

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

August 2016



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?

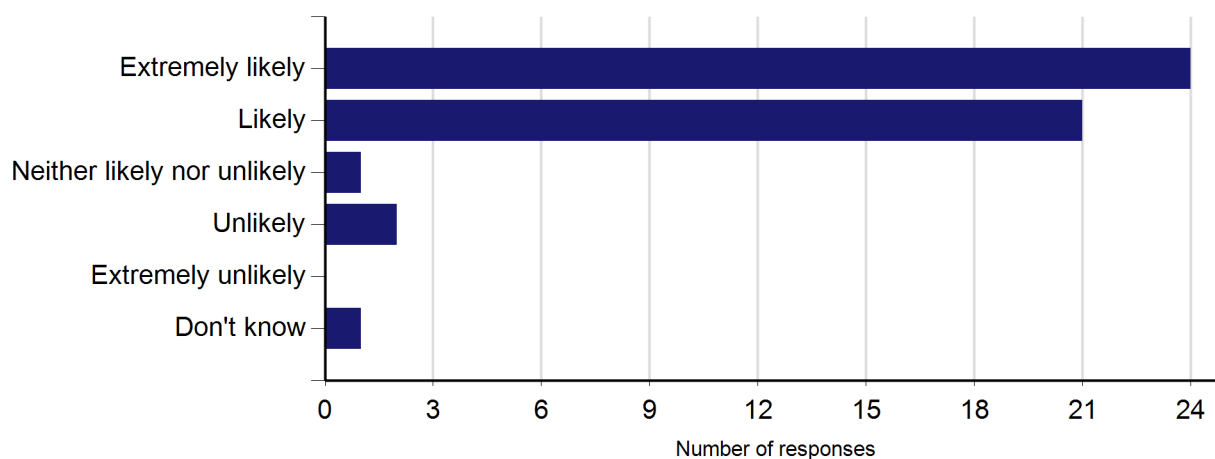
Table 1

| Criteria category for scoring | Response scale | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters | Extremely likely | 24 | 49% |
| Passive | Likely | 21 | 43% |
| Detractors | Neither likely nor unlikely | 1 | 2% |
| | Unlikely | 2 | 4% |
| | Extremely unlikely | 0 | 0% |
| | Don't know | 1 | 2% |
| Total responses to this question | | 49 | 100% |

* May not add up to 100% due to rounding

| | |
|---|----|
| Number of patients who left Q1 blank (but provided other feedback on the questionnaire) | 1 |
| Total number of patients providing feedback | 50 |

Graph 1



92% 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* | 576 | 86% | 297 | 198 | 47 | 19 | 7 | 8 |

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

| | | | | | | | | |
|--------|----|-----|----|----|---|---|---|---|
| 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 |
| Sep-15 | 51 | 88% | 35 | 10 | 2 | 2 | 2 | 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:

- Very good GPs and staff.
- I think the doctors are good. Only downfall no water machine and toys for children.
- I know some people in my family who are not happy with their treatment.
- I always feel I get an appointment when needed with the doctor I request.
- It can be very hard to get an appointment.
- Because one of the doctors is very understanding and has time to listen. Very good doctor. Reception get you in that day if you call at 8am.
- Because he is a good doctor and all the other services are very good.
- It's a good surgery, we can choose the doctor we want to see.
- Extremely good service.
- Because there're very friendly and helpful.
- Very good and lovely reception staff.
- The practice is nice. Nice people. Nice GPs.
- Always a good service when I/my children visit, sometimes trying to get through is frustrating. Overall great.

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

- Too long of a wait. Also struggled to get an appointment.
- I would recommend this GP practice as it is a good practice and the doctor and nurses are really nice and friendly.
- Bad experience with some of GPs. Always running late.
- Good doctors.
- Staff brilliant very helpful. Doctors very good.
- Always had wonderful service and all our family have always been part of the surgery so we would all highly recommend.
- Always been helpful.
- Very good, one of the doctors is fabulous, but you usually can't get through on the telephone in a morning when you need an appointment.
- Never had any problems. Doctors always been great. Receptionists always been helpful.
- Very helpful.
- Because I've been at this practice for many years. Thank you.
- Extremely friendly, really good surgery.
- Difficulties getting appointments can be a problem.
- They were and have been very helpful towards me and family members.
- Friendly and welcoming.
- One of the doctors knows me and my family and our medical histories.
- Meets my needs.
- Because you are good and friendly.
- Very nice getting an appointment mostly same day very good thank you.
- Because it is a nice place to come to when you are sick.
- Good practice.
- Always satisfied. Staff always do their best for you.
- Very helpful staff and very good doctors.

Demographics

Q3: Gender

| | Number of responses | Percentage of responses* |
|--------|---------------------|--------------------------|
| Male | 18 | 36% |
| Female | 31 | 62% |
| Blank | 1 | 2% |

* May not add up to 100% due to rounding

Q4: Age

| | Number of responses | Percentage of responses* |
|---------|---------------------|--------------------------|
| 0 - 15 | 0 | 0% |
| 16 - 24 | 4 | 8% |
| 25 - 34 | 9 | 18% |
| 35 - 44 | 6 | 12% |
| 45 - 54 | 5 | 10% |
| 55 - 64 | 6 | 12% |
| 65 - 74 | 11 | 22% |
| 75 - 84 | 8 | 16% |
| 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 | 46 | 92% |
| Mixed/Multiple ethnic groups | 1 | 2% |
| Asian/Asian British | 1 | 2% |
| Black/African/Caribbean/Black British | 1 | 2% |
| Other ethnic group | 1 | 2% |
| 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 | 7 | 14% |
| Yes, limited a little | 12 | 24% |
| No | 30 | 60% |
| 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 |
| <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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