

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

March 2016



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

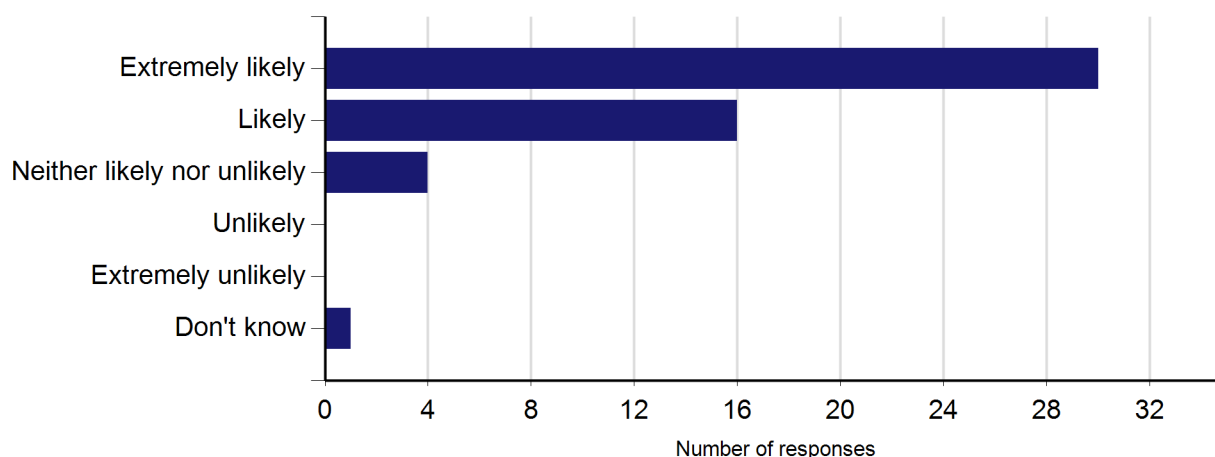
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	30	59%
Passive	Likely	16	31%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		51	100%

* May not add up to 100% due to rounding

Graph 1



90% 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, 49 (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	86%	304	190	45	19	8	9

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

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
Nov-15	50	74%	18	19	9	1	1	2
Oct-15	44	86%	20	18	3	3	0	0
Sep-15	51	88%	35	10	2	2	2	0
Aug-15	48	88%	27	15	4	1	0	1
Jul-15	47	96%	27	18	1	1	0	0
Jun-15	49	94%	30	16	1	2	0	0
May-15	48	88%	30	12	5	0	0	1
Apr-15	48	85%	26	15	3	1	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:

- I had a smear test today with a practise nurse, I was her first patient to do a smear on. I would like to praise her highly! She was absolutely lovely! Very gentle, very caring and put me at ease straightaway and I think she deserves recognition for that.
- Waiting time is too long, I have visited the surgery twice this year. On the first visit I had to wait 50 mins, my second visit I had to wait 45 mins? Too long to have to sit and wait.
- Always helpful and polite. Good service. Never had any problems.
- Very helpful and friendly staff. Can always get an appointment.
- Being truthful.
- Able to see GP same day if required.
- Because I am always greeted and treated very nice when I enter the surgery and everybody can't do enough for me.
- They always try their best to help people and care is very excellent too.
- Like one of the doctors. Well looked after and care. Reception staff always helpful.
- My doctor is always very pleasant and always explains things very clearly to me.
- Always seem to obtain satisfactory decision on ailments visiting for.

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

- Always friendly and helpful. Although booked appointments could be more available as I work and is not always convenient to make an appointment on the day. I feel these should be for emergencies.
- Friendly helpful staff and GP. Good parking. Not too long to wait to book an appointment.
- All staff very nice.
- Good service.
- Friendly staff.
- Staff friendly and engaging.
- Good service and friendly staff.
- Too long to wait for doctor.
- Brilliant reception.
- Friendly and helpful doctors and reception staff.
- Good family doctors.
- No problem with service.
- Because you have always been there when I've needed your help with problems.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	21	41%
Female	28	55%
Blank	2	4%

* 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	7	14%
35 - 44	6	12%
45 - 54	15	29%
55 - 64	7	14%
65 - 74	9	18%
75 - 84	2	4%
85+	2	4%
Blank	0	0%

* 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	0	0%
Asian/Asian British	3	6%
Black/African/Caribbean/Black British	3	6%
Other ethnic group	3	6%
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	8	16%
Yes, limited a little	11	22%
No	26	51%
Prefer not say	4	8%
Blank	2	4%

* 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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