

**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

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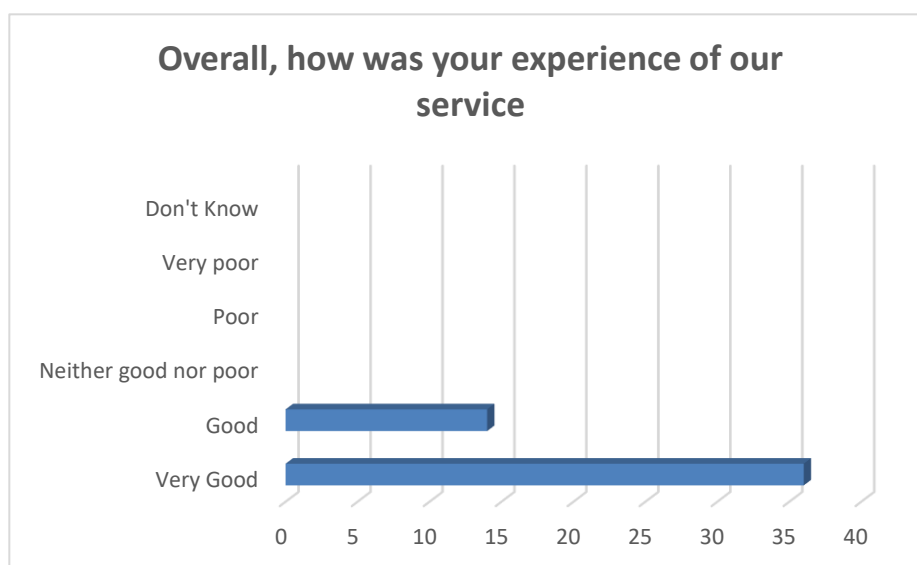
## Your patient feedback

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	36	72%
Good	14	28%
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>50</b>	<b>100%</b>

\* 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:

*So far very happy with the service.*

*Quick responds.*

*Nurse very professional and explained the health check in detail.*

*Nothing*

*Thank you for doing better service. I know why to thank you.*

*N/A*

*Digital booking in.*

*Everything is all right at the moment.*

*Little respect on the phone while talking.*

*Waiting time – nearly 1 hour late. Dr Rizwan is the most helpful Dr. I have seen in long time. Very attentive + helpful. Please thank him.*

*The length of waiting however I don't think it is up to you though.*

*Nothing I can think of at present.*

*Really helpful thanks.*

*My issue have been addressed promptly and wit the necessary tests.*

*The waiting area was extremely hot.*

*Time, waiting time.*

*I would have like if the practice was slightly clearer about what the nurse can do versus the doctor. I'll have to go back into the queue to see the doctor about the other issue.*

*Good*

**Frequency and percentage distribution of responses by demographic category**

Table 3: Gender

	Number of responses	Percentage of responses
Female	31	62%
Male	17	34%
Prefer to self-describe	1	2%
Blank	1	2%

Table 4: Age

	Number of responses	Percentage of responses
0-15	1	2%
16-24	3	6%
25-34	9	18%
35-44	14	28%
45-54	8	16%
55-64	4	8%
65-74	9	18%
75-84	0	0%
85+	2	4%

Table 5: Ethnic group

	Number of responses	Percentage of responses
White	6	12%
Mixed/multiple ethnic groups	0	0%
Asian/Asian British	33	66%
Black/African/Caribbean/Black British	9	18%
Other ethnic group	2	4%

Table 6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses
Yes, limited a lot	0	0%
Yes, limited a little	12	24%
No	36	72%
Blank	2	4%

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