

Your patient feedback

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Patient comments

From the free text component of the Friends and Family Test question 2

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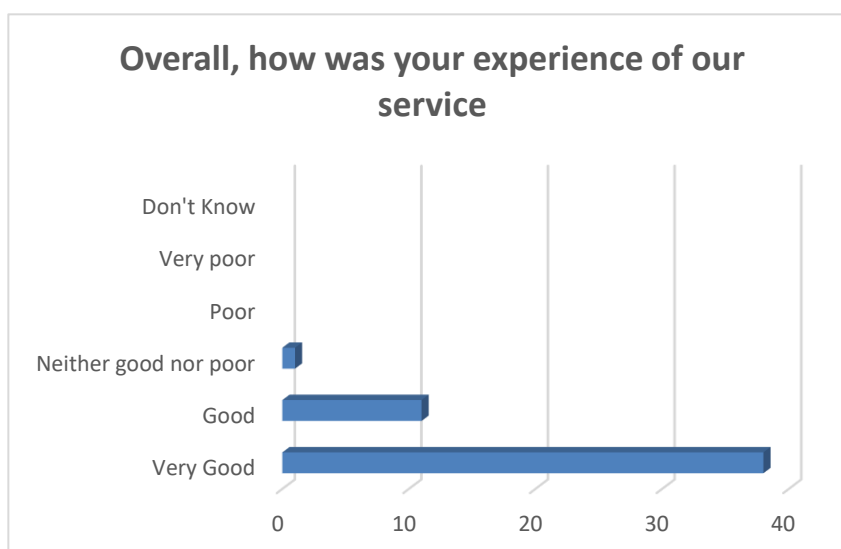
Your patient feedback

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	11	22%
Good	38	76%
Neither good nor poor	1	2%
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:

Reception staff very nice.

Waiting too long in afternoon for Dr Syed

Dr Syed was very thorough and gave attention to detail for me and my son. He gave fantastic advice for prevention and treatment and made it easy to understand.

More of a coordinate health plan, with people with severed health problems, so their can be a MD help and support also, a bit more privacy at reception as everyone can hear the reason why you are here. maybe checklist of illness.

More efficient booking system

More doctor available

GP appt need to be improved too long witing time.

GP need be more rapid.

Sometimes I feel a bit rushed when speaking to the doctors.

Personally everything is fine

So far so good.

Lack of communication, also staff need to be polite over telephone and clearly explain issues.

My experience with the staff and Dr Lowe has always been good.

I like the fact that you don't need an appointment it will be very good if you don't change.

Nothing

I have been a patient here for 20 years + and always been happy with the quality of care.

I don't know exactly but some time take long to see doctors.

The service was ok.

This is very good.

I am always seen quickly. Care is good. Thanks.

The reception was very nice, spoke clearly & was kind & understanding when she spoke.

Very happy with the practice service.

Nothing really probably have water for customers to drink here.

Nil.

N/A.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 3: Gender

	Number of responses	Percentage of responses
Female	30	60%
Male	17	34%
Prefer to self-describe	1	2%
Blank	2	4%

Table 4: Age

	Number of responses	Percentage of responses
0-15	0	0%
16-24	3	6%
25-34	11	22%
35-44	9	18%
45-54	8	16%
55-64	6	12%
65-74	4	8%
75-84	5	10%
85+	3	6%
Blank	1	2%

Table 5: Ethnic group

	Number of responses	Percentage of responses
White	4	8%
Mixed/multiple ethnic groups	2	4%
Asian/Asian British	29	58%
Black/African/Caribbean/Black British	12	24%
Other ethnic group	2	4%
Blank	1	2%

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

	Number of responses	Percentage of responses
Yes, limited a lot	1	2%
Yes, limited a little	18	36%
No	30	60%
Blank	1	2%

* May not add up to 100% due to rounding