Thinking about this GP practice – Overall, how was your experience of our service?
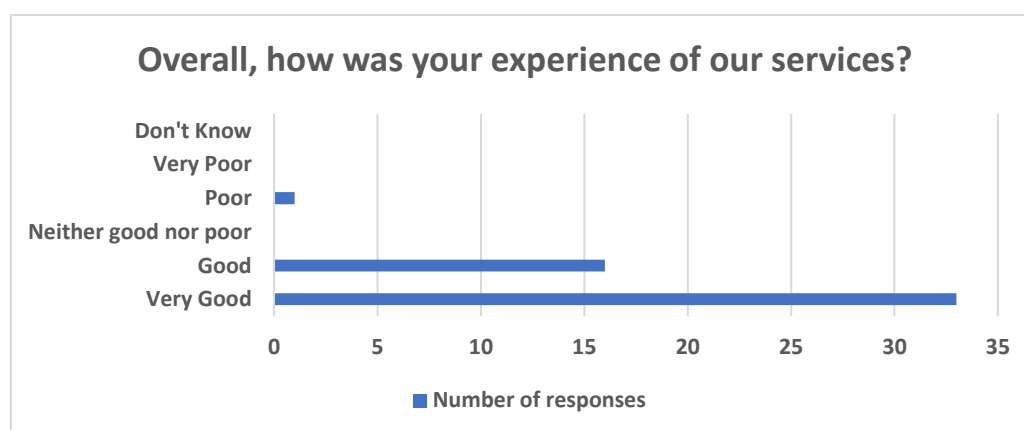
Table 1

Response scale	Number of responses	Percentage of responses*
Very good	33	66%
Good	16	32%
Neither good nor poor	0	0%
Poor	1	2%
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

Overall, how was your experience of our services?

■ Number of responses

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.

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 bad to say. Best surgery I know. That's why I have been for over 20 years. The no appointment arrangement is the best. You come in the morning and you will see a doctor.

I like most what the team is very friendly and helpful. Even when is busy they smile and help best off their ability.

More admin staff to speed the process of beginning in to see a doctor.

Perhaps provide information as to why we have been called in to get a DR as if cause unnecessary worry!

Very help and understand all problem and people, thank you.

Everything is fine. Happy with the service provided

Doctors takes too long with patient.

Nope, everything good!

Not need wait to much

Everything is good

The waiting.

Waiting time.

Nothing

All good

None

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	30	60%
Male	18	36%
Prefer to self-describe	1	2%
Blank	1	2%

Table 3: Age

	Number of responses	Percentage of responses
0-15	1	2%
16-24	1	2%
25-34	8	16%
35-44	14	28%
45-54	11	22%
55-64	5	10%
65-74	6	12%
75-84	4	8%
85+	0	0%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	5	10%
Mixed/multiple ethic groups	2	4%
Asian/Asian British	26	52%
Black/African/Caribbean/Black British	16	32%
Other ethnic group	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	15	30%
No	29	58%
Left blank	3	6%

* May not add up to 100% due to rounding