

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

January 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?

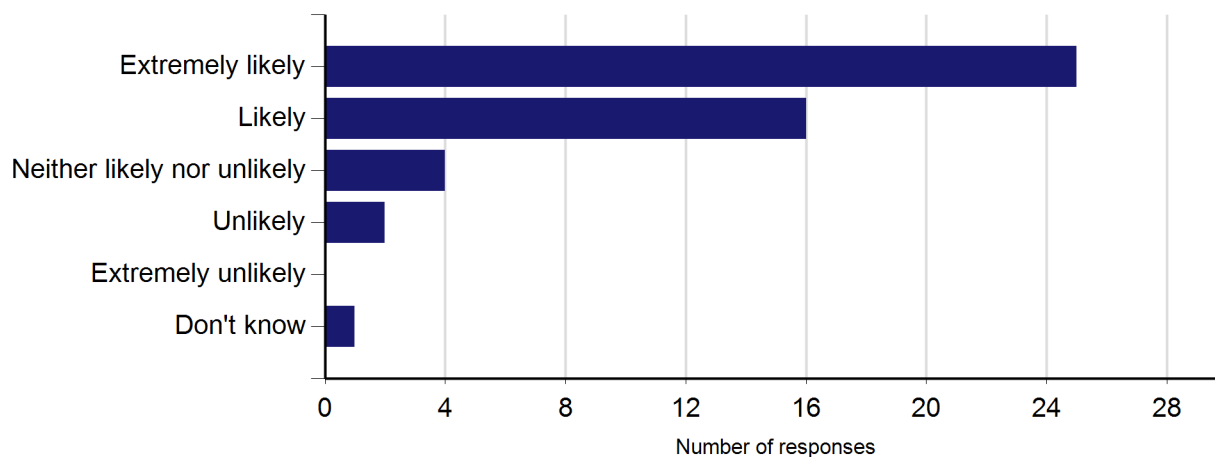
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	25	52%
Passive	Likely	16	33%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	2	4%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		48	99%

* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	3
Total number of patients providing feedback	51

Graph 1



85% 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 48 patients who answered the Friends and Family Test question, 46 (96%), filled out a paper questionnaire and 2 (4%), 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*	575	85%	272	218	43	23	12	7

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

Month	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
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
Oct-18	48	77%	24	13	3	5	3	0
Sep-18	47	87%	14	27	3	0	1	2
Aug-18	50	76%	20	18	3	5	4	0
Jul-18	50	90%	27	18	4	1	0	0
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

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:

- Reception staff, nurses and GPs are always kind and considerate.
- Excellent service.
- Very good always there when needed everyone very helpful, excellent.
- I think this surgery is amazing, always very helpful and never turn a patient away. The staff are brilliant and there are no issues or concerns that I have ever had.
- Helpful staff - clinical and non-clinical. Polite, friendly.
- Always great staff on reception, very helpful and doctors very understanding.
- Can usually get an appointment on the day. Feel listened to by GPs. Friendly reception staff. Only negative comment is that one of the doctors consistently runs over and you can be waiting for over an hour, which is unacceptable.
- Friendly staff, helpful.
- Great doctors service and support. But I know most GPs are the same but I am sat in the waiting room at 9:00am (8:45am appointment). I can hear calls and receptionist saying no appointments available. How can this be with several GPs and nurse practitioners 9:00am.
- All doctors and staff helpful and friendly. Always able to get an appointment.
- Been with this practice for many years - wish we didn't have to sit and wait so long in the waiting room.

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

- I get treated as an individual.
- Have helped find a long-term solution. As a side note reception staff are excellent.
- Good enough although delay today is quite long. I haven't been with the surgery long enough to form a proper opinion.
- Timekeeping by doctors.
- Excellent care.
- A long wait - 40 minutes and counting.
- Very caring.
- Seem to be good doctors. Just wish it was easier to make an appointment.
- Always very friendly, helpful, caring doctors.
- Because they do what is needed and always on hand when need help.
- All staff and doctors are very helpful.
- The time it takes to get through in the morning is silly, it took 71 tries this morning. The wait time once here is far too long. However when seen the doctors are normally very good.
- You can not get a better doctors anywhere.
- Very friendly, am at ease.
- Very good service and friendly staff.
- Nice and friendly.
- Very good service, efficient staff.
- Very helpful.
- Always find everyone pleasant and helpful.
- I have always found the medical and support staff to be professional and friendly. The treatment and advice our family have received from this practice has been first rate.
- Because staff are always friendly and doctors are good.
- I've been coming here for several years now and other than one doctor I have high progress, as I said the one that ruins it don't speak for the rest of the staff.
- Very good and caring GP.
- Because you are always running late.
- Delays for appointments.
- Good service.
- Wait too long for appointments.
- Because they are very reliable.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	20	39%
Female	31	61%
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	3	6%
25 - 34	9	18%
35 - 44	5	10%
45 - 54	7	14%
55 - 64	14	27%
65 - 74	7	14%
75 - 84	5	10%
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	46	90%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	2	4%
Black/African/Caribbean/Black British	2	4%
Other ethnic group	0	0%
Blank	0	0%

* 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	14	27%
Yes, limited a little	9	18%
No	28	55%
Prefer not say	0	0%
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

