

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

February 2016



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?

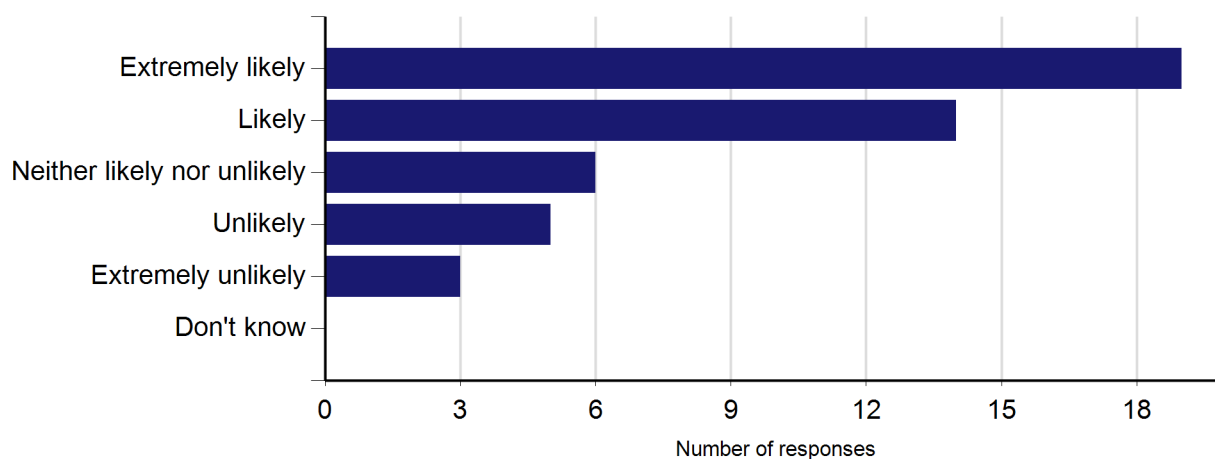
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	19	40%
Passive	Likely	14	30%
Detractors	Neither likely nor unlikely	6	13%
	Unlikely	5	11%
	Extremely unlikely	3	6%
	Don't know	0	0%
Total responses to this question		47	100%

* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	3
Total number of patients providing feedback	50

Graph 1



70% 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, 44 (94%), filled out a paper questionnaire and 3 (6%), 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*	573	86%	304	189	41	21	8	10

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

Feb-16	47	70%	19	14	6	5	3	0
Jan-16	46	80%	19	18	3	3	0	3
Dec-15	46	91%	23	19	4	0	0	0
Nov-15	50	74%	18	19	9	1	1	2
Oct-15	44	86%	20	18	3	3	0	0
Sep-15	51	88%	35	10	2	2	2	0
Aug-15	48	88%	27	15	4	1	0	1
Jul-15	47	96%	27	18	1	1	0	0
Jun-15	49	94%	30	16	1	2	0	0
May-15	48	88%	30	12	5	0	0	1
Apr-15	48	85%	26	15	3	1	2	1
Mar-15	49	92%	30	15	0	2	0	2

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:

- The treatment and care I receive at this practice is second to none and available whenever I need either the GP or other services.
- One doctor is very thorough and caring.
- I have always had good response from all the doctors and nurses at this practice.
- Have always been happy with treatment.
- Waiting too long.
- I have had overall a good service here.
- Very good service.
- Always seen promptly and good service.
- I have always been treated with respect and understanding and have experienced excellent care from all staff.
- Very good and very nice people.
- Local surgery, choice of doctor. Very good staff and nurses.
- Reception staff brilliant. Always willing to help.
- Can usually get in when I need to. Nurses very good.

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

- The care and treatment I have received has been first class throughout the years I have been in the practice.
- Staff are very friendly. All patient care is very good.
- I like the customer service and the doctors.
- Waiting too long.
- Patient care very good, especially the nurses.
- Very nice staff and good patient care.
- Too long waiting.
- Find staff helpful and supportive - all staff from reception staff and medical professionals. Everyone always professional at all times.
- Good. Reception staff very friendly.
- Waited two hours to see doctor. Fed up.
- Rubbish!
- Good service.
- Good doctors.
- The staff is friendly and the doctors are amazing.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	17	34%
Female	32	64%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	4	8%
25 - 34	7	14%
35 - 44	13	26%
45 - 54	8	16%
55 - 64	4	8%
65 - 74	10	20%
75 - 84	4	8%
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	39	78%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	5	10%
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	3	6%
Yes, limited a little	3	6%
No	31	62%
Prefer not say	8	16%
Blank	5	10%

* 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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