

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

November 2018



Your patient feedback

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Additional information on the Friends and Family Test
Sample patient questionnaire

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

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

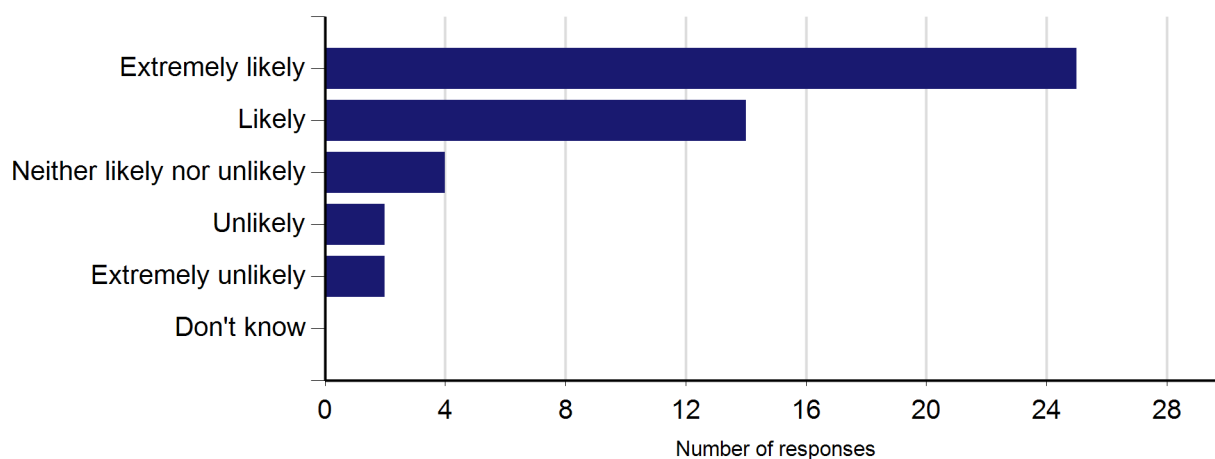
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	25	53%
Passive	Likely	14	30%
Detractors	Neither likely nor unlikely	4	9%
	Unlikely	2	4%
	Extremely unlikely	2	4%
	Don't know	0	0%
Total responses to this question		47	100%

* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	2
Total number of patients providing feedback	49

Graph 1



83% of patients who responded to the survey would be either extremely likely or likely to recommend your practice to friends and family if they needed similar care or treatment.

The sum of the 'Extremely likely' and 'Likely' percentage of responses in Table 1 may not equal the percentage in the grey box above due to rounding.

Of those 47 patients who answered the Friends and Family Test question, 47 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Cumulative and previous survey information

Table 2

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Frequency and distribution of ratings					
			Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Cumulative feedback*	586	84%	276	219	47	21	17	6

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

Nov-18	47	83%	25	14	4	2	2	0
Oct-18	48	77%	24	13	3	5	3	0
Sep-18	47	87%	14	27	3	0	1	2
Aug-18	50	76%	20	18	3	5	4	0
Jul-18	50	90%	27	18	4	1	0	0
Jun-18	52	94%	28	21	2	1	0	0
May-18	48	79%	19	19	6	4	0	0
Apr-18	47	89%	28	14	4	0	0	1
Mar-18	49	90%	21	23	4	1	0	0
Feb-18	50	84%	20	22	5	0	2	1
Jan-18	49	78%	25	13	5	0	5	1
Dec-17	49	86%	25	17	4	2	0	1

Patient comments

The following comments are from patients who indicated that they were 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 why you answered as you did in question 1:

- Waited over hour to see doctor!
- Because the reception are friendly and they make sure you can get your appointment booked in for you and GP time are always in time for your waiting time.
- Too long to wait for the doctor, 90 minutes.
- Friendly service, not much waiting to be seen.
- Efficient service, very friendly, good service.
- Helpful, caring practice.
- No problems.
- I have been with this practice since I was born and I am highly satisfied with all of it.
- It's close friendly.
- Had to wait hour to see GP.
- Very busy reception staff always helpful.
- Not had any problems.
- Because I feel that it can help a lot of people.

Please tell us why you answered as you did in question 1:

- Customer service and the staff are brilliant in what they do.
- Friendly and efficient.
- Always been well looked after all these years.
- It's hard to get appointments.
- Because everybody is helpful at the surgery.
- Always found everyone kind and helpful also you can mostly see your own doctor who knows all about you. I would have liked to say thanks to one doctor as they always listen to you and helps in any way he can. I think we are very lucky to have Sandy Lane Surgery. I have been a patient for many years. Thanks to all staff.
- I have been coming to Sandy Lane Surgery since I was a child. I was at a different surgery before this one. I find everyone kind, helpful. My doctor has been very kind and looked after me and my ailments very well. We are very lucky to have this surgery. When you hear of other people having to wait weeks to see a doctor. Thanks to all.
- Everyone needs a doctor.
- Good level of service but appointments can be frustrating to get with present system.
- Friendly people, ready anytime for you support.
- Usually get appointment quickly.
- Very good GPs.
- Very caring from reception to doctors.
- Because when the doctor makes the appointment for us, they never keep to the amended time.
- Because they are always helpful and it's a very nice surgery.
- Always reliable and good.
- Because they will always be helpful and try to fit you in and they listen to your problems and help.
- Appointments are easily available, friendly staff and doctors listen! I've never had a problem with this surgery.
- Very good doctors with the best staff.
- I have always had the most professional attention every time I have been here. Lovely staff and doctors.
- I've had no problems.
- I have always found the surgery to be helpful.
- Always good doctors.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	24	49%
Female	24	49%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	0	0%
25 - 34	6	12%
35 - 44	7	14%
45 - 54	9	18%
55 - 64	12	24%
65 - 74	11	22%
75 - 84	4	8%
85+	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	42	86%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	5	10%
Other ethnic group	0	0%
Blank	1	2%

* May not add up to 100% due to rounding

Q6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses*
Yes, limited a lot	6	12%
Yes, limited a little	13	27%
No	28	57%
Prefer not say	2	4%
Blank	0	0%

* May not add up to 100% due to rounding

Supporting documents

Additional information on the Friends and Family Test

The Friends and Family Test (FFT) is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services. It is not a traditional survey. It is a continuous feedback loop between patients and practices.

Practices can use the feedback gathered through the FFT to celebrate successes and to support staff to make improvements where the experience of service does not live up to expectations. FFT results are also one useful source of information which can help to inform choice for patients and the public.

More information and guidance about the use of the FFT in the NHS can be found at <http://offlinehbpl.hbpl.co.uk/NewsAttachments/PGH/FFT.pdf> and <http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-14.pdf>.

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.

We would like you to think about your recent experience of our service

1 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	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 why you answered as you did in question 1

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

3 Are you:

☐ Male ☐ Female

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 ☐ Prefer not to say

Thank you for your time and assistance



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