

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

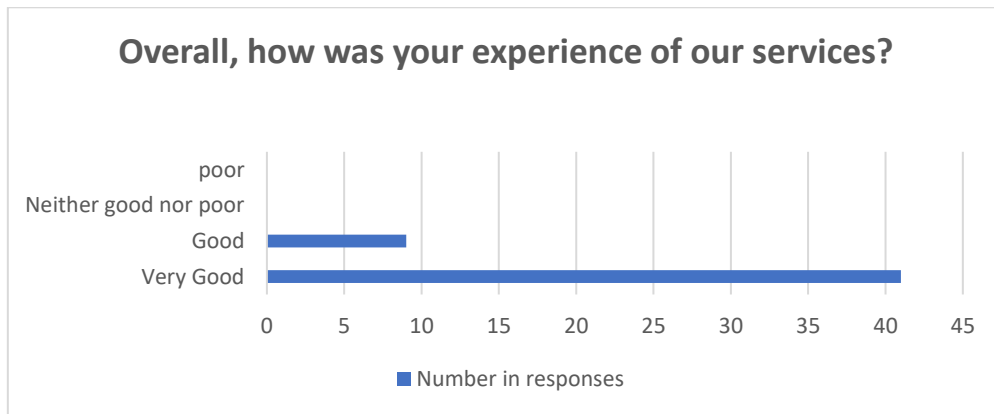
Patient comments

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	41	82%
Good	9	18%
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:

Nothing everything perfect.

Everything is good.

Already surgery did excellent job.

In my opinion, right now everything seems perfect.

Should be given choice to choose the doctor you want on the day.

Always seen quickly. Staff are friendly and helpful.

Currently I am very happy with the service, however in the past I have found one of the female doctor's quite rude and aggressive. Everyone else including reception staff are lovely and professional even when very busy.

Good. Staff good Dr's good very better thanks.

All doctors and nurses were excellent.

Increase Walkin timing.

A detail examination instead of just prescribing medicine.

Very good service.

None.

N/A

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	27	54%
Male	23	46%
Prefer to self-describe	0	0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	1	2%
16-24	4	8%
25-34	10	20%
35-44	9	18%
45-54	13	26%
55-64	4	8%
65-74	6	12%
75-84	2	4%
85+	1	2%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	4	8%
Mixed/multiple ethnic groups	1	2%
Asian/Asian British	31	62%
Black/African/Caribbean/Black British	9	18%
Other ethnic group	5	10%

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	9	18%
No	30	60%

* May not add up to 100% due to rounding