

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

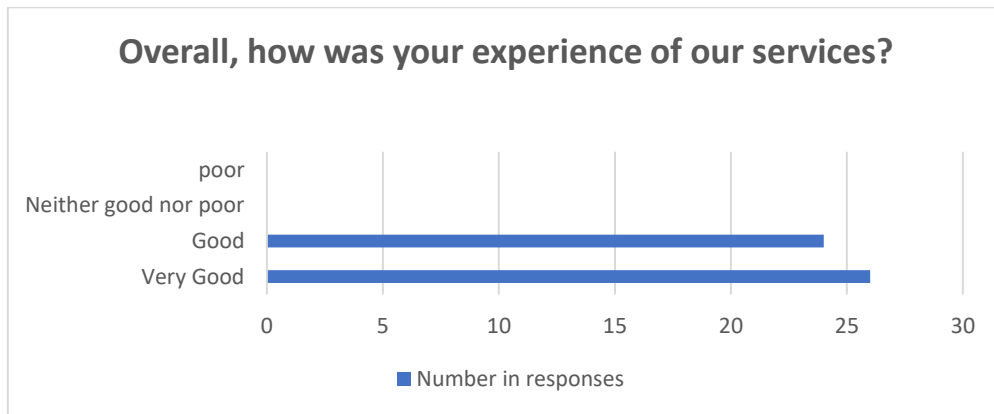
Patient comments

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	26	52%
Good	24	48%
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:

Very convenient to get to see the doctor.

More patient to doctor relationship.

The G are doing good. The Saturday time should be opened a bit longer stay up till 14:00 pm.

Sometimes appointment are a bit rushed. If they could lengthen the drop-in same day appointments as the waiting times are a bit too long.

Should be able to walk-in in the afternoon because some of us working in the morning.

Absolutely good service.

Everything is good.

Everything about surgery is very good but the wait time for some GPs is too much.

Asking for personal details the hearing of others.

Connection of check-ins between hospital and GP so the follow ups and revision appt. for chronic condition don't have to be done in hospital and GP. But extremely have with the practice!

None I can think of (having a mental health practitioner in the clinic)

Absolutely excellent service.

A bit longer time with GP for detailed consultation.

N/A

All is good.

Very Good.

I am always happy here.

Waiting time is long. Time with doctor sometimes short.

Satisfied with services.

We really miss Mr. S. Mittal. Why you say bring new doc. Not happy.

Please accept appointment for patient who comes far. I always come after drop kids to school and not manage to get appointment with Dr Lowe.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	26	52%
Male	24	48%
Prefer to self-describe	0	0%
Blank	0	0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	1	2%
16-24	1	2%
25-34	10	20%
35-44	10	20%
45-54	6	12%
55-64	10	20%
65-74	7	14%
75-84	3	6%
85+	2	4%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	3	6%
Mixed/multiple ethnic groups	0	0%
Asian/Asian British	32	64%
Black/African/Caribbean/Black British	12	24%
Other ethnic group	3	6%
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	6	12%
Yes, limited a little	16	32%
No	28	56%
Patient left it blank	0	0%

* May not add up to 100% due to rounding