

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

June 2018



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

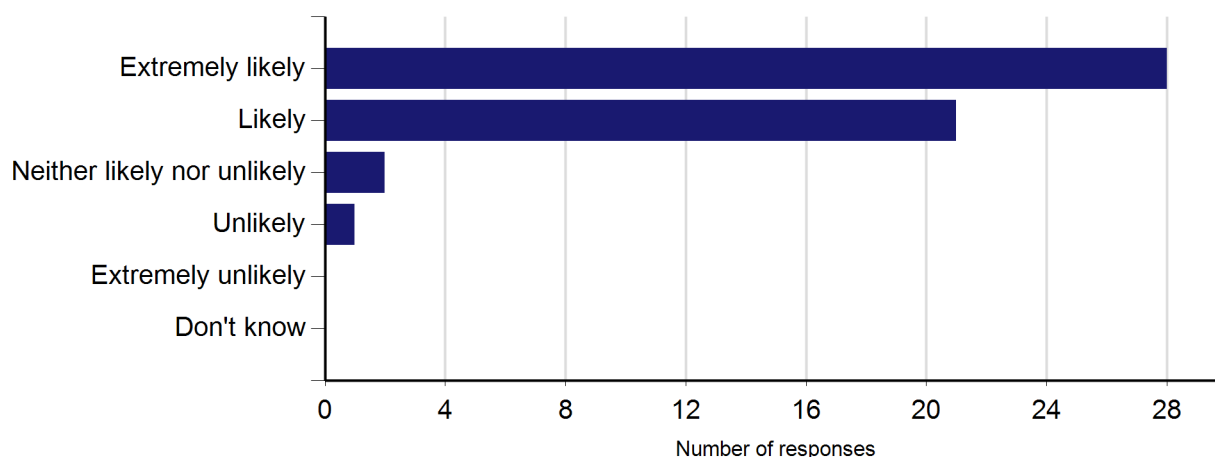
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	28	54%
Passive	Likely	21	40%
Detractors	Neither likely nor unlikely	2	4%
	Unlikely	1	2%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		52	100%

* May not add up to 100% due to rounding

Graph 1



94% 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 52 patients who answered the Friends and Family Test question, 51 (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*	589	84%	280	215	49	20	20	5

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

Jun-18	52	94%	28	21	2	1	0	0
May-18	48	79%	19	19	6	4	0	0
Apr-18	47	89%	28	14	4	0	0	1
Mar-18	49	90%	21	23	4	1	0	0
Feb-18	50	84%	20	22	5	0	2	1
Jan-18	49	78%	25	13	5	0	5	1
Dec-17	49	86%	25	17	4	2	0	1
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

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:

- Practice is very good.
- Very helpful.
- Too long wait for GP.
- Always very helpful, polite and caring (doctors and reception).
- Always happy with outcome of health and quality of life situations from visits here.
- Very good reception and all doctors but one who is ignorant.
- Pleasant staff.
- I found that all the staff are very kind, helpful, polite and pleasant to talk to at any time I attend. In the whole time that I've been registered with this practice I have only had one incident with a doctor which I no longer see. All other doctors have treated me with the utmost respect. The receptionists always know how to let me leave happier than when I arrived.
- I don't visit the surgery often enough to make an adequate assumption on quality of care.
- Good.
- I like the GP here and very friendly helpful.

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

- History of family issues within the past but I have personally had good service. Some of the receptionists are excellent very professional and courteous.
- Very happy with the service provided.
- Friendly doctors and reception staff. Listen to concerns and give good advice/treatment.
- I'm just trying to be polite, team together, everyone, so people at front desk should work as a team, communicate a bit more talk to one another to get things done properly. It's cognitive thinking.
- Everyone seems polite and you can get an appointment to see a GP quite easy.
- Appointments available when you call at 8am. Staff friendly.
- Good surgery. Receptionists very helpful. Good doctors and nurses.
- Lovely staff.
- Because I have always been treated well and nothing is too much trouble.
- Always helpful.
- Always been satisfied. Reception allowed me to see nurse at the last minute, due to an injury - much appreciated.
- Friendly staff.
- Excellent admin and one of the receptionists.
- Excellent service.
- Because they're good doctors.
- Very friendly and helpful staff.
- Kind and helping staff.
- Excellent care.
- Easy service and friendly staff.
- All doctors and staff very friendly, good listeners and eager to help any way possible.
- We have always used this doctors and can always get an appointment when needed. Friendly doctors.
- All the staff are pleasant from receptionists to nurses to GPs. Have sat and heard receptionists take some awful comments from people who have no idea how hard these people work for the surgery.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	16	31%
Female	35	67%
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	3	6%
25 - 34	12	23%
35 - 44	7	13%
45 - 54	7	13%
55 - 64	7	13%
65 - 74	8	15%
75 - 84	4	8%
85+	4	8%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	48	92%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	2	4%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	1	2%
Blank	1	2%

* 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	17	33%
No	20	38%
Prefer not say	6	12%
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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