|  |  |
| --- | --- |
| **Your patient feedback** |  |
| Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1) | 1 |
| Cumulative and previous survey information (table 2) | 2 |
| **Patient comments** |  |
| From the free text component of the Friends and Family Test question | 3 |
| **Patient demographics** |  |
| Frequency and percentage distribution of responses by demographic category (table 3) | 4 |
|  |  |
|  |  |

# 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 | 19 | 63% |
| Good | 11 | 37% |
| Neither good nor poor | 0 | 0% |
| Poor | 0 | 0% |
| Very poor | 0 | 0% |
| Don't Know | 0 | 0% |
| **Total responses to this question** | 30 | 100% |

\* 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 30 patients who answered the Friends and Family Test question, 30 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

1

Table 2

|  |  |
| --- | --- |
|   | Frequency and distribution of ratings |
|   | Totalresponsesto Q1 | Percentage of patientsresponding 'very good'or 'good' | Verygood | Good | Neither good nor poor | Poor | Very poor | Don'tKnow |
| Cumulativefeedback\* | 492 | 96% | 300 | 173 | 13 | 5 | 0 | 1 |
| \*This cumulative feedback is based on the sum of the previous month's survey data, as below (up to maximum of 12 months). |
| September 2023 | 30 | 97% | 22 | 7 | 1 | 0 | 0 | 0 |
| August 2023 | 21 | 90% | 10 | 9 | 1 | 1 | 0 | 0 |
| 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 |

2

**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:

|  |
| --- |
| *Not more, every work seem streamline* |
| *Dr S Mittal is a very good doctor and all the staff of the GP are friendly* |
| *Ring back for results* |
| *Helpful staff, friendly, and very professional. All of them know what they’re doing and are very carrying of their patients* |
| *More opening hours/patients seeing times.* |
| *Faster could be better at time* |
| *Really Good!* |
| *Overall I think they have done a good job* |
| *Nothing much, every operational work seem streamline* |
| *Time with doctor sometimes short* |
| *Sometimes it takes little bit longer than usual but not a big issue* |

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**Patient Demographics**

# Frequency and percentage distribution of responses by demographic category

Table 3: Gender

|  |  |  |
| --- | --- | --- |
|   | Number of responses | Percentage of responses |
| Female | 11 | 37% |
| Male | 19 | 63% |
| Prefer to self-describe | 0 | 0% |
| Blank | 0 | 0% |

Table 4: Age

|  |  |  |
| --- | --- | --- |
|   | Number of responses | Percentage of responses |
| 0-15 | 0 | 0% |
| 16-24 | 3 | 10% |
| 25-34 | 5 | 17% |
| 35-44 | 8 | 27% |
| 45-54 | 3 | 10% |
| 55-64 | 5 | 17% |
| 65-74 | 3 | 10% |
| 75-84 | 3 | 10% |
| 85+ | 0 | 0% |

Table 5: Ethnic group

|  |  |  |
| --- | --- | --- |
|   | Number of responses | Percentage of responses |
| White | 6 | 20% |
| Mixed/multiple ethic groups | 1 | 3% |
| Asian/Asian British | 16 | 53% |
| Black/African/Carbbean/Black British | 5 | 17% |
| Other ethnic group | 2 | 7% |

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

|  |  |  |
| --- | --- | --- |
|   | Number of responses | Percentage of responses |
| Yes, limited a lot | 3 | 10% |
| Yes, limited a little | 3 | 10% |
| No | 24 | 80% |

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

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