

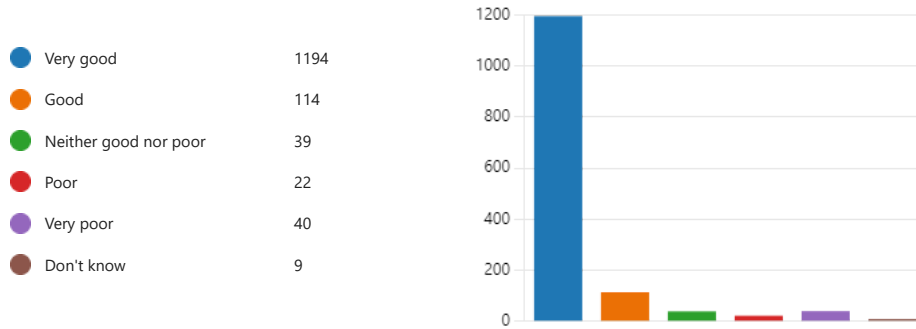
Friends and Family Test (Copy) (Copy)

1418 Responses

04:09 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?

1299 Responses

Latest Responses
 "Nurse was very helpful "
 "Really helpful and lovely staff "
 "Everything went fine "

[Update](#)

164 respondents (13%) answered **doctor** for this question.



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

893 Responses

Latest Responses
 "Better appointment system "
 "None"

[Update](#)

42 respondents (5%) answered **good** for this question.



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)

● Yes	893
● No	445



5. Have you looked at the GP Practice website?

● Yes	361
● No	1042



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

● Yes	360
● No	141



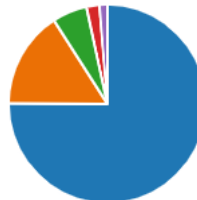
7. Were you satisfied with your appointment today (or yesterday)?

● Yes	1325
● No	82



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

● Very good	1055
● Good	222
● Average	80
● Poor	30
● Very poor	18



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

● Very good	1091
● Good	222
● Average	60
● Poor	26
● Very poor	13



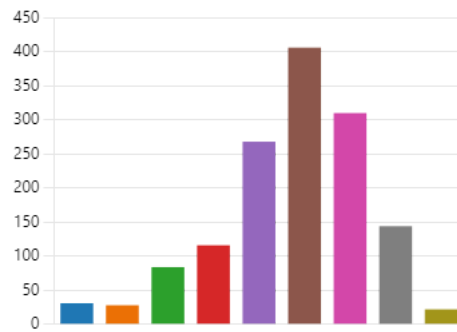
10. Are you?

Male	507
Female	890
Prefer not to say	5



11. What age are you?

0-15	31
16-24	28
25-34	84
35-44	116
45-54	268
55-64	406
65-74	310
75-84	144
85+	22



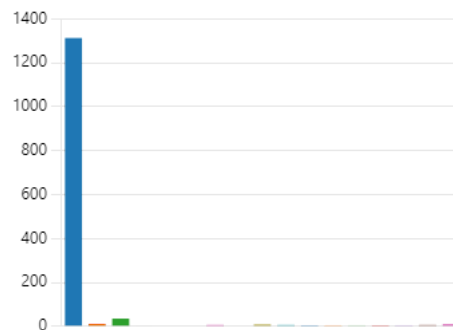
12. Do you consider yourself to have physical or mental health condition or disability

Yes	630
No	767



13. Which of the following best describes your ethnic background

White - British	1312
White - Irish	11
White - Other White background	35
Asian or Asian British - Indian	3
Asian or Asian British - Pakistani	0
Asian or Asian British - Banglad...	0
Asian or Asian British - Chinese	6
Asian or Asian British - Other As...	0
Black or Black British - Caribbean	8
Black or Black British - African	6
Black or Black British - Other Bla...	1
Mixed - White and Black Caribb...	5
Mixed - White and Black African	2
Mixed - White and Asian	1
Mixed - Other Mixed background	5
Other - Anything else	6
Other - I would rather not say	9



14. Are you?

● The Patient	1272
● The Parent or Carer	72
● The Patient and Parent/Carer	40

