

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

November 2016



Your patient feedback

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Additional information on the Friends and Family Test
Sample patient questionnaire

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

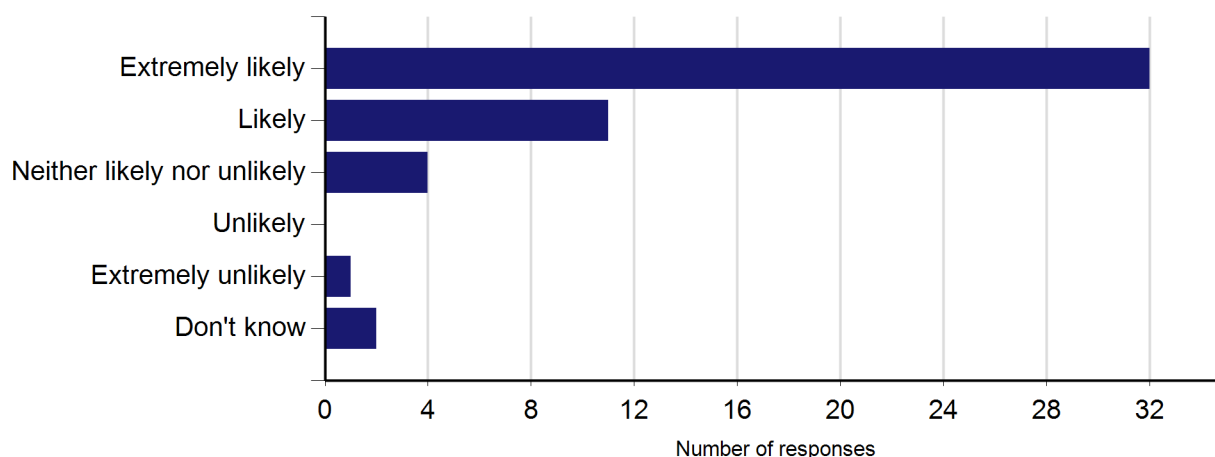
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	32	64%
Passive	Likely	11	22%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	0	0%
	Extremely unlikely	1	2%
	Don't know	2	4%
Total responses to this question		50	100%

* May not add up to 100% due to rounding

Graph 1



86% 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 50 patients who answered the Friends and Family Test question, 50 (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*	580	87%	308	197	46	14	7	8

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

Nov-16	50	86%	32	11	4	0	1	2
Oct-16	50	94%	35	12	2	0	1	0
Sep-16	49	82%	17	23	7	1	1	0
Aug-16	49	92%	24	21	1	2	0	1
Jul-16	50	88%	27	17	4	2	0	0
Jun-16	50	90%	28	17	3	1	1	0
May-16	52	88%	34	12	5	0	0	1
Apr-16	40	93%	20	17	3	0	0	0
Mar-16	51	90%	30	16	4	0	0	1
Feb-16	47	70%	19	14	6	5	3	0
Jan-16	46	80%	19	18	3	3	0	3
Dec-15	46	91%	23	19	4	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:

- Always get an appointment.
- Because they are all friendly.
- Some do not have much patience to wait if there are delays and as this is quite usual at this practice I would not recommend.
- I cannot fault the way in which my family and myself have been treated by this surgery. The medical care is nothing short of excellent. Reception polite, eager to please. Any questions I am asked about this surgery, the answers will all be good.
- Only a visitor to this practice.
- I am being looked after very well with my condition.
- A good practice and good GP.
- Reception brill.
- Very, very good. Staff first class, doctors always have time for you. 12 out of 10.
- Good doctor.
- Excellent nurses and GP staff.
- Professional, caring.

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

- Pleasant staff.
- Nice surgery.
- Very good reception staff and helpful with query.
- Staff are nice to me and make me laugh.
- Good reception staff. Very helpful.
- The doctor is very good and friendly although their time keeping isn't always the best. Other staff are extremely friendly, helpful and polite every time we visit the surgery.
- Nice reception staff, very helpful.
- Not all doctors take time to listen.
- Appointments.
- Because always a smile and helpful.
- Satisfied and caring.
- Apart from not being able to get through to book appointment in the morning when necessary the service I have received from all the staff, nurses and doctor has always been excellent.
- Good service.
- The receptionists are very polite and always do their best to help. One of the doctors is the best.
- Good pleasant staff, good doctors.
- Friendly service, listens to problem.
- Very nice surgery.
- Helpful, pleasant, reassuring. No pressure, efficient.
- Lovely staff - always have time for you. Doctors very friendly - waited a while but very good when I was seen.
- Have no problem with this practice.
- Although the receptionists do their best it seems impossible at times to get an appointment due to too many patients and not enough doctors.
- Very friendly. Been here many years.
- Good service.
- Looked after well.
- Staff are excellent, friendly and very efficient.
- Everyone always friendly and helpful.
- Because I have always been treated well.
- Our regular practice for many years.
- Have time for you.
- Because they have been very helpful to me with my condition.
- The appointment service.
- Very good staff, never any problem seeing a doctor. Ten out of ten.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	25	50%
Female	24	48%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	3	6%
25 - 34	5	10%
35 - 44	5	10%
45 - 54	12	24%
55 - 64	10	20%
65 - 74	10	20%
75 - 84	3	6%
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	48	96%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
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	10	20%
Yes, limited a little	15	30%
No	22	44%
Prefer not say	3	6%
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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