

**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

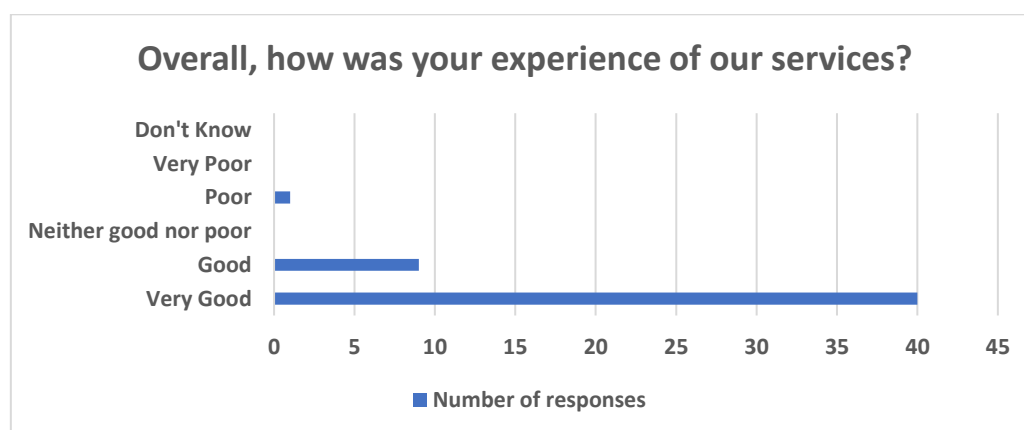
## Patient comments

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	40	80%
Good	9	18%
Neither good nor poor	0	0%
Poor	1	2%
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:

*I am very satisfied about the overall services however; it will be appropriate to have a mental health nurse available in the surgery. Thank you.*

*Whenever a client comes regarding to a problem or condition, please don't ask them to go back home and monitor for some month and come back because the more complicated you making things for them. Especially regarding pains. The only suggestion would be to not ask "what's the reason you want to see the doctor" as the whole waiting room can hear the conversation. Sometimes it could be extremely personal and so give dignity to patient. Even if it is neither it's not one business.*

*A bit more privacy at reception, perhaps as a cubicle? Perhaps WiFi to pass the time, as not all mobile data work due to reception inside?*

*More doctors, able to make appointment on weekday and over the phone.*

*Separate waiting room – not everyone is one room spreading germs*

*As always reception staff was extremely courteous and helpful*

*Online GP booking is slightly inconvenient, otherwise the GP service is excellent!!*

*Always waiting too long before seeing a doctor*

*None at all. Thank you!*

*Great same day appointment*

*Make online appointment easier*

*Everything is good*

*Too long waiting time*

*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	6	12%
25-34	9	18%
35-44	6	12%
45-54	5	10%
55-64	10	20%
65-74	9	18%
75-84	4	8%
85+	0	0%

Table 4: Ethnic group

	Number of responses	Percentage of responses
White	3	6%
Mixed/multiple ethnic groups	1	2%
Asian/Asian British	33	66%
Black/African/Caribbean/Black British	10	20%
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	5	10%
Yes, limited a little	13	26%
No	31	62%
Left blank	1	2%

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