

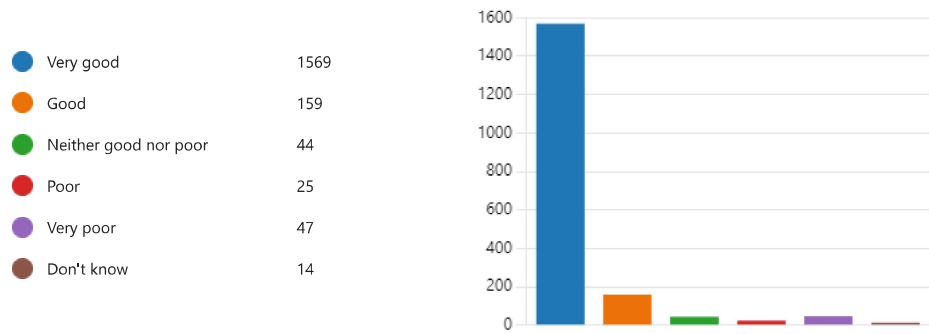
Friends and Family Test (Copy) (Copy)

1858 Responses

04:07 Average time to complete

Active Status

1. Overall, how was your experience of our service today (or yesterday?)



2. Please can you tell us why you gave your answer?

1689 Responses

Latest Responses

"My consultation was thorough and I felt that the nurse providing my care ha...

Update

203 respondents (12%) answered **doctor** for this question.

nurse was very helpful
Appointment was on time
Excellent service
staff are always helpful
time nurse
Friendly staff
Dr doctor
Nurse
Waiting time
Doctor Sharma
professional
seen on time
good
staff are friendly
Nurse was lovely
appointment with a dr
doctor was very helpful
time and appointments

3. Please tell us about anything that we could have done better.

1156 Responses

Latest Responses

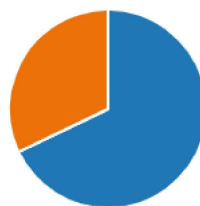
"I am satisfied with the care I received"

Update

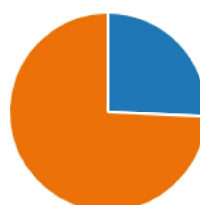
98 respondents (9%) answered **No** for this question.

appointments on time
wait time
Listen to the patient
no problems
doctors
No
need
phone
Better appointments
worked
patients
good
dr
Not much this time
waiting times
no need
longer time book the appointment
no appointments
short time

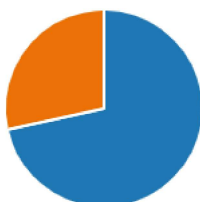
4. Has the new GP phone system made a difference to how you contact your GP practice? (thinking about if they now offer call queuing or call back function if not previously)



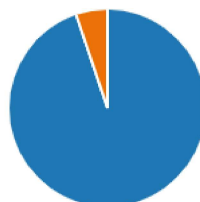
5. Have you looked at the GP Practice website?



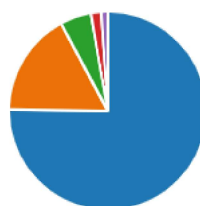
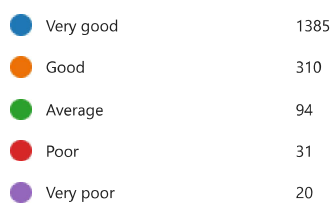
6. If Yes, did you find it easy to use?



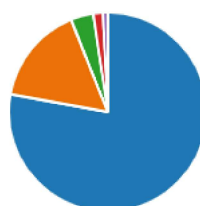
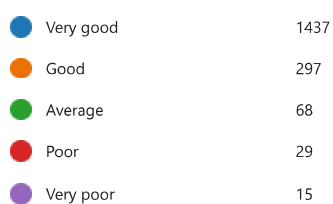
7. Were you satisfied with your appointment today (or yesterday)?



8. How would you rate the experience of making that appointment?

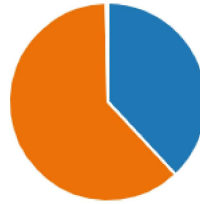


9. Overall, how would you rate the experience of your GP Practice?



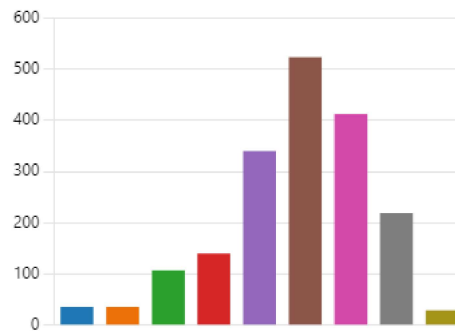
10. Are you?

Male	697
Female	1129
Prefer not to say	6



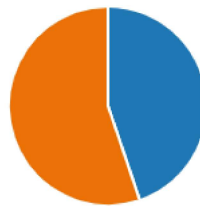
11. What age are you?

0-15	36
16-24	36
25-34	107
35-44	140
45-54	340
55-64	523
65-74	412
75-84	219
85+	29



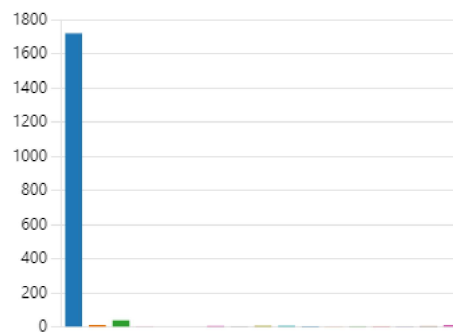
12. Do you consider yourself to have physical or mental health condition or disability

Yes	817
No	1007



13. Which of the following best describes your ethnic background

White - British	1720
White - Irish	14
White - Other White background	40
Asian or Asian British - Indian	3
Asian or Asian British - Pakistani	0
Asian or Asian British - Banglad...	0
Asian or Asian British - Chinese	8
Asian or Asian British - Other As...	2
Black or Black British - Caribbean	9
Black or Black British - African	9
Black or Black British - Other Bla...	1
Mixed - White and Black Caribb...	5
Mixed - White and Black African	2
Mixed - White and Asian	2
Mixed - Other Mixed background	6
Other - Anything else	7
Other - I would rather not say	13



14. Are you?

<div></div> The Patient	1671
<div></div> The Parent or Carer	88
<div></div> The Patient and Parent/Carer	52

