Your patient feedback

Patient comments

Patient demographics

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	12	24%
Good	37	74%
Neither good nor poor	0	0%
Poor	0	0%
Very poor	1	2%
Don't Know	0	0%
Total responses to this question	50	100%

* May not add up to 100% due to rounding

Overall, how was your experience of our services?
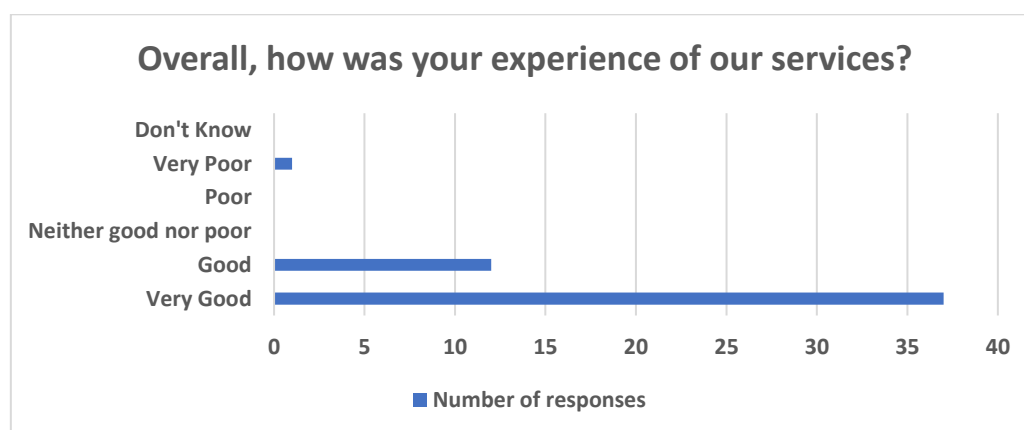
100% of patients who responded to this question rated their overall experience of your service as 'Very good' or 'Good'

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 is doing great. They need one extra person at least in the morning.

Better appointment. Communication better over the phone as difficult sometimes.

I am happy with the care + Service I get this time. No issues.

Issue repeat prescription on time and ensure your patients have their medication.

Girls at reception are doing an amazing job.

You could stagger blood tests. Don't send texts all at once- stagger them- so you don't get so many people coming for tests and BP

Long waiting time for Dr Syed.

See me on appointment time

Less waiting time

Very good service

Quicker service

N/A

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	24	48%
Male	26	52%
Prefer to self-describe	0	0%

Table 3: Age

	Number of responses	Percentage of responses
0-15	3	6%
16-24	3	6%
25-34	5	10%
35-44	9	18%
45-54	6	12%
55-64	10	20%
65-74	8	16%
75-84	4	8%
85+	2	4%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	6	12%
Mixed/multiple ethic groups	7	14%
Asian/Asian British	18	36%
Black/African/Caribbean/Black British	11	22%
Other ethnic group	7	14%
Blank	1	2%

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

	Number of responses	Percentage of responses
Yes, limited a lot	3	6%
Yes, limited a little	12	24%
No	34	68%
Left blank	1	2%

* May not add up to 100% due to rounding