

Private and Confidential

Mrs Jill Towns
Sandy Lane Surgery
77 Sandy Lane
Mansfield
Nottinghamshire
NG18 2LT

**Friends and Family Test
Report**

Sandy Lane Surgery

November 2017



Your patient feedback

Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1)	P1
Cumulative and previous survey information (table 2)	P2
Patient comments	P2
Patient demographics	D1

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?

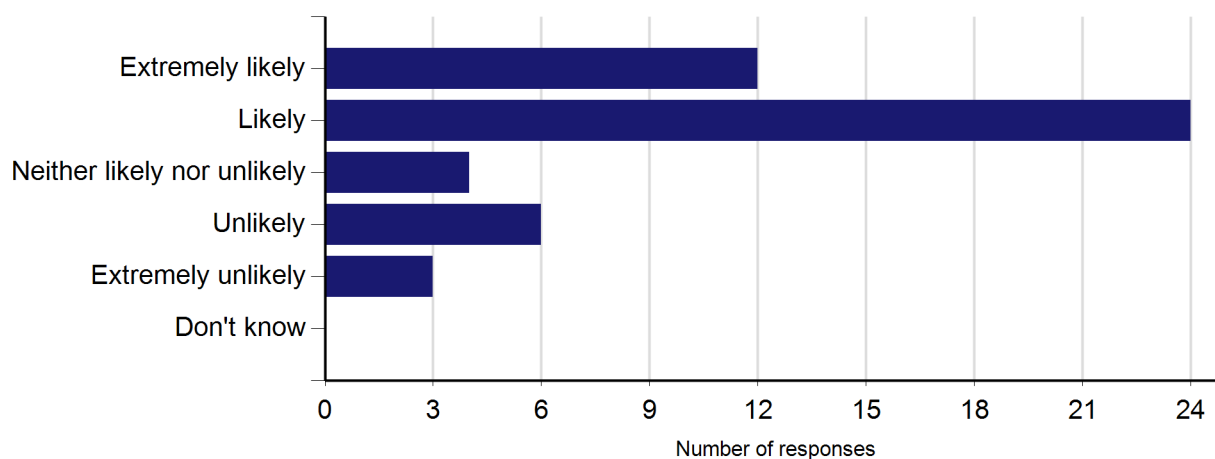
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	12	24%
Passive	Likely	24	49%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	6	12%
	Extremely unlikely	3	6%
	Don't know	0	0%
Total responses to this question		49	99%

* 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



73% 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, 48 (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*	592	82%	293	193	54	25	20	7

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

Nov-17	49	73%	12	24	4	6	3	0
Oct-17	50	88%	24	20	2	0	4	0
Sep-17	49	80%	23	16	7	1	1	1
Aug-17	50	74%	24	13	3	5	5	0
Jul-17	47	94%	31	13	3	0	0	0
Jun-17	50	84%	24	18	4	2	1	1
May-17	48	67%	17	15	9	3	2	2
Apr-17	48	81%	24	15	5	2	1	1
Mar-17	53	81%	31	12	8	0	1	1
Feb-17	49	86%	33	9	3	2	1	1
Jan-17	50	86%	22	21	3	3	1	0
Dec-16	49	92%	28	17	3	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:

- The doctors are very unsympathetic and very unhelpful. I find them very rude and arrogant.
- Nurses are great so I would recommend for that but two particular doctors don't seem to listen to me.
- Very helpful reception staff.
- I don't want more people coming and making wait times longer.
- My friends and family already have doctors they like.
- Never on time, always waiting at least 30-45 minutes.
- I feel that because of my age and gender I am overlooked when I come in with a problem. I feel like I am not listened to.
- Wait is pretty long for doctors but not too bad for nurses.
- Wait times are long, but nurses are good. Friendly reception.
- Very polite and happy with the service.
- I like the nurses here, plus the doctors are ok.
- It is a nice place, very nice staff.
- Happy with service.

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

- Satisfied with the treatment received.
- Sometimes you can't get in to see them on the days you want.
- You can get appointments easily, not long waiting time.
- Almost impossible to get through in a morning and when you finally do, you're told to ring in again tomorrow and the cycle continues.
- Sometimes delays overall, good service.
- Because that's what I think.
- Very polite service. Very good appointment service.
- Always get a good outcome.
- Doctors are cold, ignorant and arrogant.
- General good service when clinic used.
- Good service.
- My partner recommended me to this practice as she gets great service. So I have moved over from elsewhere. I find it very efficient and staff very friendly.
- Excellent staff.
- Well hopefully this doctors surgery is helpful and knows the meaning of confidentiality.
- I don't use the doctors much, but when I have it has always been ok.
- I've only been to this surgery once as being new to the area, but the reception staff have been lovely and the doctor I saw for my daughter was very helpful and supportive.
- Always polite.
- Very friendly people and most of the time you are seen quite quickly.
- Very nice staff - doctors. Near my home. Nice surgery.
- Not good for getting appointments when needed.
- Friendly staff, very welcoming too.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	23	46%
Female	26	52%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	5	10%
25 - 34	10	20%
35 - 44	11	22%
45 - 54	7	14%
55 - 64	5	10%
65 - 74	6	12%
75 - 84	4	8%
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	36	72%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	3	6%
Other ethnic group	5	10%
Blank	3	6%

* 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	16	32%
No	21	42%
Prefer not say	7	14%
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



© CFEP UK Surveys, 2015 no part of this questionnaire may be produced in any form without written permission.