ontents

|  |  |
| --- | --- |
| **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 |
| **Supporting documents** |  |
| Sample questionnaire |  |



# 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 | 22 | 54% |
| Good | 17 | 41% |
| Neither good nor poor | 2 | 5% |
| Poor | 0 | 0% |
| Very poor | 0 | 0% |
| Don’t know | 0 | 0% |
| **Total responses to this question** | 41 | 100% |

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

Very good

22

17

2

0

0

0

Good

Neither good nor poor

Poor

Very poor

Don't know

0 5 10 15 20 25

Number of responses

**95% 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 41 patients who answered the Friends and Family Test question, 41 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

1

Table 2

Frequency and distribution of ratings

|  |  |
| --- | --- |
| Total responses to Q1 | Percentage of patients responding ‘Very good’ or ‘Good’ |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very good | Good | Neither good nor poor | Poor | Very poor | Don’tknow |

|  |  |  |
| --- | --- | --- |
| Cumulative feedback\* | 168 | 93% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 96 | 60 | 6 | 2 | 3 | 1 |

\*This cumulative feedback is based on the sum of the previous month’s survey data, as below (up to a maximum of 12 months).

|  |  |  |
| --- | --- | --- |
| July 2022 | 41 | 95% |
| June 2022 | 37 | 95% |
| May 2022 | 48 | 90% |
| April 2022 | 42 | 93% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 22 | 17 | 2 | 0 | 0 | 0 |
| 20 | 15 | 1 | 0 | 1 | 0 |
| 27 | 16 | 1 | 2 | 1 | 1 |
| 27 | 12 | 2 | 0 | 1 | 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:

|  |
| --- |
| * A bit less waiting time.
 |
| * Everything done at Open Door Surgery is very good. It is a family caring unit. The doctor identifies me by my name and is up to date with my health conditions, from time to time remind them to do my blood test, etc.
 |
| * Everything is OK. Thank you.
 |
| * Have receptionist that all say the same thing. I called once, was told no appointment, I hung up and called there were plenty of appointments.
 |
| * I think all is going well.
 |
| * In general I'm very happy with this GP. The reception time is helping me every time I need. One doctor is an amazing doctor and the nursing assistant is very good doing blood tests.
 |
| * Nothing - I have been so impressed by this surgery. Doctor is so quick to respond to online requests, and they are so helpful, very grateful to both doctors and lovely reception.
 |
| * Personal details could be added at first.
 |
| * Poor communication.
 |
| * They should let us pick the doctor that we want.
 |

3

Patient Demographics

# Frequency and percentage distribution of responses by demographic category

Table 3: Gender

|  |  |  |
| --- | --- | --- |
|  | Number of responses | Percentage of responses\* |
| Female | 24 | 59% |
| Male | 16 | 39% |
| Prefer to self-describe | 0 | 0% |
| Blank | 1 | 2% |

Table 4: Age

|  |  |  |
| --- | --- | --- |
|  | Number of responses | Percentage of responses\* |
| 0 - 15 | 0 | 0% |
| 16 - 24 | 3 | 7% |
| 25 - 34 | 8 | 20% |
| 35 - 44 | 10 | 24% |
| 45 – 54 | 4 | 10% |
| 55 - 64 | 9 | 22% |
| 65 – 74 | 3 | 7% |
| 75 – 84 | 1 | 2% |
| 85+ | 2 | 5% |
| Blank | 1 | 2% |

Table 5: Ethnic group

|  |  |  |
| --- | --- | --- |
|  | Number of responses | Percentage of responses\* |
| White | 6 | 15% |
| Mixed/Multiple ethnic groups | 1 | 2% |
| Asian/Asian British | 16 | 39% |
| Black/African/Caribbean/ Black British | 16 | 39% |
| Other ethnic group | 1 | 2% |
| Blank | 1 | 2% |

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

|  |  |  |
| --- | --- | --- |
|  | Number of responses | Percentage of responses\* |
| Yes, limited a lot | 5 | 12% |
| Yes, limited a little | 8 | 20% |
| No | 26 | 63% |
| Blank | 2 | 5% |

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

4

Supporting documents

