses
Yes, limited a lot	5	10%
Yes, limited a little	18	36%
No	26	52%
Patient left it blank	1	2%

* May not add up to 100% due to rounding