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	33	69%
Good	14	29%
Neither good nor poor	1	2%
Poor	0	0%
Very poor	0	0%
Don't Know	0	0%
Total responses to this question	48	100%

* May not add up to 100% due to rounding
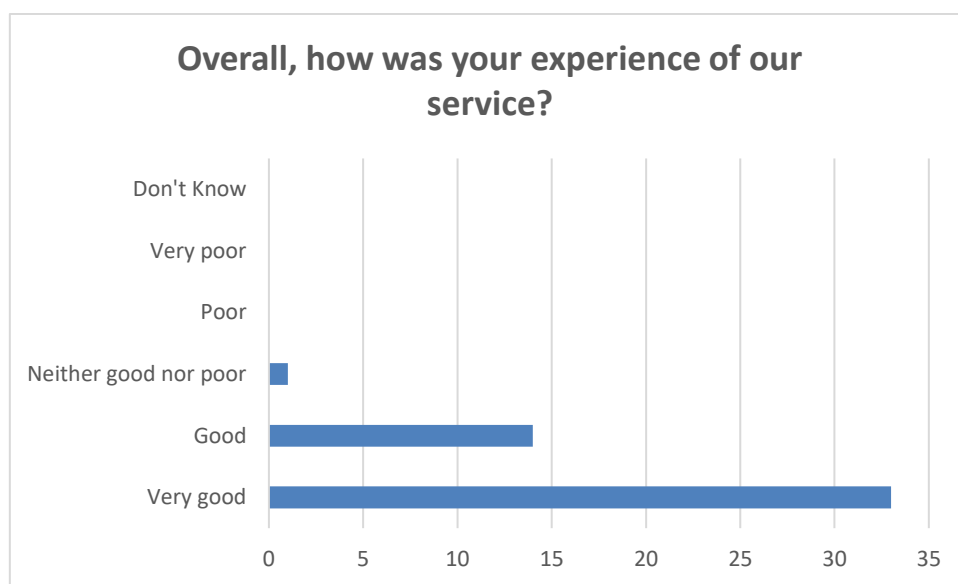
98% of patients who responded to this question rated their overall experience of your service as 'Very good' or 'Good'

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 48 patients who answered the Friends and Family Test question, 48 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Table 2

	Total responses to Q1	Percentage of patients responding 'very good' or 'good'	Frequency and distribution of ratings					
			Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Cumulative feedback*	533	96%	319	193	15	4	1	1
*This cumulative feedback is based on the sum of the previous month's survey data, as below (up to maximum of 12 months).								
July 2023	48	98%	33	14	1	0	0	0
June 2023	41	95%	23	16	1	0	0	1
May 2023	48	100%	29	19	0	0	0	0
April 2023	30	87%	20	6	2	2	0	0
March 2023	45	100%	33	12	0	0	0	0
February 2023	45	96%	24	19	1	1	0	0
January 2023	44	95%	24	18	2	0	0	0
December 2022	47	89%	28	14	4	1	0	0
November 2022	48	100%	28	20	0	0	0	0
October 2022	45	100%	26	19	0	0	0	0
September 2022	46	93%	28	15	3	0	0	0
August 2022	46	96%	23	21	1	0	1	0

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:

Happy Overall

Staff is really nice

To pass time while waiting, perhaps free wi-fi. Water cooler for cold water as summer

you are doing very well

very quick, efficient and friendly - very happy

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 3: Gender

	Number of responses	Percentage of responses
Female	26	54%
Male	22	46%
Prefer to self-describe	0	0%
Blank	0	0%

Table 4: Age

	Number of responses	Percentage of responses
0-15	2	4%
16-24	3	6%
25-34	13	27%
35-44	11	23%
45-54	6	13%
55-64	5	10%
65-74	5	10%
75-84	3	6%
85+	0	0%

Table 5: Ethnic group

	Number of responses	Percentage of responses
White	6	13%
Mixed/multiple ethic groups	4	8%
Asian/Asian British	25	52%
Black/African/Carbbean/Black British	10	21%
Other ethnic group	3	6%

Table 6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses
Yes, limited a lot	4	8%
Yes, limited a little	12	25%
No	32	67%

* May not add up to 100% due to rounding