

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

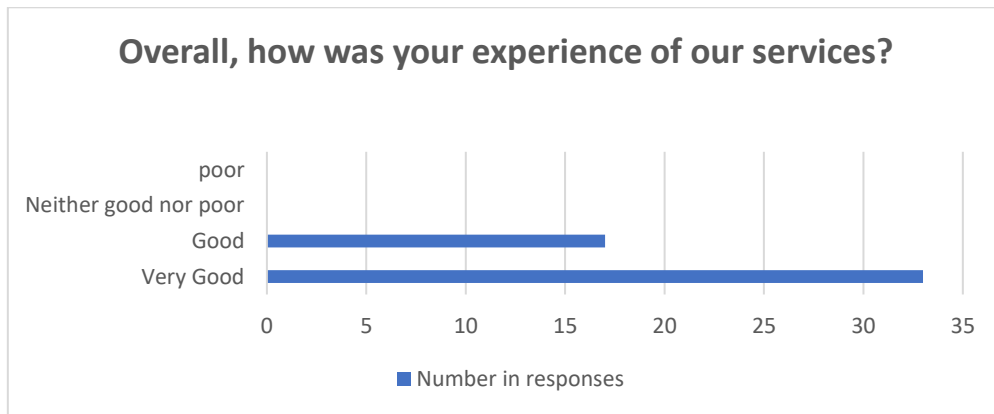
Patient comments

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	33	66%
Good	17	34%
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:

Your guys already doing very well.

Very good service.

Nothing, the surgery has improved so much over the last 7 years, everything has been modernised. May be nicer facilities next.

If the waiting time could be reduced as patients wait so long to access services.

If we have appointment they took they time to check.

By introducing walk in in Tooting centre.

Waiting time for doctor in afternoon too long even after booking appointment. Had appointment 2pm wasn't seen until 3pm.

If only there was a way of knowing what doctor are available on what days.

Everything is good.

N/A

More Flexibility for appointment booking for people who are working full time.

My treatment has been great, but I do think it would be good to have a nurse who knows how to do blood test if the patient has difficulty giving blood (just a suggestion) I am very happy with the care I received.

Nothing all is fine thank you.

None.

Good service in GP surgery.

Dr Lowe is brilliant!

Great service. The team could have been supported better with better NHS system.

I am happy with the service. No appointment system. But sometimes I find connection to a doctor over the phone is not possible straight away. We have to wait, maybe I don't know the procedure.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	30	60%
Male	20	40%
Prefer to self-describe	0	0%
Blank	0	0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	0	0%
16-24	2	4%
25-34	8	16%
35-44	11	22%
45-54	9	18%
55-64	8	16%
65-74	7	14%
75-84	4	8%
85+	1	2%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	2	4%
Mixed/multiple ethnic groups	1	2%
Asian/Asian British	32	64%
Black/African/Caribbean/Black British	10	20%
Other ethnic group	5	10%
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	14	28%
Yes, limited a little	9	18%
No	26	52%
Patient left it blank	1	2%

* May not add up to 100% due to rounding