

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

September 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

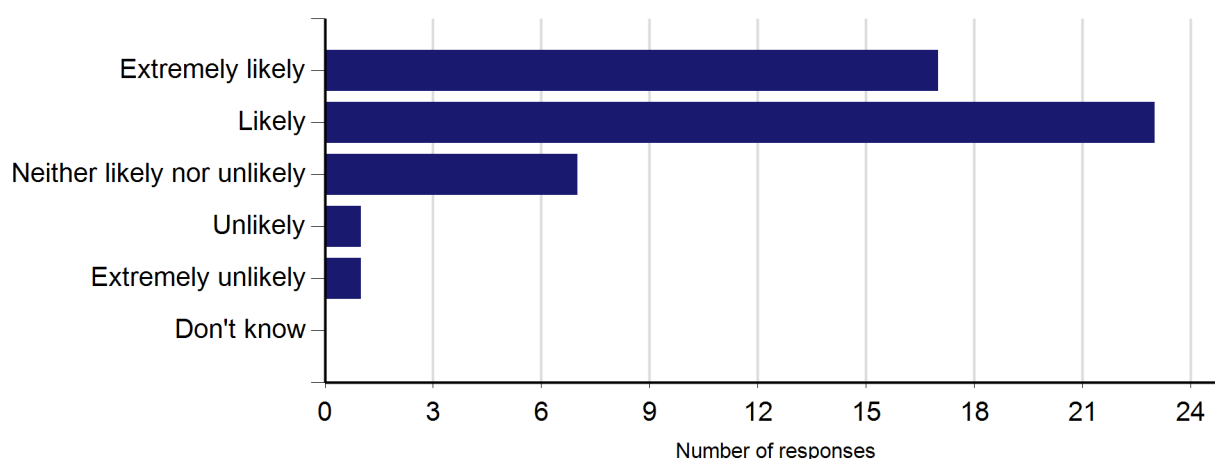
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	17	35%
Passive	Likely	23	47%
Detractors	Neither likely nor unlikely	7	14%
	Unlikely	1	2%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		49	100%

* May not add up to 100% due to rounding

Graph 1



82% 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, 49 (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*	574	85%	279	211	52	18	6	8

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

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
Apr-16	40	93%	20	17	3	0	0	0
Mar-16	51	90%	30	16	4	0	0	1
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

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:

- Because doctors are very understanding and nurses and receptionists are very good.
- Based on todays and previous times to see one doctor, no, because waiting times to see them have exceeded over one hour. But have no problems with recommending another doctor who is a lovely doctor but waiting time is too long.
- Always deal with me promptly.
- Good receptionists and staff. Friendly atmosphere. Good doctors for your choice.
- Nice doctors.
- Nice receptionists.
- Good, friendly staff.
- My treatment has always been satisfactory and the receptionists are very helpful.
- Good GPs.
- Fed up of waiting time for one of the doctors.
- They have helped me in the past and still do now.
- Very good doctor.
- GPs have always been there and cared for me and my family.

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

- It is very difficult to get through on the telephone in the mornings to make an appointment. There is often a delay to your appointment time.
- Found doctors helpful.
- Reception always helpful.
- Very good reception staff. Fantastic customer patient care.
- Good doctors but bad waiting times.
- The staff are great.
- Good.
- Helpful always.
- Too long waiting for one of the doctors.
- Good good good.
- Good surgery.
- Very good GP.
- No problems.
- Always helpful reception.
- Because she has help me with cancer.
- Friendly staff and the care and support of my doctor. She always seems to go the extra mile.
- Receptionists are always friendly and considerate.
- All staff lovely.
- Good doctors and nurses.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	19	39%
Female	28	57%
Blank	2	4%

* 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	8	16%
35 - 44	11	22%
45 - 54	8	16%
55 - 64	11	22%
65 - 74	5	10%
75 - 84	3	6%
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	36	73%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	2	4%
Black/African/Caribbean/Black British	3	6%
Other ethnic group	1	2%
Blank	5	10%

* 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	4	8%
Yes, limited a little	9	18%
No	23	47%
Prefer not say	5	10%
Blank	8	16%

* 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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