

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

February 2020



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?

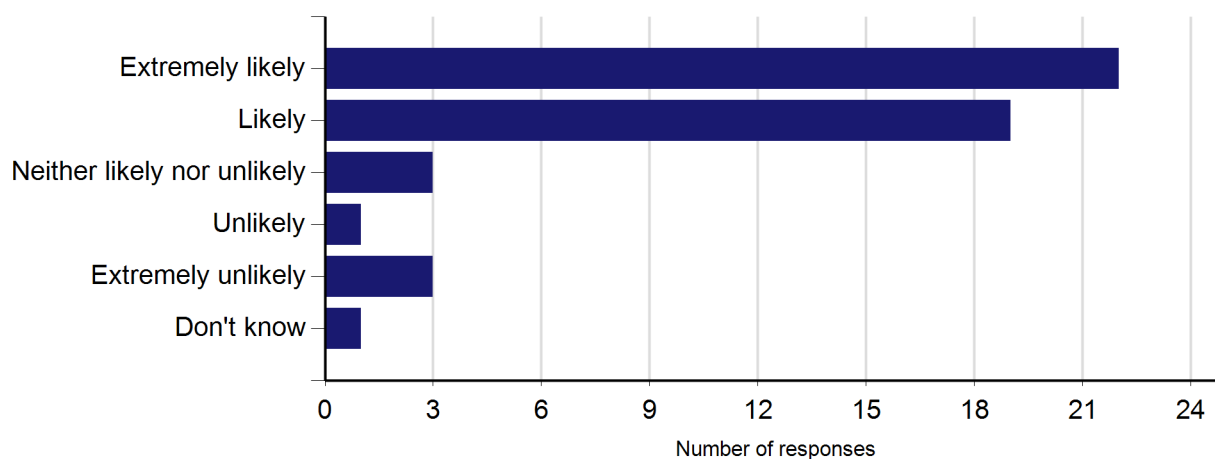
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	22	45%
Passive	Likely	19	39%
Detractors	Neither likely nor unlikely	3	6%
	Unlikely	1	2%
	Extremely unlikely	3	6%
	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



84% 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*	568	83%	273	199	44	24	22	6

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

Feb-20	49	84%	22	19	3	1	3	1
Jan-20	49	82%	27	13	2	5	2	0
Dec-19	48	90%	20	23	2	1	1	1
Nov-19	50	92%	22	24	1	0	3	0
Oct-19	51	92%	30	17	2	1	1	0
Sep-19	48	83%	24	16	6	2	0	0
Aug-19	49	80%	23	16	5	3	1	1
Jul-19	37	76%	18	10	2	3	3	1
Jun-19	51	76%	25	14	6	2	3	1
May-19	45	71%	18	14	8	3	2	0
Apr-19	42	79%	19	14	5	2	2	0
Mar-19	49	90%	25	19	2	1	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:

- Called surgery three times for a doctor to call back for an elderly person in agony no GP called discussing service.
- Because I'm a teenager and I don't really like the doctors. One doctor is lovely.
- I understand waiting will happen at times. But to be waiting 40 minutes over and when ask how much longer there is another "maybe two" more in front - it shows that either too many patients or appointment times are too short.
- Don't know anyone in this area.
- Because I have always had excellent care.
- Hospitality c**p. Timekeeping very bad. Appointments are like gold dust!
- Clean friendly doctors.
- They're OK.
- Good staff.
- Good service.
- The doctors are friendly and thorough and caring. The receptionists are really friendly and helpful and do a little bit extra.
- Happy.
- Friendly reception staff.

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

- I believe the staff and doctors are good and friendly. Sometimes you are not able to get in but that is not a problem I've encountered that frequently.
- This is a lovely surgery with excellent staff and doctor.
- Friendly doctors and staff. Always helpful.
- I have mainly seen the same GP for a number of years and have always found them to be very thorough and caring.
- Very friendly reception staff and GP. Good.
- The surgery has always been helpful, you can always get an appointment in a few weeks or on the same day. Receptionists are always helpful. Doctors are attentive and sort out issues. Only issue is length of time you can wait to see GP sometimes.
- Always been dealt with fairly and without issue.
- Can hardly get through on phone lines and takes ages to get an appointment.
- Excellent service every time.
- Warm and caring.
- Always willing to help at the end of the phone and all staff smiling all the time.
- I am a new patient, at this practice. Staff are so helpful and efficient.
- Very good and reliable doctors.
- Can usually get an appointment.
- Extremely good reception.
- Very rarely have any problems getting to see doctors or referrals if needed.
- Very good doctor. Very good receptionist.
- Very good doctors and getting good service from the receptionist.
- Sandy Lane Surgery is good surgery near to me. I am using this service for many years. I have not faced any problem with them.
- Been with the practice for many years.
- Always appointments available.
- Always helpful always friendly especially the reception staff.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	20	40%
Female	27	54%
Blank	3	6%

* May not add up to 100% due to rounding

Q4: Age

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

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	44	88%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	2	4%
Black/African/Caribbean/Black British	2	4%
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	11	22%
Yes, limited a little	14	28%
No	21	42%
Prefer not say	1	2%
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

☐☐☐☐☐☐

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?

☐ 0 – 15

☐ 16 – 24

☐ 25 – 34

☐ 35 – 44

☐ 45 – 54

☐ 55 – 64

☐ 65 – 74

☐ 75 – 84

☐ 85+

5 What is your ethnic group?

☐ White

☐ Mixed/Multiple ethnic groups

☐ Asian/Asian British

☐ Black/African/Caribbean/Black British

☐ 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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