



**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**

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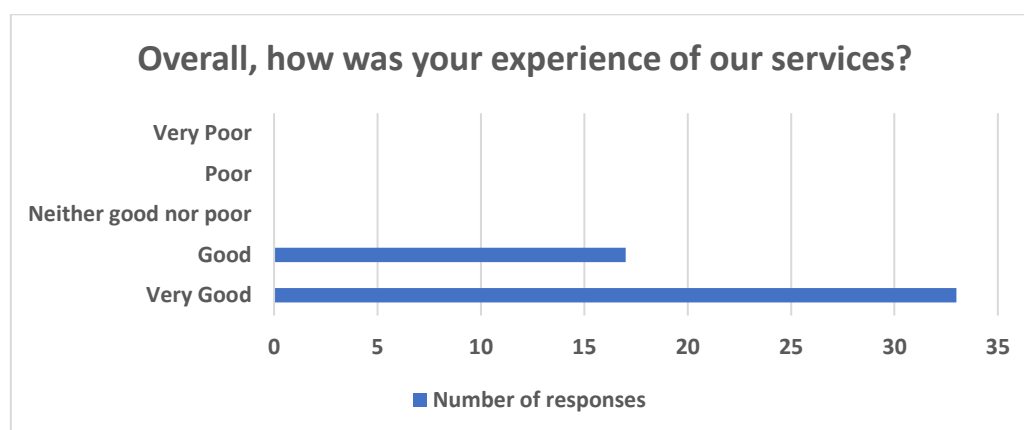
## Patient comments

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%
<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:

*The service at this surgery is exceptional. Don't thin there is anything better you can add. Very friendly reception staff and GPs*

*Not much to say as they are all very helpful and friendly.*

*The service was really good and quick the GP receptionist was really polite and humble. I like to visit again if needed further.*

*Nothing I can think of.*

*Today was quiet but usually there is a long queue + in such times support to bring queues down e.g. call out those who have booked appointment. I was anxious a couple of weeks back thinking I'd miss my appt due to the queue.*

*Everything is completely fine.*

*Please minimise the charges of any medical letter.*

*Always efficient, accurate advice. Amazing reception team.*

*Please increase the timings of surgery booking appointments. Also please keep more doctors in one time so ppl can get checked easily.*

*Nothing because I am happy with their service.*

*Well done.*

*Good service.*

*Excellent.*

*None*

## Patient Demographics

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

Table 2: Gender

	Number of responses	Percentage of responses
Female	36	72%
Male	14	28%
Prefer to self-describe	0	0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	2	4%
16-24	0	0%
25-34	11	22%
35-44	7	14%
45-54	10	20%
55-64	8	16%
65-74	8	16%
75-84	3	6%
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	12	24%
Other ethnic group	3	6%

Table 5: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses
Yes, limited a lot	8	16%
Yes, limited a little	11	22%
No	29	58%
Left blank	2	4%

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