

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

January 2020



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

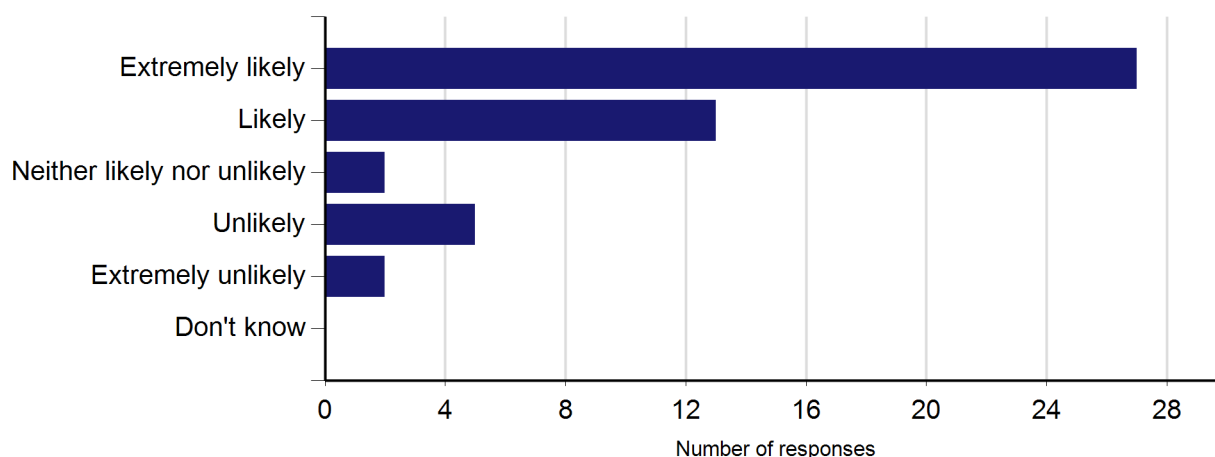
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

| Criteria category for scoring | Response scale | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters | Extremely likely | 27 | 55% |
| Passive | Likely | 13 | 27% |
| Detractors | Neither likely nor unlikely | 2 | 4% |
| | Unlikely | 5 | 10% |
| | Extremely unlikely | 2 | 4% |
| | Don't know | 0 | 0% |
| Total responses to this question | | 49 | 100% |

* May not add up to 100% due to rounding

Graph 1



82% 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, 49 (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* | 563 | 83% | 272 | 196 | 43 | 25 | 21 | 6 |

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

| | | | | | | | | |
|--------|----|-----|----|----|---|---|---|---|
| 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 |
| Mar-19 | 49 | 90% | 25 | 19 | 2 | 1 | 1 | 1 |
| Feb-19 | 44 | 84% | 21 | 16 | 2 | 2 | 2 | 1 |

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:

- They are very friendly.
- Service received is excellent.
- Too long to wait.
- Because I have always been in this doctors and had no problem.
- Over an hour wait - ridiculous.
- Reception always willing to help with appointment and kind and friendly.
- GPs that listen, not judgemental, as each patient despite the issue/illness is different.
- Everyone is so helpful.
- One doctor is very understanding and professional. All staff friendly.
- The appointment system works as well as can be expected, so you can see a doctor or healthcare professional same day.
- Good doctors. Always recommend Sandy Lane doctors.
- All staff go above and beyond to help and make you feel like nothing's too much trouble.
- I have been with this practice for years and always found them very helpful and competent.

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

- GPs just fob you off all the time don't listen! Receptionists and nurses are amazing!
- Never had an issue with obtaining an appointment. All staff and doctors extremely polite and helpful.
- Very well recommend.
- Because it's a good surgery.
- Not happy. Always struggling to be seen. Saw one doctor who was very rude about a breast exam.
- The me and my family have received has always been excellent.
- Always found staff very friendly and helpful even on the phone.
- Good surgery.
- Good.
- Staff.
- Very hard to get an appointment at this surgery, but I would imagine it is like this at every practice.
- Everyone always been good whenever I ring up.
- Because they are always very helpful and will try to do their best to fit you in, and they are very good with their communication. For appointments and jabs all the staff and doctors are lovely.
- Because I would not go to any other doctors practice. I trust mine with my life.
- Phoning at 8:00am usually get appointment, reception helpful, doctors good.
- Staff are very nice and helpful.

Demographics

Q3: Gender

| | Number of responses | Percentage of responses* |
|--------|---------------------|--------------------------|
| Male | 22 | 45% |
| Female | 27 | 55% |
| 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 | 2 | 4% |
| 25 - 34 | 7 | 14% |
| 35 - 44 | 7 | 14% |
| 45 - 54 | 12 | 24% |
| 55 - 64 | 9 | 18% |
| 65 - 74 | 5 | 10% |
| 75 - 84 | 4 | 8% |
| 85+ | 1 | 2% |
| Blank | 2 | 4% |

* May not add up to 100% due to rounding

Q5: Ethnic group

| | Number of responses | Percentage of responses* |
|---------------------------------------|---------------------|--------------------------|
| White | 43 | 88% |
| Mixed/Multiple ethnic groups | 2 | 4% |
| 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 | 11 | 22% |
| Yes, limited a little | 14 | 29% |
| No | 18 | 37% |
| Prefer not say | 6 | 12% |
| 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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