

**Private and Confidential**

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**Friends and Family Test  
Report**

Sandy Lane Surgery

June 2016



## Your patient feedback

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

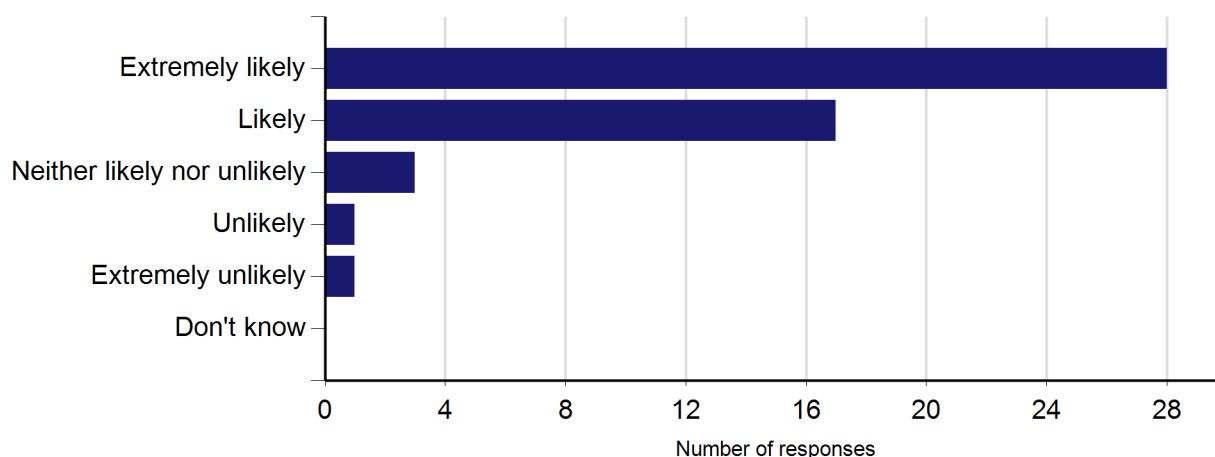
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	28	56%
Passive	Likely	17	34%
Detractors	Neither likely nor unlikely	3	6%
	Unlikely	1	2%
	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



**90% 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*	572	86%	300	193	47	17	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).

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
Aug-15	48	88%	27	15	4	1	0	1
Jul-15	47	96%	27	18	1	1	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:

- Lovely stuff, helpful.
- Provide the service to people who need it as and when.
- Extremely good service, all staff very professional, treat you with respect and dignity. Always happy to help and with a smile. Couldn't wish for better service. Well done to doctors/staff. Thank you!
- Good friendly staff.
- I feel that I am treated as an individual. The staff are very pleasant. The medical staff are first class.
- I find the doctors and nurses and all staff most professional caring and always polite.
- Helpful staff. Effective doctors - listen to what you have to say.
- Great service.
- Brilliant service.
- I have always been satisfied with service my doctor gives me. I have used this surgery for many years.
- Have been very good to me and my wife very good service.
- I would recommend the practice as a whole but I have personal issues and feel my illness was unnoticed by the neglect of one of the doctors. Many years undetected condition.
- I am always treated very well. Thank you.

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

- Great staff and doctors.
- Sometimes it takes a lot of time to book an appointment which is very frustrating. I also think one of the doctors doesn't like anybody but themselves! I dread having appointments with them.
- Although overall service is good, the information from reception staff can be conflicting - regarding prescriptions, etc. Waiting times to see GP can be extreme (but the GP is fab).
- Very satisfied with the care from reception, GP and nurses.
- Always helpful. Very nice people, staff and also doctors. Clean surgery - a welcome place.
- No problems - get an appointment easily and have been satisfied every time I come here, doesn't matter which doctor I see.
- Great service.
- Not something I am likely to ever talk about.
- They have always treat me with respect at reception staff.
- Caring.
- I've been here since being a child and have always been well cared for.
- They all really like their existing GPs.
- Friendly, professional, polite and always willing to help.
- Very happy with the service offered. Always very helpful.
- Find doctors quite good.
- It's a good doctor's but waiting times can be long for appointments.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	17	34%
Female	31	62%
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	10	20%
35 - 44	5	10%
45 - 54	6	12%
55 - 64	10	20%
65 - 74	9	18%
75 - 84	8	16%
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	48	96%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
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	13	26%
No	29	58%
Prefer not say	2	4%
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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