

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

July 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

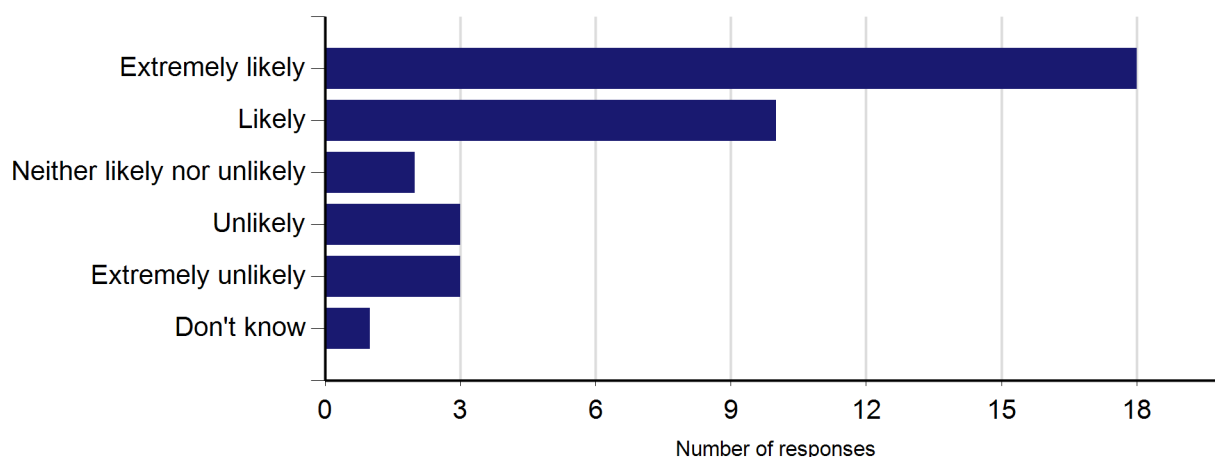
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	18	49%
Passive	Likely	10	27%
Detractors	Neither likely nor unlikely	2	5%
	Unlikely	3	8%
	Extremely unlikely	3	8%
	Don't know	1	3%
Total responses to this question		37	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 37 patients who answered the Friends and Family Test question, 37 (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%	255	188	43	29	23	9

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

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
Sep-18	47	87%	14	27	3	0	1	2
Aug-18	50	76%	20	18	3	5	4	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 difficult to get an appointment even though I suffer with a neurological condition. Feel let down and alone.
- Doctors very unhelpful and delays for no reason. Receptionists are great though.
- They are very good.
- Staff good. Amenities good. Professional.
- For many years we have been using this practice. The staff have always been helpful and caring. The medical care from the doctors has always been first class.
- Had no problems and provide a good service.
- Because no problem is too big or too small for you guys to deal with, you are all very friendly and really take the time to listen.
- As I had a lot of questions that were answered.
- Because you take the time to explain what's what.
- Friendly staff, good doctors.
- I have always had positive experiences, very friendly staff, excellent doctors, very efficient.
- Have been with this practice for many years and have always been treated with courtesy and understanding by everyone.

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

- Good doctors and treatment given, treated respectfully.
- As I have always been looked after.
- Been seen by doctor when needed most of the time. Felt well looked after by the doctors at the surgery. Think would benefit from being able to book review appointments in advance rather than on the day. A duty doctor service would also help. Staff are friendly and helpful.
- Appointments are hard to come by and always running late.
- This is a very friendly, well run practice. Good for anyone, and local.
- Because good service.
- Poor service level, all my appointments always been delayed over 30 minutes.
- Everyone is really helpful and pleasant.
- That's my answer.
- GP takes too long. Wait one hour!
- Been at this surgery for many years on and off and have been very happy for most of the time.
- Good service but like the rest of the NHS, too much demand but not enough resources, resulting at times in a rushed service.
- Not really happy with doctors.
- Very helpful and personal doctors and staff.
- Staff friendly and helpful.
- As you can't get through on the phone in a morning and when you do sometimes everything's gone.
- For good service.
- Have not had treatment yet.
- Sympathetic doctors and staff.
- When you can get an appointment the service is good, receptionists are pleasant and helpful.
- No bad experiences in the past.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	11	30%
Female	26	70%
Blank	0	0%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	3	8%
25 - 34	8	22%
35 - 44	6	16%
45 - 54	4	11%
55 - 64	4	11%
65 - 74	3	8%
75 - 84	8	22%
85+	1	3%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	36	97%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	1	3%

* 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	16%
Yes, limited a little	10	27%
No	19	51%
Prefer not say	2	5%
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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