

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

September 2019



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

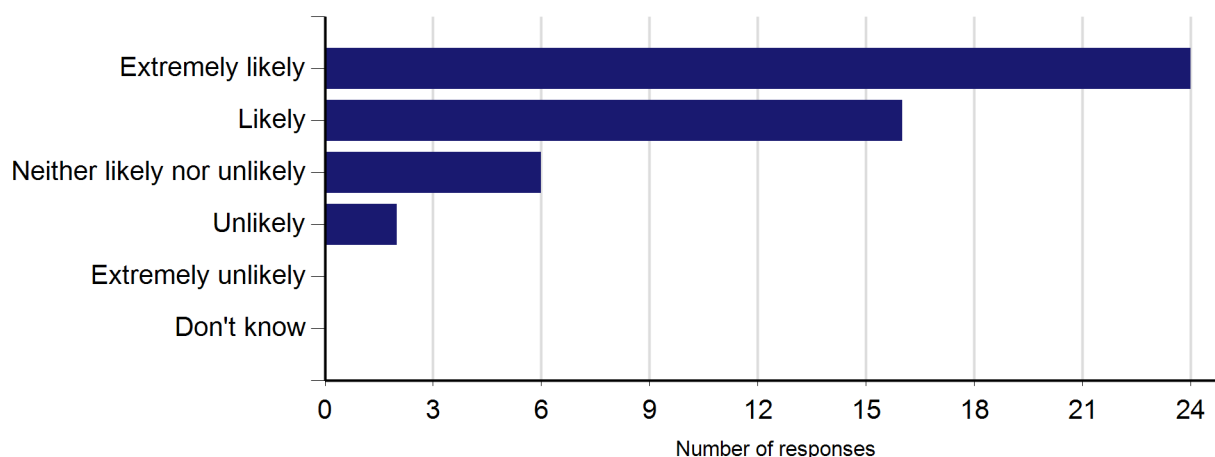
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	24	50%
Passive	Likely	16	33%
Detractors	Neither likely nor unlikely	6	13%
	Unlikely	2	4%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		48	100%

* May not add up to 100% due to rounding

Graph 1



83% 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*	547	81%	268	175	48	29	19	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-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
Dec-18	39	87%	21	13	1	2	0	2
Nov-18	47	83%	25	14	4	2	2	0
Oct-18	48	77%	24	13	3	5	3	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:

- Lovely reception staff.
- Always seen quickly - nice staff.
- Good.
- Nice friendly staff and great doctors.
- Good.
- Always friendly.
- Doctors are OK but you wait too long.
- Always friendly. Good appointments.
- I have a good seeing to and good polite service and helpful staff and doctors and right treatment.
- Staff so good. Very helpful.
- I would rather they make up their own mind.
- Cannot give opinion either way - not a regular visitor.
- Never get in when need to.
- Very helpful staff.

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

- Waited two hours!
- I can always get an appointment on the day.
- Can always get seen on the day, need a GP.
- Doctors really attentive. Reception really friendly.
- Very happy.
- The reception staff are very good and helpful. The doctors are all very good and listen to our problems and everyone is friendly, I don't feel as I am wasting anyone's time.
- Friendly staff very competent. Fairly easy to get appointment.
- I have used this surgery since it opened, many years. The staff are helpful, courteous and pleasant to deal with. They do their best to help.
- All staff wonderful and extremely caring and helpful, always put me at ease and understanding of my issues.
- Always pleased with the way I have been treated by doctors and staff.
- Always willing to help.
- Extremely helpful and friendly. Will do anything they can to support patient and carers, one doctor is extremely kind and understanding.
- Long waiting times.
- Doctors do their job to a satisfactory level but I often have 70+ calls when trying to get an appointment.
- Always had good service from the doctors and nurses.
- Good.
- Very helpful always go beyond to help anyone where they can.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	19	40%
Female	28	58%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	3	6%
25 - 34	9	19%
35 - 44	6	13%
45 - 54	4	8%
55 - 64	9	19%
65 - 74	6	13%
75 - 84	6	13%
85+	3	6%
Blank	1	2%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	42	88%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	1	2%
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	11	23%
No	24	50%
Prefer not say	1	2%
Blank	2	4%

* 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

☐☐☐☐☐☐

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?

☐ 0 – 15

☐ 16 – 24

☐ 25 – 34

☐ 35 – 44

☐ 45 – 54

☐ 55 – 64

☐ 65 – 74

☐ 75 – 84

☐ 85+

5 What is your ethnic group?

☐ White

☐ Mixed/Multiple ethnic groups

☐ Asian/Asian British

☐ Black/African/Caribbean/Black British

☐ 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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