

Friends and Family Test Report

Sandy Lane Surgery

September 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

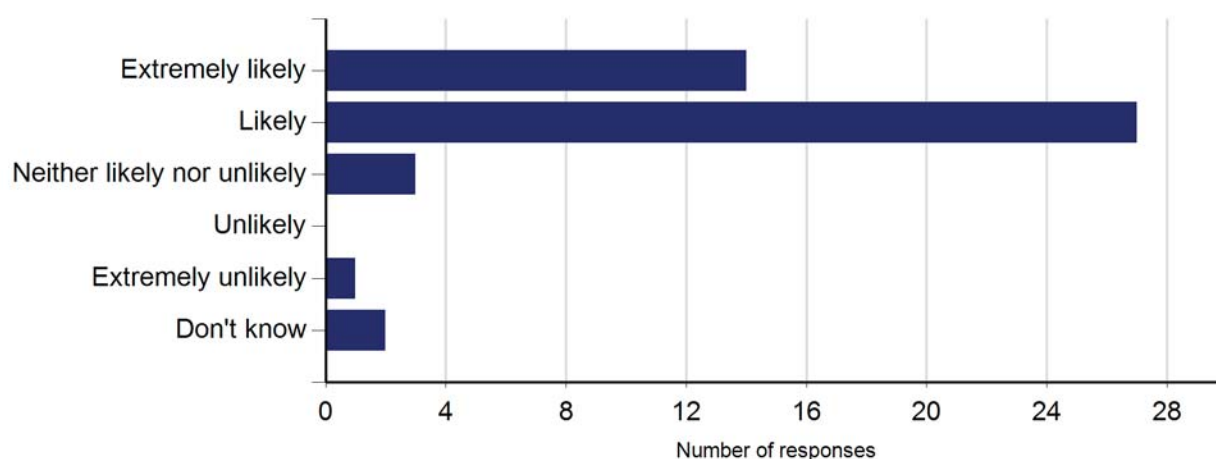
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	14	30%
Passive	Likely	27	57%
Detractors	Neither likely nor unlikely	3	6%
	Unlikely	0	0%
	Extremely unlikely	1	2%
	Don't know	2	4%
Total responses to this question		47	99%

* May not add up to 100% due to rounding

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 47 patients who answered the Friends and Family Test question, 46 (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*	590	85%	263	236	46	20	19	6

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

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
Nov-17	49	73%	12	24	4	6	3	0
Oct-17	50	88%	24	20	2	0	4	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:

- When I have been to see the GP for anything they are helpful and treat you with respect.
- Never have problems.
- I am very happy with my GP.
- Have always been helpful and have always been able to book appointments online as well as over the phone. My daughter is also always given an appointment as quickly as possible.
- Very good service and understanding. All staff behave well. Sometimes waiting is too long!
- Always taken care of properly.
- Very helpful.
- I very rarely see one doctor as they run very late, but I needed to see this particular doctor and they are very good in this area. I would always recommend one of the other doctors.
- Professional, friendly, clean.
- Reception staff are very friendly. One doctor is very friendly. Only thing that lets it down is the waiting times.
- The waiting time could be a bit quicker and the time slot in a morning maybe instead of ringing between 8am and 9am in a morning could be extended a bit until probably 10am and can also book in an afternoon. Maybe 12pm until 1pm.
- Very good staff always willing to help make you welcome and very friendly.

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

- Despite having booked appointments, they are never on time - waited an hour last time.
- Appointment system works well. Online appointments and prescription ordering is good.
- Very good doctors lovely people.
- Appointment time always late.
- Helping always and caring.
- Excellent.
- Always been satisfied, the staff are always friendly and helpful.
- Waiting times are ridiculous however level of care is outstanding.
- I have been a patient at this surgery for over 20 years and I have always been happy with the care received.
- Always polite and a smile on their faces.
- Been coming here since birth, many years.
- Because it's a good service.
- Good practice. Clean and friendly environment. I feel confident in what the doctors say.
- I have had a very friendly and personal experience.
- Good.
- Can usually get an appointment when needed. Friendly receptionists. Have a range of female medical practitioners.
- Never had a problem. Very friendly staff, nice doctor. All good.
- Reception staff always helpful - doctors show time interest and empathy.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	11	23%
Female	34	72%
Blank	2	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	4	9%
25 - 34	8	17%
35 - 44	7	15%
45 - 54	10	21%
55 - 64	7	15%
65 - 74	5	11%
75 - 84	3	6%
85+	3	6%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	41	87%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	3	6%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	2	4%

* 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	9	19%
Yes, limited a little	12	26%
No	24	51%
Prefer not say	0	0%
Blank	2	4%

* 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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