

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

March 2020



Your patient feedback

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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

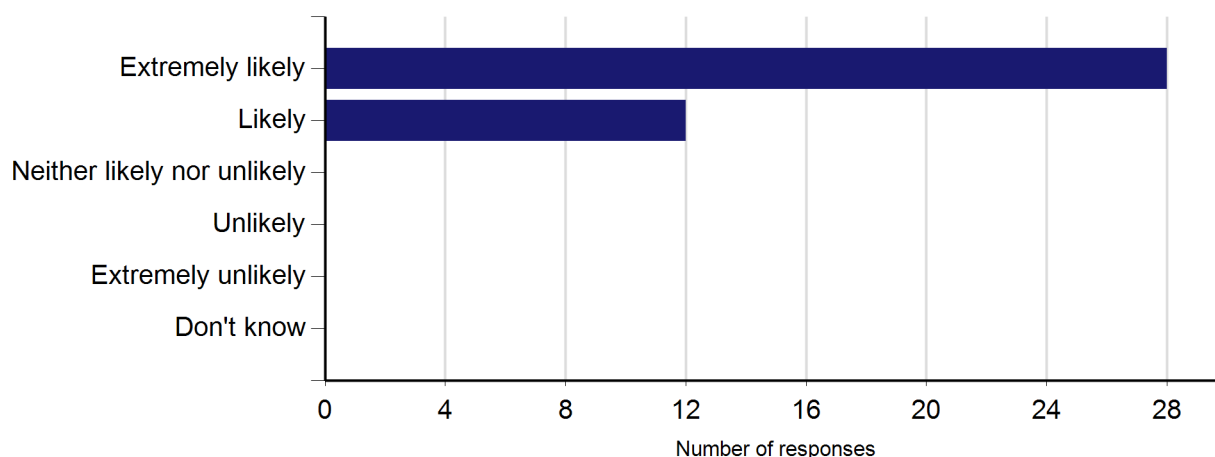
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	28	70%
Passive	Likely	12	30%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		40	100%

* May not add up to 100% due to rounding

Graph 1



100% 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 40 patients who answered the Friends and Family Test question, 36 (90%), filled out a paper questionnaire and 4 (10%), 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*	559	84%	276	192	42	23	21	5

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

Mar-20	40	100%	28	12	0	0	0	0
Feb-20	49	84%	22	19	3	1	3	1
Jan-20	49	82%	27	13	2	5	2	0
Dec-19	48	90%	20	23	2	1	1	1
Nov-19	50	92%	22	24	1	0	3	0
Oct-19	51	92%	30	17	2	1	1	0
Sep-19	48	83%	24	16	6	2	0	0
Aug-19	49	80%	23	16	5	3	1	1
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

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:

- During this awful spell of coronavirus the receptionists are doing everything they can for us. Well done, we appreciate your kindness.
- I've been coming to the surgery for many years always a lovely staff and doctors.
- I have never had a problem. Can always book appointments easily and the reception/doctors are very friendly.
- I have always had good advice and support from one doctor.
- Very satisfied.
- Because I think there is only one decent doctor. The receptionists are very helpful and welcoming.
- I'm always dealt with both by doctors and all the staff with care and kindness.
- Very satisfied.
- Very satisfied.
- Amazing staff.
- Very helpful.
- Brilliant surgery always helpful.
- Excellent service.

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

- Staff take time to get to know you as a person.
- Happy on visits.
- They are very nice and you don't have to wait long.
- Long wait to see female GP.
- Been with the practice for many years and never had any problems - always very helpful and do all they can for you.
- Everyone is so helpful.
- The care and attention I have received has been wonderful, my wife had the same care. The staff are dedicated and kind, although at times working under stress they are there for you.
- I don't use the doctors much so little experience of practice, but better timekeeping would help, every time I do have an appointment I am at least 20 minutes behind even when an early appointment.
- We have been looked after well, and it's always clean.
- Can always get an appointment when needed.
- Medical care is very good.
- We have always been highly satisfied with the service, care, treatment and so are the staff, doctors and nurses are always very kind, thoughtful and patient.
- Very good practice.
- Reception staff always pleasant and helpful. GP is very thorough and listens to your concerns.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	15	38%
Female	23	58%
Blank	2	5%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	3%
16 - 24	1	3%
25 - 34	2	5%
35 - 44	5	13%
45 - 54	9	23%
55 - 64	8	20%
65 - 74	5	13%
75 - 84	8	20%
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	38	95%
Mixed/Multiple ethnic groups	1	3%
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	10	25%
Yes, limited a little	7	18%
No	19	48%
Prefer not say	3	8%
Blank	1	3%

* 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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