

**Private and Confidential**

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**Friends and Family Test  
Report**

Sandy Lane Surgery

May 2018



## Your patient feedback

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## 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?**

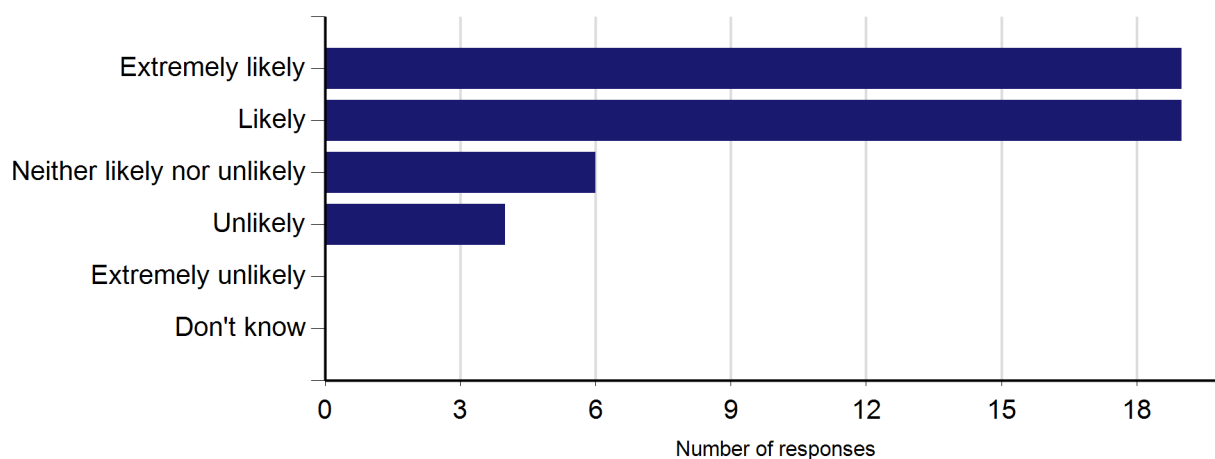
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	19	40%
Passive	Likely	19	40%
Detractors	Neither likely nor unlikely	6	13%
	Unlikely	4	8%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		48	101%

\* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	2
Total number of patients providing feedback	50

Graph 1



**79% 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, 47 (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*	587	83%	276	212	51	21	21	6

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

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
Sep-17	49	80%	23	16	7	1	1	1
Aug-17	50	74%	24	13	3	5	5	0
Jul-17	47	94%	31	13	3	0	0	0
Jun-17	50	84%	24	18	4	2	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:

- Appointments available, doctors attentive, admin staff efficient.
- Because whenever I need an appointment I can get in, the receptionists are friendly and try and help you in any way they can.
- Just a doctors.
- Do their best to see patients as soon as possible.
- I have always been looked after at this surgery.
- Always been very satisfied with service and never struggled to get an appointment in an emergency.
- Caring and I am well looked after, everyone very helpful.
- Don't come often.
- Waiting time.
- Because they're brill.
- I always get care I need.
- Very nice people - very good efficient reception staff and doctors. Very friendly.
- Friendly people. Everything done well. Waited a while - but not a problem.

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

- Very friendly.
- Great service and great staff.
- If patient, appointments always available. Friendly polite reception staff.
- Friendly helpful staff and one doctor in particular has been exceptional.
- 100% recommend for reception staff and GP. Nothing but praise.
- Staff are always very accommodating and helpful and the doctors are very professional.
- Don't go very often. Everything seems OK. Friendly.
- I have always come to this GP surgery, lovely reception on arrival, always helpful on the phone. I love one doctor too, they're my favourite to see.
- Very helpful staff and friendly.
- The staff are lovely they are doing a perfect job, and been polite to patients.
- Very nice surgery and helpful doctors.
- I am always treated well as always they are all very polite but it's hard to get an appointment as everywhere.
- My GP has always supported my needs and care. Has a good understanding of my family unit and any problems related to my circumstances.
- Very caring and professional.
- I deaf hard talk need interpreter (BSL) help them.
- This surgery is very good. Reception, nurses and doctors very good and we can choose the doctor we want to see.
- Nothing to compare them with.
- Very long wait.
- Waiting time over hour.
- Because the surgery is always helpful.
- Depends where they live.
- All doctors and nurses I've seen have always been good at their job.
- I have always had quick and efficient treatment through all the years.
- The receptionist is amazing.
- Friendly helpful, efficient, professional.
- Nice people.
- Because they help with any problem.

## 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	0	0%
16 - 24	1	2%
25 - 34	5	10%
35 - 44	6	12%
45 - 54	9	18%
55 - 64	10	20%
65 - 74	9	18%
75 - 84	6	12%
85+	4	8%
Blank	0	0%

\* 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	1	2%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	1	2%
Other ethnic group	0	0%
Blank	3	6%

\* 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	10	20%
Yes, limited a little	13	26%
No	20	40%
Prefer not say	3	6%
Blank	4	8%

\* 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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