

## PATIENT EXPERIENCE

2023 – 2024

<b>NATIONAL SURVEY 2023 – Overall rating</b>	
<b>Very good</b>	14%
<b>Good</b>	32%
<b>Neither good nor poor</b>	26%
<b>Poor</b>	20%
<b>Very poor</b>	8%
<b><i>Number of responses</i></b>	130

<b>FRIENDS AND FAMILY TEST</b>												
	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>
<b>Very good</b>	51%	61%	60%	61%	60%	58%	61%	62%	61%	71%	62%	69%
<b>Good</b>	30%	28%	25%	26%	24%	29%	25%	22%	31%	21%	25%	21%
<b>Neither good nor poor</b>	7%	6%	8%	8%	6%	7%	6%	4%	6%	4%	6%	5%
<b>Poor</b>	7%	4%	2%	2%	5%	2%	5%	4%	1%	2%	5%	3%
<b>Very poor</b>	5%	1%	5%	3%	5%	4%	2%	3%	1%	2%	2%	2%
<b><i>Number of responses</i></b>	149	141	158	200	201	225	175	191	157	187	202	187

**PATIENT EXPERIENCE**

**2024 – 2025**

<b>NATIONAL SURVEY – Overall Rating</b>		
	<b>2023</b>	<b>2024</b>
<b>Very good</b>	14%	16%
<b>Good</b>	32%	38%
<b>Neither good nor poor</b>	26%	23%
<b>Poor</b>	20%	9%
<b>Very poor</b>	8%	14%
<b>Number of responses</b>	130	110
<b>% of patient list c.12,700</b>	1.02%	0.86%

<b>FRIENDS AND FAMILY TEST</b>												
	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>
<b>Very good</b>	64%	67%	70%	67%	64%	68%	71%	66%	70%			
<b>Good</b>	24%	23%	20%	20%	27%	24%	21%	25%	22%			
<b>Neither good nor poor</b>	6%	5%	5%	5%	3%	3%	2%	5%	3%			
<b>Poor</b>	4%	3%	3%	3%	3%	2%	3%	1%	3%			
<b>Very poor</b>	2%	2%	2%	5%	3%	3%	3%	3%	2%			
<b>Number of responses</b>	225	230	239	256	261	189	226	258	164			