

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

December 2019



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?

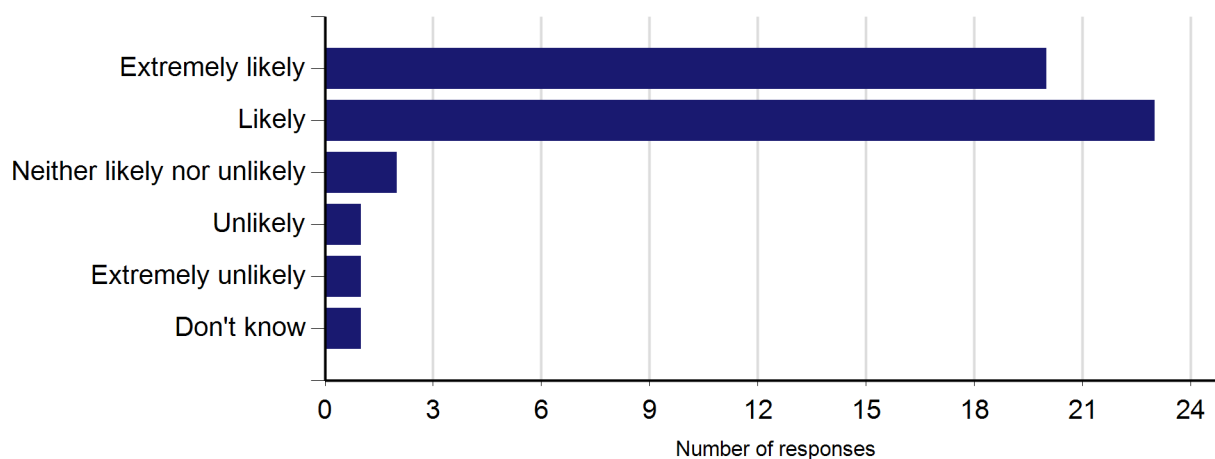
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	20	42%
Passive	Likely	23	48%
Detractors	Neither likely nor unlikely	2	4%
	Unlikely	1	2%
	Extremely unlikely	1	2%
	Don't know	1	2%
Total responses to this question		48	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	49

Graph 1



90% 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 48 patients who answered the Friends and Family Test question, 48 (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*	562	83%	270	199	45	22	19	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-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
Feb-19	44	84%	21	16	2	2	2	1
Jan-19	48	85%	25	16	4	2	0	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:

- I been registered here for years and found all the staff to be friendly and very helpful. No problem seems too small.
- I think this is high quality GP and always help me.
- Waiting time ridiculous.
- Always been quite happy with the service provided from this surgery.
- Always good care and service, however waits to see one doctor are always very long - not good for elderly patients or poorly children.
- Always happy with the service from doctors and nurses at the practice. The only downside is the difficulty getting an appointment after 8:00am (I guess this is similar most places though).
- Booking time.
- Never had any problems and a good service staff are nice.
- Because it is true.
- Only if they move to this area.
- Friendly staff. Do things quickly.
- Always can get an appointment. And quite flexible.
- Good.

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

- Great surgery which could be better with proper NHS funding.
- As a lot of people already have GPs and this is quite out of the way from where I live.
- Good.
- Sometimes difficult to get appointment.
- Very good services.
- You can always get an appointment.
- Don't come that often.
- I'm happy with treatment I get by doctors and reception staff.
- This is the best surgery I have used, mainly the care and attention provided by one doctor.
- Not too good for a home visit.
- Excellent staff and advice.
- I'm happy with the care that I have had.
- Staff very friendly apart from one doctor.
- Good surgery.
- Good surgery.
- Great service. GPs very thorough. Reception staff polite, very helpful. Nurses very good. This is in spite of all the cuts and pressure the NHS is under.
- This surgery has been wonderful to all my family. I cannot fault the staff from reception to doctors.
- Waiting time can be too much sometimes.
- Polite receptionist.
- Very good.
- Always get good treatment I think our team of doctors are first class.
- Helpful people.
- I always get good treatment.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	23	47%
Female	24	49%
Blank	2	4%

* 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	5	10%
35 - 44	6	12%
45 - 54	8	16%
55 - 64	13	27%
65 - 74	6	12%
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	40	82%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	2	4%
Other ethnic group	2	4%
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	6	12%
Yes, limited a little	17	35%
No	20	41%
Prefer not say	3	6%
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
<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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