

**Private and Confidential**

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**Friends and Family Test  
Report**

Sandy Lane Surgery

April 2019



## Your patient feedback

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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?**

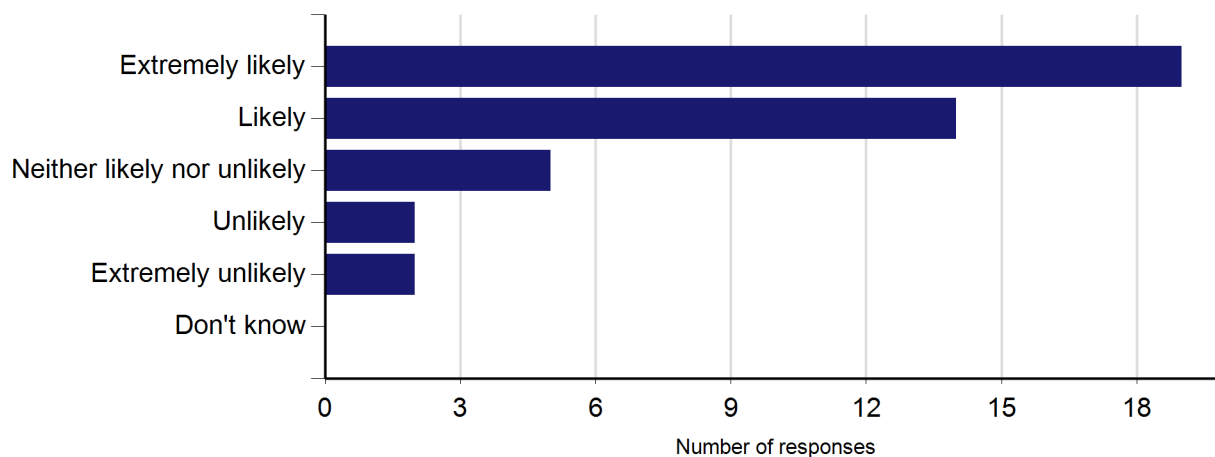
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	19	45%
Passive	Likely	14	33%
Detractors	Neither likely nor unlikely	5	12%
	Unlikely	2	5%
	Extremely unlikely	2	5%
	Don't know	0	0%
Total responses to this question		42	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	43

Graph 1



**79% 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 42 patients who answered the Friends and Family Test question, 39 (93%), filled out a paper questionnaire and 3 (7%), 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*	564	84%	268	208	39	27	15	7

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

Apr-19	42	79%	19	14	5	2	2	0
Mar-19	49	90%	25	19	2	1	1	1
Feb-19	44	84%	21	16	2	2	2	1
Jan-19	48	85%	25	16	4	2	0	1
Dec-18	39	87%	21	13	1	2	0	2
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

## 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:

- Long waits for GP followed by a very short appointment. Failed to refer me to hospital after being informed they would be. Admin staff helpful but senior member of staff did not seem bothered.
- Doctors don't take patient care seriously.
- Waiting room is dull and boring. Info on screen too small to read. Can hear everything reception saying.
- Always been happy with the way I am looked after.
- Great care and great staff.
- I have always been more than satisfied with the treatment and care I have received from this practice.
- Everything is rushed but treatment slow. Concerned with treatments that aren't offered and treatments that were offered but with hospital investigation not need.
- Great doctors and reception!
- Good doctors, friendly staff.
- The staff are really nice and helpful and the doctors are kind and reliable.
- Because I would recommend you anyway.
- Always been satisfied with surgery and staff on reception.
- Nice doctors.

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

- Can get an appointment when ringing at 8:00am.
- Can get an appointment easily.
- Because the staff are very helpful and care about you.
- Friendly staff, good doctors, caring.
- The doctors are very good but it is hard to get an appointment, you have to turn up first thing in the morning and with a bit of luck you might get a free doctor. Also when you get an appointment you turn up and most times you still have to wait a while.
- Polite and friendly service.
- Very good.
- Very good. Reception staff and always very helpful.
- Waiting two hours is ridiculous to see GP.
- Very good doctors.
- As use surgery all the time would recommend to anyone staff here are fantastic couldn't ask for better service.
- Always provides what we expect.
- Always very helpful from the front desk to the doctors.
- Some doctors I've had and my midwife is really good.
- Most of them live quite far away.
- Helpful reception. Get appointments when needed.
- I would recommend this practice based on the care I have received over the years from one doctor.
- Always find the receptionists extremely helpful at all times, and I always get the service I need from one doctor.
- Always very helpful and am able to be seen swiftly.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	16	37%
Female	24	56%
Blank	3	7%

\* May not add up to 100% due to rounding

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	2	5%
16 - 24	3	7%
25 - 34	8	19%
35 - 44	7	16%
45 - 54	8	19%
55 - 64	10	23%
65 - 74	2	5%
75 - 84	3	7%
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	33	77%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	4	9%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	5	12%

\* 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	12%
Yes, limited a little	9	21%
No	24	56%
Prefer not say	4	9%
Blank	1	2%

\* 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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