

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

December 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?

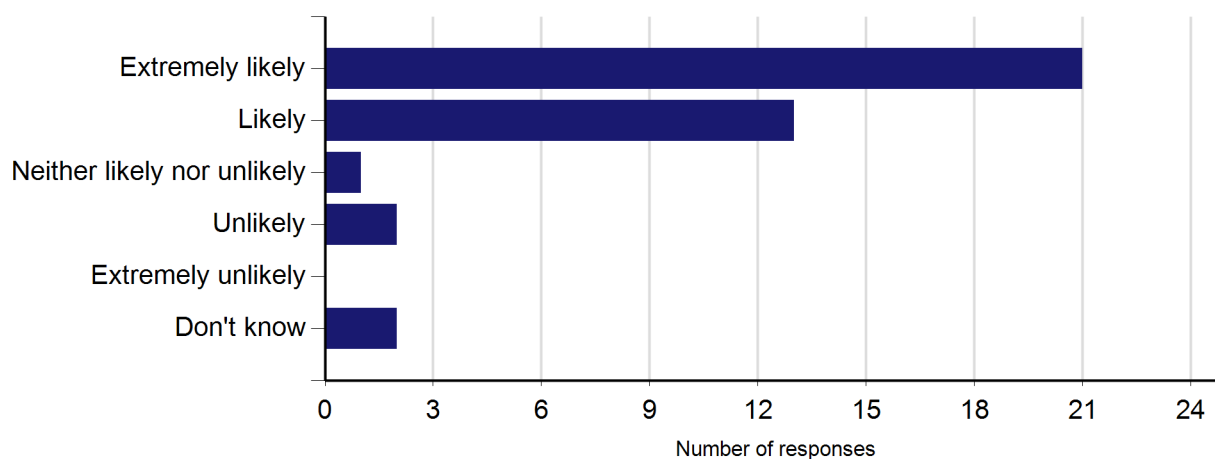
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	21	54%
Passive	Likely	13	33%
Detractors	Neither likely nor unlikely	1	3%
	Unlikely	2	5%
	Extremely unlikely	0	0%
	Don't know	2	5%
Total responses to this question		39	100%

* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	4
Total number of patients providing feedback	43

Graph 1



87% 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 39 patients who answered the Friends and Family Test question, 39 (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*	576	85%	272	215	44	21	17	7

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

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
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

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:

- Always been seen as fast as possible, very good care. Nice staff.
- The service is really good and would highly recommend to anyone, the doctors are amazing and so is reception they always try to help you and accommodate you, excellent service.
- Friendly staff. Excellent service. Would be even better if waiting times were cut down.
- Very good service. Would recommend to family and friends.
- Friendly team.
- Friendly team.
- Appointments are hard to come by and when you get them the wait times are atrocious.
- Been my GP all my life. Always reliable.
- I believe that the surgery provide a decent and effective service for all.
- Good other than waiting hours.
- It's a good practice.
- Because I get treated very well and looked after.
- Friendly staff and good doctors.

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

- Good.
- Super understanding service.
- Always been treated with respect.
- Doctors always do their best to sort an appointment even when I haven't been able to phone at 8:00am because of work.
- Always been helpful and brilliant.
- Every on time.
- Great service. Good helpful doctors and staff.
- Friendly doctors, good quality.
- Nice, pleasant staff.
- Sure the best is done and imagine services are the same at all surgeries.
- Overall some good people here although some not very punctual.
- Always been with the surgery and have found everyone helpful when needed.
- I have never had a bad consultation, the doctors here are extremely good.
- Good doctors.
- Very good service considerate professional kind.
- Surgery OK, doctors good but it's so hard to get seen by one.
- I am satisfied.
- I am always treated with efficiency, kindness and respect.
- Good staff and advice.
- Great service and always able to get an appointment as and when needed.
- Lovely staff.
- Because I think it's a good practice.
- Lovely staff happy to help.
- Pleasant staff, good doctor.
- Very good service.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	11	26%
Female	31	72%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	2	5%
25 - 34	5	12%
35 - 44	10	23%
45 - 54	3	7%
55 - 64	7	16%
65 - 74	6	14%
75 - 84	5	12%
85+	0	0%
Blank	4	9%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	39	91%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	3	7%

* 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	7	16%
No	26	60%
Prefer not say	0	0%
Blank	5	12%

* 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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