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	22	73%
Good	7	23%
Neither good nor poor	1	3%
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
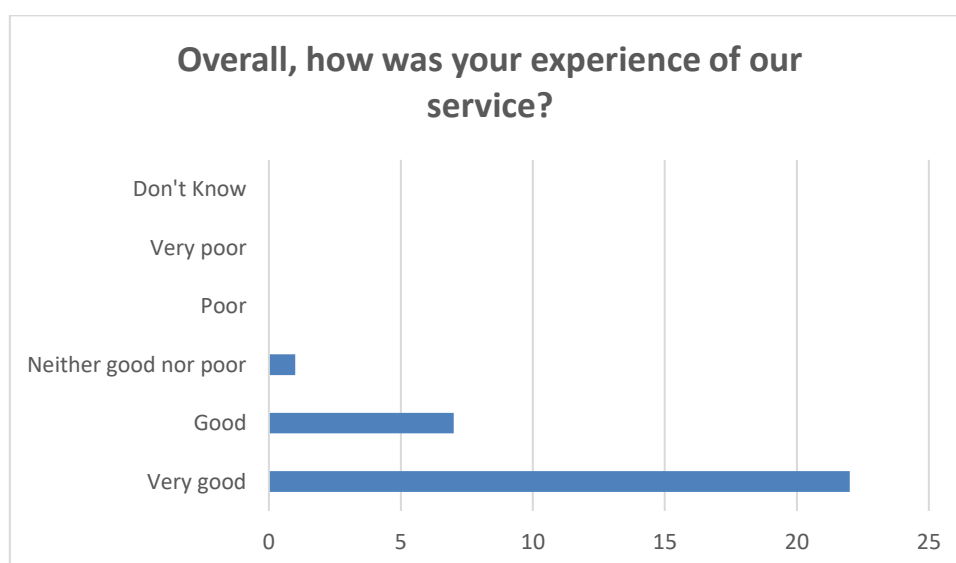
**97% of patients who responded to this question rated their overall experience
of your service as 'Very good' or 'Good'**

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.

Frequency and distribution of ratings for the Friends and Family Test

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*	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

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

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