

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

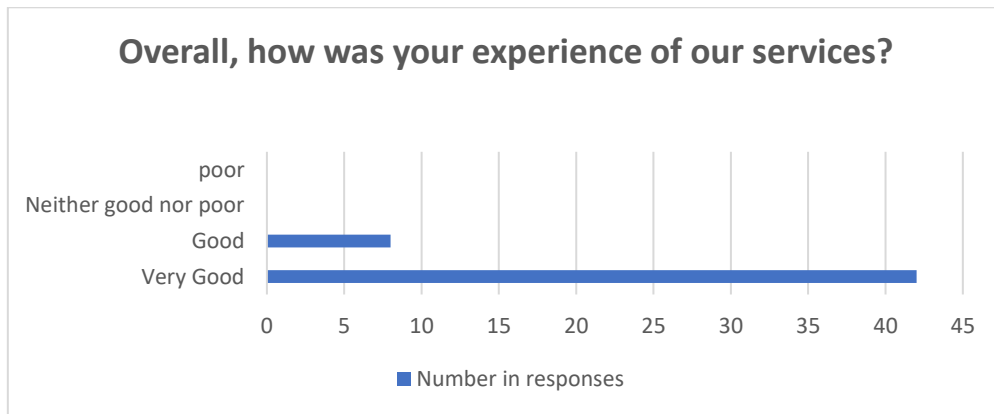
Patient comments

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	42	84%
Good	8	16%
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:

Confirm appointment time clearly.

Long timings.

Dr Isha Lowe is very nice respectable doctor.

Everything was good.

Please update me online on my phone, text or email.

Very quickly results.

Everything is perfect. Maybe just the waiting time can be less.

N/A

No issues.

Looking after patient very minutely and they do follow up if one's is serious for patient.

Sometimes I find there is very little time with GP to discuss several matters. Hope this can be improved to a little extra time.

Better communication with parents.

Nothing.

Very Good.

None as all my issue attended too.

Asking for the cause to see the doctor in public, it's a bit uncomfortable.

Dr Lowe is the best. She do very best treatment. I am really happy with her.

Because they take care of me very well. I am very very happy.

Dr Lowe in amazing as is Dr Sudesh. Dr Lowe especially her taken the time to explain clearly a refer when necessary.

Reception staff are just perfect.

Dr Lowe has been very good at explaining thorough to my children around any medical concern.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	25	50%
Male	25	50%
Prefer to self-describe	0	0%
Blank	0	0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	9	18%
16-24	4	8%
25-34	5	10%
35-44	7	14%
45-54	4	8%
55-64	8	16%
65-74	8	16%
75-84	3	6%
85+	2	4%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	1	2%
Mixed/multiple ethnic groups	1	2%
Asian/Asian British	38	76%
Black/African/Caribbean/Black British	9	18%
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	11	22%
Yes, limited a little	8	16%
No	31	62%
Patient left it blank	0	0%

* May not add up to 100% due to rounding