

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

January 2018



Your patient feedback

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Supporting documents

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?

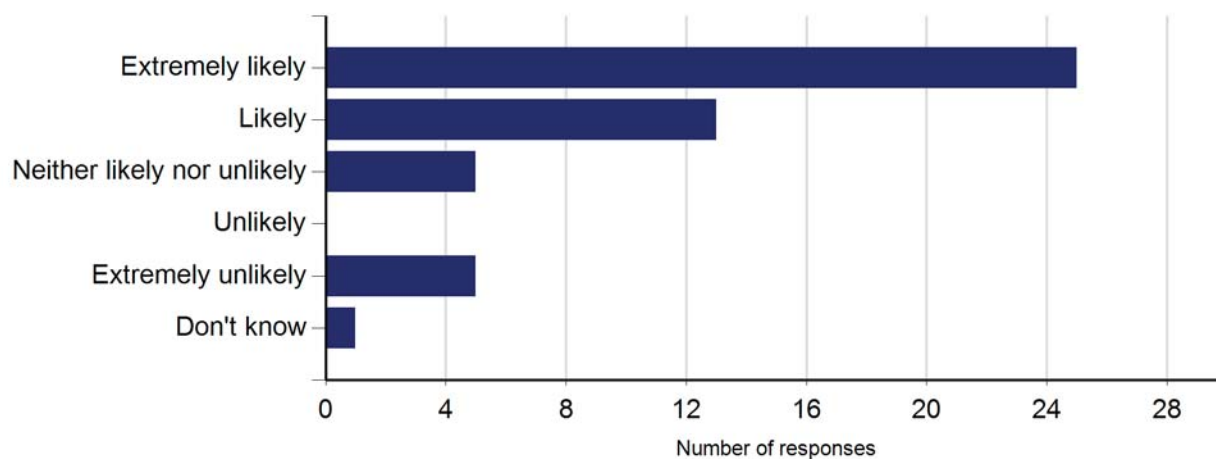
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	25	51%
Passive	Likely	13	27%
Detractors	Neither likely nor unlikely	5	10%
	Unlikely	0	0%
	Extremely unlikely	5	10%
	Don't know	1	2%
Total responses to this question		49	100%

* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	1
Total number of patients providing feedback	50

Graph 1



78% 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 49 patients who answered the Friends and Family Test question, 48 (98%), filled out a paper questionnaire and 1 (2%), 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*	591	81%	293	185	57	23	24	9

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

Jan-18	49	78%	25	13	5	0	5	1
Dec-17	49	86%	25	17	4	2	0	1
Nov-17	49	73%	12	24	4	6	3	0
Oct-17	50	88%	24	20	2	0	4	0
Sep-17	49	80%	23	16	7	1	1	1
Aug-17	50	74%	24	13	3	5	5	0
Jul-17	47	94%	31	13	3	0	0	0
Jun-17	50	84%	24	18	4	2	1	1
May-17	48	67%	17	15	9	3	2	2
Apr-17	48	81%	24	15	5	2	1	1
Mar-17	53	81%	31	12	8	0	1	1
Feb-17	49	86%	33	9	3	2	1	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:

- All reception staff are friendly and helpful. One doctor also helps me in any way he can.
- Brilliant doctors.
- Never a problem, very good all round.
- Good service although busy at times.
- Excellent staff.
- Very nice surgery, nice people, toilets a bit dodgy though.
- Waiting times.
- Very welcoming, always try to help as much as they can.
- Never had any issues.
- Very good staff, nice people, always helps everyone.
- Might have to wait to see doctor but they are very helpful and compassionate. Majority of staff are brilliant! Only one who can be grumpy.
- In general I have been happy with the practice.
- Overall had good service from doctors.

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

- Always friendly staff and doctors.
- I can always get in to be seen.
- Friendly, polite staff. I also find I tend to get to see who I need to see.
- Always feel comfortable and looked after. Friendly staff.
- Very good service. Very well treated.
- Reception brilliant.
- Satisfactory service.
- Happy with service.
- Never have a problem with the doctors.
- Two hours wait for GP?!
- I am always treated as an individual and always a pleasant greeting.
- Always happy with service.
- Very accommodating and good service.
- Always prompt appointments and staff are welcoming and always happy to help.
- I was asked.
- Very good doctor.
- Too long wait - two hours!
- I have used the Sandy Lane Surgery for a very long time and I am very, very satisfied with all doctors and staff are great.
- Because it's a brilliant surgery with brilliant staff.
- Never had any problem with nurses or doctors and always managed to get an appointment.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	23	46%
Female	23	46%
Blank	4	8%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	5	10%
25 - 34	4	8%
35 - 44	10	20%
45 - 54	6	12%
55 - 64	6	12%
65 - 74	9	18%
75 - 84	7	14%
85+	1	2%
Blank	2	4%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	43	86%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	2	4%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	3	6%

* 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	5	10%
Yes, limited a little	18	36%
No	20	40%
Prefer not say	4	8%
Blank	3	6%

* 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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