

Private and Confidential

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

**Friends and Family Test
Report**

Sandy Lane Surgery

October 2019



Your patient feedback

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Sample patient questionnaire

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

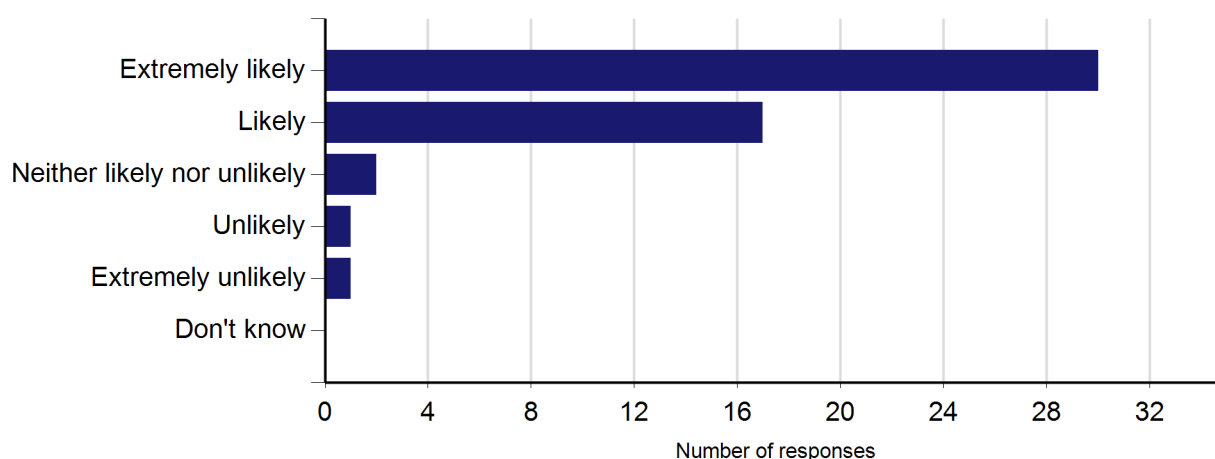
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	30	59%
Passive	Likely	17	33%
Detractors	Neither likely nor unlikely	2	4%
	Unlikely	1	2%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		51	100%

* May not add up to 100% due to rounding

Graph 1



92% 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*	550	82%	274	179	47	25	17	8

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

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
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

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:

- All the time I was waiting more than 30 minutes, I stayed there two hours waiting with my son and not once they told me everything is fine and after few days when I was going back another person was telling me, my son have an infection or things like that.
- Very good, could not really expect any more.
- Brilliant service.
- I'm always met with a smile and treated with kindness and efficiency.
- Can't get appointment when needed.
- Good doctors and nurses very helpful.
- No family living in this area.
- Good.
- Because making appointments for the same/following day is often difficult due to the availability/opening times and the phone is always busy - inconvenient.
- Because Sandy Lane Surgery always provide their best to the patients and from my GP I always get best advice and medication when needed.
- Trying to get appointment.

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

- Really good doctors. Nearly always reliable.
- Can always get an appointment on the day.
- Far too long waiting to then be told needing been done from letter may.
- Good.
- Doctors very good but always run behind.
- The doctors understand your needs and offer the best help.
- Because I am very happy with everything at this surgery.
- Good GP practice.
- Great staff and doctors.
- No complaints.
- The reception staff can be very polite and helpful. The doctor I have seen most the times not very keen on giving us referrals to continue what we started with previous GP so we are even thinking to complain.
- Very good service.
- Very good doctors and receptionists and nurses.
- Good service.
- I was worried about my symptoms and the receptionists was polite and helpful and squeezed me in the next day. It put my mind at rest. I was extremely grateful.
- Can always get an appointment on the day. The GPs are fantastic and always put me at ease.
- Always treated with respect. Problems speedily dealt with reception next to none.
- All staff from receptionists all the way through to the GP are extremely helpful having myself having to come more frequently over the last several months.
- The doctors are good at what they do.
- Everyone so pleasant. Reception very helpful and efficient.
- Fantastic service.
- Good service.
- Very good service. Very good GPs.
- The team are very polite and helpful. They always do their best to help their patients.
- Polite and quick.
- This is a lovely surgery. Very helpful staff, doctors, nurses. Everything's good.
- Very satisfied.
- Good.
- So caring, always have time to listen when needed.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	19	37%
Female	32	63%
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	5	10%
25 - 34	11	22%
35 - 44	4	8%
45 - 54	5	10%
55 - 64	7	14%
65 - 74	10	20%
75 - 84	6	12%
85+	0	0%
Blank	3	6%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	42	82%
Mixed/Multiple ethnic groups	4	8%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	1	2%
Other ethnic group	1	2%
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	7	14%
Yes, limited a little	20	39%
No	20	39%
Prefer not say	0	0%
Blank	4	8%

* 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

☐☐☐☐☐☐

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?

☐ 0 – 15

☐ 16 – 24

☐ 25 – 34

☐ 35 – 44

☐ 45 – 54

☐ 55 – 64

☐ 65 – 74

☐ 75 – 84

☐ 85+

5 What is your ethnic group?

☐ White

☐ Mixed/Multiple ethnic groups

☐ Asian/Asian British

☐ Black/African/Caribbean/Black British

☐ 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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