

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

April 2017



Your patient feedback

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Sample patient questionnaire

Frequency and distribution of ratings for the Friends and Family Test question

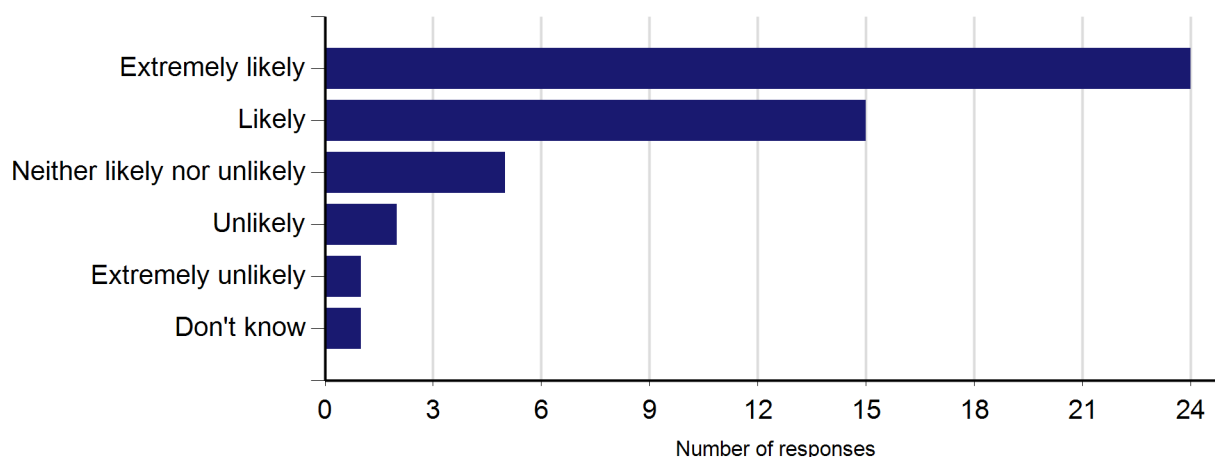
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	24	50%
Passive	Likely	15	31%
Detractors	Neither likely nor unlikely	5	10%
	Unlikely	2	4%
	Extremely unlikely	1	2%
	Don't know	1	2%
Total responses to this question		48	99%

* May not add up to 100% due to rounding

Graph 1



81% 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*	599	87%	335	187	48	14	8	7

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

Apr-17	48	81%	24	15	5	2	1	1
Mar-17	53	81%	31	12	8	0	1	1
Feb-17	49	86%	33	9	3	2	1	1
Jan-17	50	86%	22	21	3	3	1	0
Dec-16	49	92%	28	17	3	1	0	0
Nov-16	50	86%	32	11	4	0	1	2
Oct-16	50	94%	35	12	2	0	1	0
Sep-16	49	82%	17	23	7	1	1	0
Aug-16	49	92%	24	21	1	2	0	1
Jul-16	50	88%	27	17	4	2	0	0
Jun-16	50	90%	28	17	3	1	1	0
May-16	52	88%	34	12	5	0	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:

- Exceptionally long waiting times for one doctor, unfair on working people. Diary should reflect working hours. Some additional catch-up time could be factored into her diary. Another doctor is not very welcoming, particularly to female patients. Maybe he could make an effort to be more sympathetic or at least show some empathy. There should be options for Skype/FaceTime appointments for repeat prescription reviews. This may reduce missed appointments and long waiting times.
- They are always helpful in trying to fit me in for appointment to see the doctor or nurse and very polite on the telephone. The service here is excellent from all parties.
- Good.
- Very happy with the treatment and staff.
- My doctor is never on time.
- Always been good with me.
- Very polite and considerate.
- Not at this general practice.
- We see a caring and dedicated doctor.
- Appointments easy to make on the day and recently waiting times seem to have reduced - surgeries less crowded.
- Excellent and pleasant reception staff. Very helpful staff and friendly and helpful doctors.

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

- Good.
- Always had good service.
- Excellent care, always accessible.
- Excellent service, good staff, knowledgeable.
- Very happy with the treatment and staff.
- Too long wait.
- Solving problem.
- Always been good to me for many years.
- Can always get an appointment when I need one and when my children need one. Always nice and polite.
- Supportive, friendly staff.
- Good reception staff - good communication. Good with patients.
- Very good service.
- Very good and cheerful and very helpful. Very nice people.
- I like it here.
- I feel you have a very long waiting time and depending on which doctor you see, they are either not listening or rushing you out as they are running late.
- They do their best.
- Because good doctor and staff.
- Friendly service.
- Sometimes feel like some of the GPs don't take me seriously.
- My family use a different practice with which they are happy.
- Because everyone is very polite and helpful.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	19	40%
Female	26	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	2	4%
25 - 34	6	13%
35 - 44	4	8%
45 - 54	4	8%
55 - 64	14	29%
65 - 74	14	29%
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	45	94%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	1	2%
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	10	21%
Yes, limited a little	9	19%
No	21	44%
Prefer not say	4	8%
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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