

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

June 2019



Your patient feedback

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Additional information on the Friends and Family Test
Sample patient questionnaire

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

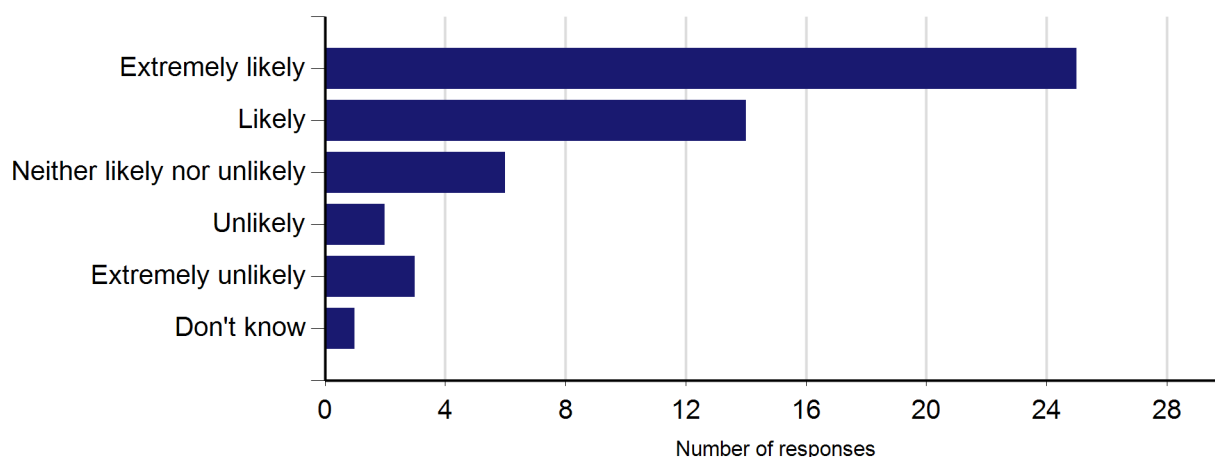
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	25	49%
Passive	Likely	14	27%
Detractors	Neither likely nor unlikely	6	12%
	Unlikely	2	4%
	Extremely unlikely	3	6%
	Don't know	1	2%
Total responses to this question		51	100%

* May not add up to 100% due to rounding

Graph 1



76% 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 51 patients who answered the Friends and Family Test question, 50 (98%), filled out a paper questionnaire and 1 (2%), 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*	560	82%	264	196	45	27	20	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-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
Sep-18	47	87%	14	27	3	0	1	2
Aug-18	50	76%	20	18	3	5	4	0
Jul-18	50	90%	27	18	4	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:

- Good doctor who takes time to listen to your problem, a poor receptionist really sets this place back, unsure of their name but they're very rude.
- Waiting time, appointment for 11:00am, still waiting at 11:57am with four more patients in front.
- The service you get is great.
- Always friendly and help as much as possible.
- Too long to wait to see doctor. Tea machine would be handy.
- Brilliant service by staff - health professionals and reception staff. Always try to help as much as they can.
- Always satisfied.
- Polite staff very friendly and very helpful.
- Polite and friendly staff.
- Extremely good GP practice. Well run - nice staff.
- A good surgery, very friendly, helpful staff. Nice and local.
- I am very satisfied with everything, doctors, nurses, reception, etc.
- Living in a sheltered housing, many residents should be notified of this place, how welcome you are when you enter this surgery.

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

- Fast, friendly service.
- I think there are only two doctors who actually treat you like a person. All the receptionists are great.
- One doctor is an excellent GP.
- Reception good.
- Friendly and approachable staff.
- Easy to get appointment. Good staff.
- Excellent medical services.
- Very helpful.
- Very helpful staff.
- Service quite good, when you can get in to see doctor.
- Always OK.
- Not great appointment times during week - could do with more late or Saturday appointments. Not easy to get through via phone.
- Absolute joke of a surgery. One doctor rubbish. Waited two hours for nothing.
- Helpful staff. Doctors and nurses care. Very friendly.
- Pleased with GP.
- Nice staff.
- This is a very nice surgery. Very good staff. Nice and local.
- Friendly, caring staff and GPs.
- Waited two hours, disgusted.
- I was diagnosed with a particular condition and now with being recommended by the nurse to try a specific diet, I have reversed my diagnosis. I can't thank you enough.
- Good service.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	26	51%
Female	22	43%
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	7	14%
25 - 34	5	10%
35 - 44	5	10%
45 - 54	9	18%
55 - 64	8	16%
65 - 74	10	20%
75 - 84	6	12%
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	43	84%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	2	4%
Black/African/Caribbean/Black British	1	2%
Other ethnic group	2	4%
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	6	12%
Yes, limited a little	11	22%
No	27	53%
Prefer not say	4	8%
Blank	3	6%

* 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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