

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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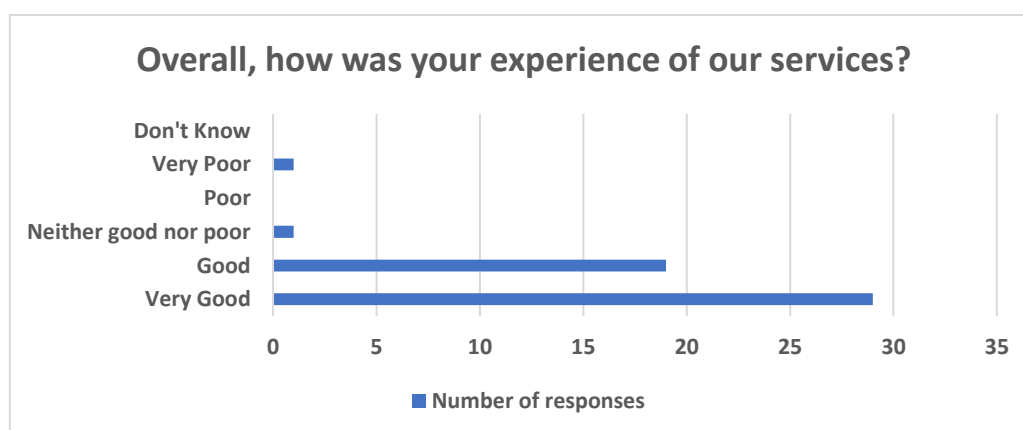
## Patient comments

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	29	58%
Good	19	38%
Neither good nor poor	1	2%
Poor	0	0%
Very poor	1	2%
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:

*Very poor service experience. GP was completely dismissive of my sickness and refused me a sick note, and so unprofessional that she started comparing my pregnancy sickness to hers. Listen to your patients and have some sort of empathy and professionalism, stop being so dismissive, it causes patients more anxiety and stress. Stop being so dismissive when a patient is telling you about their condition.*

*This has been my family GP for over 18 years and I have never had a problem. The service is good*

very courteous staff at reception. Doctor take time to listen

Doctor was rushing and I felt like I was not treating well

Queue for incoming patient to be reduced

More doctor available

Everything is very good

Very nice everything

staff very nice and attentive

Less time to wait for see GP

Bigger space

Frequency and percentage distribution of responses by demographic category

Table 2: Gender

	Number of responses	Percentage of responses
Female	23	46%
Male	26	52%
Prefer to self-describe	1	2%

Table 3: Age

	Number of responses	Percentage of responses
0-15	0	0%
16-24	2	4%
25-34	8	16%
35-44	4	8%
45-54	6	12%
55-64	9	18%
65-74	10	20%
75-84	7	14%
85+	4	8%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	3	6%
Mixed/multiple ethnic groups	3	6%
Asian/Asian British	31	62%
Black/African/Caribbean/Black British	11	22%
Other ethnic group	2	4%

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	12	24%
No	29	58%
Left blank	1	2%

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