

**Private and Confidential**

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**Friends and Family Test  
Report**

Sandy Lane Surgery

January 2017



**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

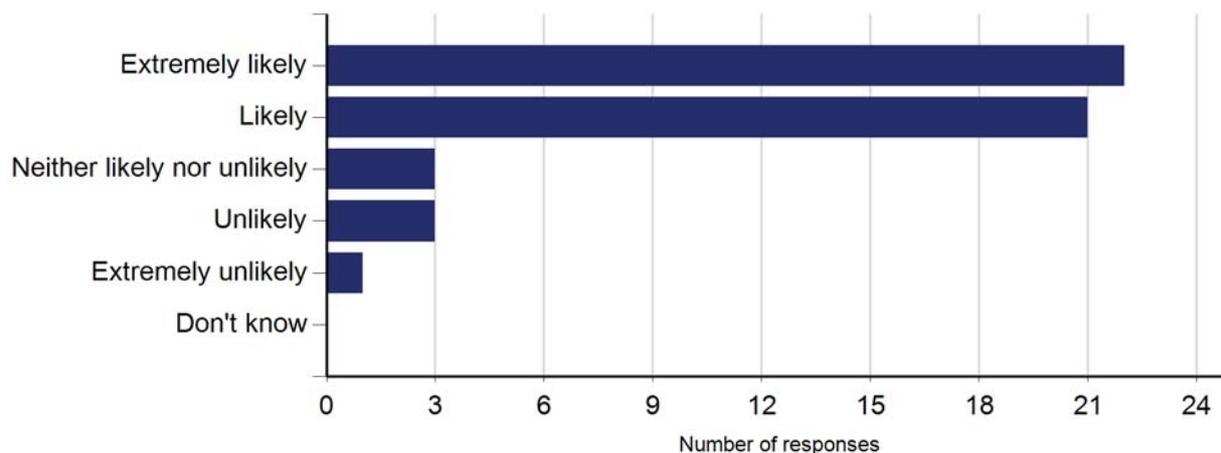
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	22	44%
Passive	Likely	21	42%
Detractors	Neither likely nor unlikely	3	6%
	Unlikely	3	6%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		50	100%

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

Graph 1



**86% 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 50 patients who answered the Friends and Family Test question, 50 (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*	587	88%	316	198	45	15	8	5

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

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
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
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

## 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:

- Without an appointment, he was extremely ill. Doctor saw him instantly cared for him and rang for an ambulance.
- Busy but good.
- Don't go to doctor very often but good when I did go.
- Because I booked an appointment which was for an emergency, and it got cancelled even though it was for an emergency!
- The service and care delivered by the team.
- Great ongoing care.
- Not good at getting appointments when needed.
- Never had any issues with this practice regarding treatment or appointments.
- Friendly, efficient, and have time for you.
- Always get an appointment, nice reception staff.
- They're not bad doctors and nurses.
- They're not bad doctors.
- Because they are good doctors.

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

- They are very good doctors to help people.
- Always helpful staff, everything is well organised.
- Happy with service.
- Trust and care.
- Polite and friendly.
- Reception are very helpful and try their best to fit you in.
- It can be difficult to get an appointment on the current system. All appointments are usually taken by 8.30am which is when you are asked to call.
- Can never get in when you want to, and always run behind time when you do get an appointment time, and not enough appointments spare on the day you ring.
- People at the practice behind reception are very good.
- A doctor that listens to you and doesn't rush to see the next person.
- Very helpful and polite. Would recommend anybody to these doctors. Brilliant.
- Helpful staff from reception to GP.
- Help when needed.
- I have been at Sandy Lane practice for many years, and had no problems in that time with the doctors, nurses, or receptionists.
- Because the waiting is not acceptable.
- I have no problems.
- Very helpful staff and good service.
- Very friendly and staff are helpful.
- Always been satisfied with all aspects of my care.
- Good surgery.
- Because it's true.
- The staff are always friendly and nine times out of ten you can get an appointment.

Demographics

**Q3: Gender**

	Number of responses	Percentage of responses*
Male	19	38%
Female	28	56%
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	5	10%
25 - 34	7	14%
35 - 44	9	18%
45 - 54	10	20%
55 - 64	6	12%
65 - 74	7	14%
75 - 84	5	10%
85+	1	2%
Blank	0	0%

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

**Q5: Ethnic group**

	Number of responses	Percentage of responses*
White	48	96%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	1	2%
Other ethnic group	0	0%
Blank	0	0%

\* 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	12	24%
No	31	62%
Prefer not say	1	2%
Blank	0	0%

\* 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

