

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

March 2017



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?

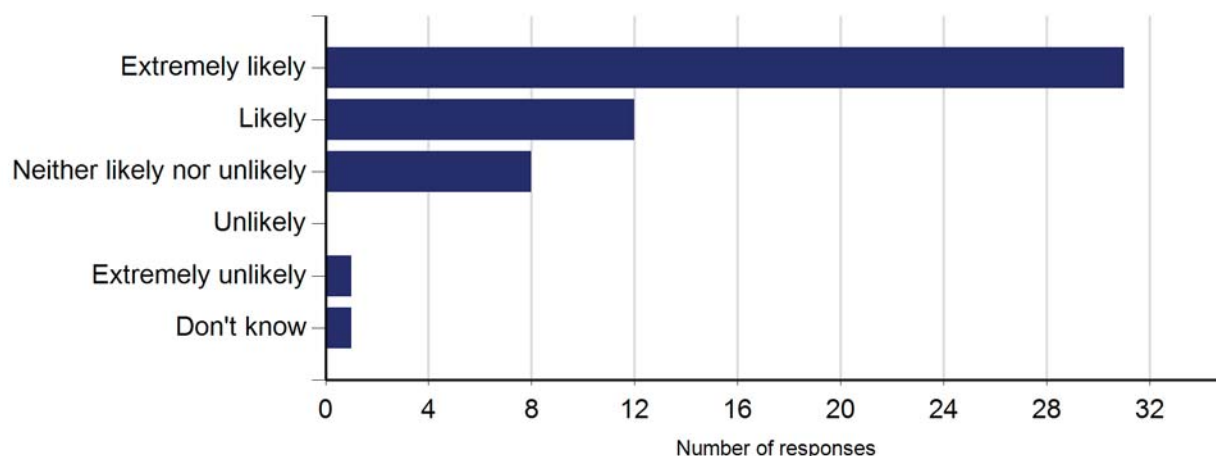
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	31	58%
Passive	Likely	12	23%
Detractors	Neither likely nor unlikely	8	15%
	Unlikely	0	0%
	Extremely unlikely	1	2%
	Don't know	1	2%
Total responses to this question		53	100%

* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	1
Total number of patients providing feedback	54

Graph 1



81% 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 53 patients who answered the Friends and Family Test question, 50 (94%), filled out a paper questionnaire and 3 (6%), 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*	591	88%	331	189	46	12	7	6

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

Mar-17	53	81%	31	12	8	0	1	1
Feb-17	49	86%	33	9	3	2	1	1
Jan-17	50	86%	22	21	3	3	1	0
Dec-16	49	92%	28	17	3	1	0	0
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

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:

- Really attentive admin and medical staff, kind and considerate. Clean, tidy and organised surgery environment. Bravo!
- Good surgery.
- Excellent treatment.
- I am new to the area and I found it very easy to register and the receptionists were very informative and very helpful, my appointments have been quick and always on time.
- They good doctor.
- Good and polite doctors and staff.
- Some for the staff are quite good.
- They are good doctor.
- Good doctors.
- Most staff are lovely, just one of the doctors lets it down.
- Only go when I need to - not very often.
- Lovely receptionists. Good doctor. Could expect better bedside manner!
- Very kind and compassionate doctors and staff.

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

- Have to wait a long time!
- The doctors listen to what I have to say, the treatment I have received is first class.
- Reception helpful and prompt service.
- Seen practice nurse today - very nice and friendly and efficient - very glad the other one has retired.
- Nice people.
- Good surgery.
- Have been here all my life - all GPs very friendly. Staff all very helpful - nothing too much trouble. Sometimes difficult to get an appointment on day.
- Helpful reception staff.
- Moving house soon.
- Very helpful, lovely staff.
- It's just a doctors. Nice people.
- Lovely practice - never had any problems.
- Good care from GP and nurses, reception staff.
- I have always been treated well for me to say that.
- I think this surgery is very well run where you are treated with great care by all staff.
- Friendly, helpful doctors and nurses.
- Too long to wait for GP. Over one and a half hour wait in reception. Disgusting.
- Friendly and efficient practice, mostly, had problems with internet booking appointments.
- Always had a good experience.
- Good service, good GP.
- Had to wait 45 minutes for GP.
- Always had a very good level of service.
- We have just moved to the area and we found the receptionists in the doctors very helpful, very informative, and this made registering very easy, the surgery is very near us and appointments very quick.
- Very good visit.
- Good doctors.
- Because a good surgery, staff very helpful.
- Need to see a doctor.
- Good people there. Place not warm though.
- Don't come very often.
- It took longer than I would have liked to get an appointment, however once there I was met with kindness, professionalism and dignity by all members of staff.
- It is a busy surgery, but staff (medical and admin staff) are really attentive and considerate. Kudos to you all!

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	27	50%
Female	27	50%
Blank	0	0%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	7	13%
25 - 34	9	17%
35 - 44	7	13%
45 - 54	11	20%
55 - 64	9	17%
65 - 74	7	13%
75 - 84	2	4%
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	42	78%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	9	17%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
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	9	17%
Yes, limited a little	9	17%
No	32	59%
Prefer not say	4	7%
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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