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Your patient feedback

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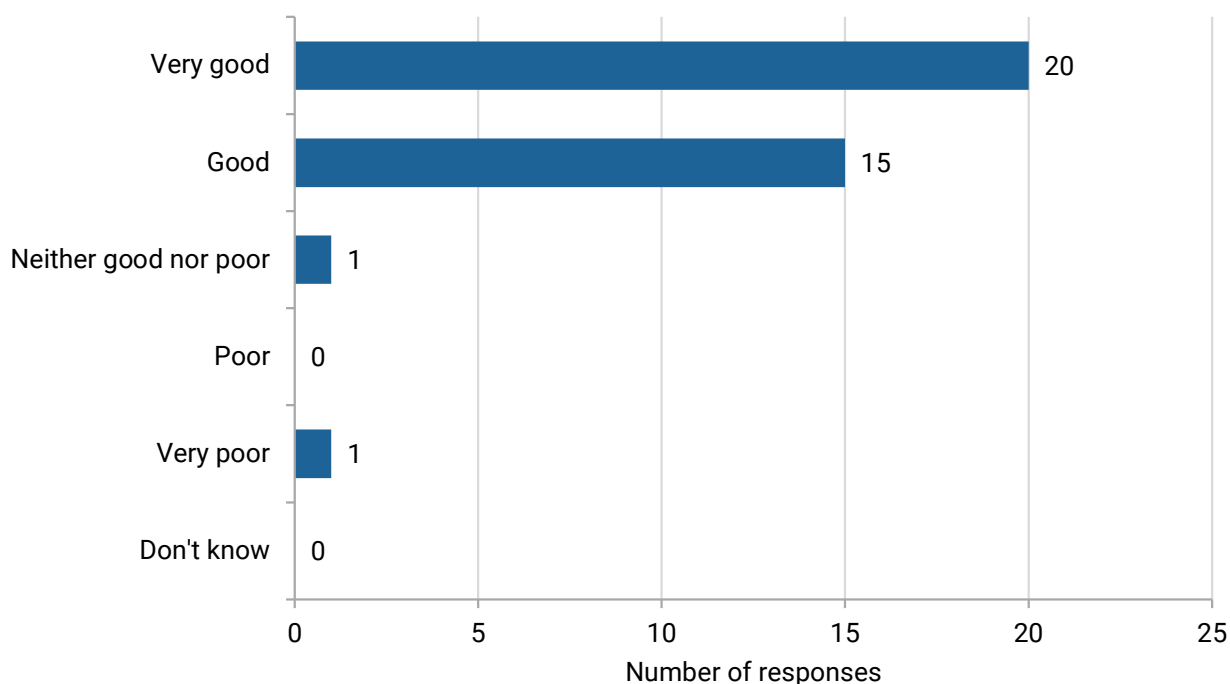
Frequency and distribution of ratings for the Friends and Family Test question

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	20	54%
Good	15	41%
Neither good nor poor	1	3%
Poor	0	0%
Very poor	1	3%
Don't know	0	0%
Total responses to this question	37	100%

* May not add up to 100% due to rounding



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 37 patients who answered the Friends and Family Test question, 37 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Frequency and distribution of ratings for the Friends and Family Test question

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't know
Cumulative feedback*	127	92%	74	43	4	2	3	1
June 2022	37	95%	20	15	1	0	1	0
May 2022	48	90%	27	16	1	2	1	1
April 2022	42	93%	27	12	2	0	1	0

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

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:

- Am very OK with service I got.
- Everything good.
- For the receptionists to be more kind and speak to patients nicely.
- Had a blood test, with a large needle although I have very tiny veins. This was done because there were no butterfly cannular.
- If you need to speak to a doctor and you are not computer wise staff should not insist on sending you a link, staff can sometimes be very rude (not the doctors).
- Let all patients know regarding changes to walk-in clinic in the afternoon.
- Online communication system does not notify me.
- Reception area a bit more private area for patients. Free Wi-Fi available as mobile internet doesn't always work. A leaflet of all services available to take away.
- When I attend the surgery, I always get seen by the same doctor. The doctor has a lovely caring attitude, explains things clearly, and makes you feel that the doctor has time for you.
- Your services are very commendable.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 3: Gender

	Number of responses	Percentage of responses*
Female	21	57%
Male	16	43%
Prefer to self-describe	0	0%
Blank	0	0%

Table 4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	1	3%
25 - 34	6	16%
35 - 44	11	30%
45 - 54	4	11%
55 - 64	6	16%
65 - 74	7	19%
75 - 84	2	5%
85+	0	0%
Blank	0	0%

Table 5: Ethnic group

	Number of responses	Percentage of responses*
White	2	5%
Mixed/Multiple ethnic groups	1	3%
Asian/Asian British	19	51%
Black/African/Caribbean/ Black British	12	32%
Other ethnic group	1	3%
Blank	2	5%

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

	Number of responses	Percentage of responses*
Yes, limited a lot	5	14%
Yes, limited a little	11	30%
No	18	49%
Blank	3	8%

* May not add up to 100% due to rounding

Supporting documents

Friends and Family Test



Example

You can help this general practice improve its service

- This practice would welcome your honest feedback
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included in their entirety but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice. If you are unable to answer a question please leave it blank.

Thinking about this GP practice:

1 Overall, how was your experience of our service?

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Please tell us about anything that we could have done better:

Please select this box if you DO NOT wish your comments to be made public

The following questions provide us only with general information about the range of people who have responded to this survey. If you would prefer not to answer any of these questions please just leave them blank:

3 Are you:

Female Male Prefer to self-describe: _____

4 What age are you?

<input type="checkbox"/> 0 – 15	<input type="checkbox"/> 16 – 24	<input type="checkbox"/> 25 – 34	<input type="checkbox"/> 35 – 44	<input type="checkbox"/> 45 – 54
<input type="checkbox"/> 55 – 64	<input type="checkbox"/> 65 – 74	<input type="checkbox"/> 75 – 84	<input type="checkbox"/> 85+	

5 What is your ethnic group?

<input type="checkbox"/> White	<input type="checkbox"/> Mixed/Multiple ethnic groups	<input type="checkbox"/> Asian/Asian British
<input type="checkbox"/> Black/African/Caribbean/Black British	<input type="checkbox"/> Other ethnic group	

6 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age)

Yes, limited a lot Yes, limited a little No

Thank you for your time and assistance

