

**Private and Confidential**

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**Friends and Family Test  
Report**

Sandy Lane Surgery

April 2018



## 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

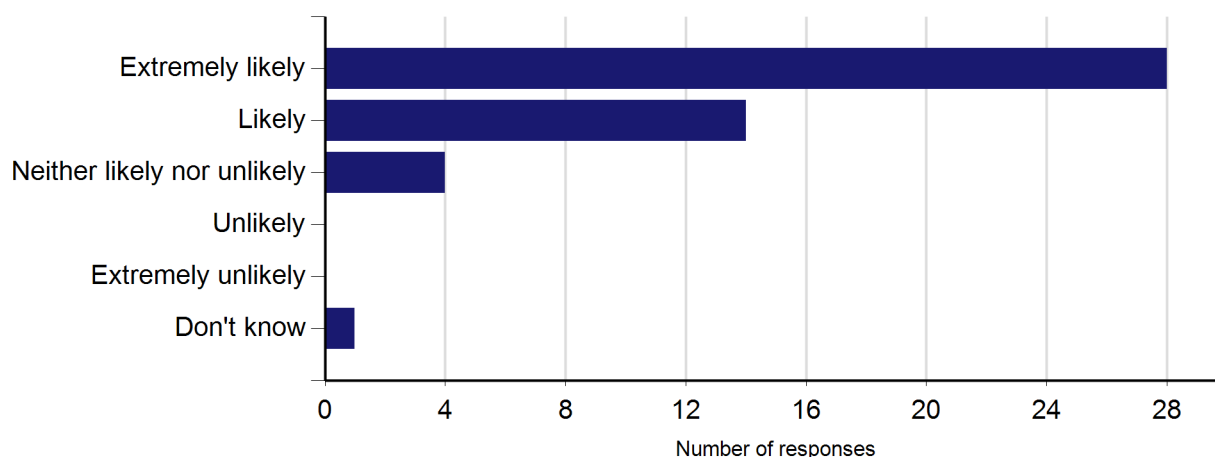
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	28	60%
Passive	Likely	14	30%
Detractors	Neither likely nor unlikely	4	9%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		47	101%

\* May not add up to 100% due to rounding

Graph 1



**89% 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 47 patients who answered the Friends and Family Test question, 47 (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*	587	82%	274	208	54	20	23	8

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

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
Jan-18	49	78%	25	13	5	0	5	1
Dec-17	49	86%	25	17	4	2	0	1
Nov-17	49	73%	12	24	4	6	3	0
Oct-17	50	88%	24	20	2	0	4	0
Sep-17	49	80%	23	16	7	1	1	1
Aug-17	50	74%	24	13	3	5	5	0
Jul-17	47	94%	31	13	3	0	0	0
Jun-17	50	84%	24	18	4	2	1	1
May-17	48	67%	17	15	9	3	2	2

## 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:

- Why not.
- Happy with the service. A little frustrated with appointment arrangement.
- First class all the way.
- Never found any fault with staff or doctors.
- Very good.
- Very friendly staff and anyone is always happy to help when can and always get in to see doctor or a nurse. Only doctors I been registered at all my life and will not change doctors ever. Best doctors in Nottinghamshire I would say.
- Can be hard to get appointments at times. Doctors changing regular.
- 47 calls then told to ring back next day, 23 calls and told no appointments left - agreed to have 8:30 appointment next day.
- I'm looked after very well.
- Nice friendly receptionists, always helpful. Doctor is polite and thorough.
- Always had good service. Staff polite.
- Nice friendly doctors who listen to you.
- Always found doctors and staff nice.

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

- Because they are very friendly and are always helpful.
- First time here. I was impressed how kind and welcoming everybody was.
- Very good service - follow up.
- It's my first visit to the surgery today.
- Quick to see doctor who then seemed concerned with my condition, and was then passed on for tests.
- I have been a patient for many years never had any problems.
- Never had any complaints.
- It's a good practice it helps a lot that's why I would recommend this place to friends and family.
- Excellent service, doctors are very good. Especially one of the doctors.
- Good doctor.
- I get appointment when I ring up never have a problem. All friendly staff.
- I have personally received good care.
- I have to wait too long time for doctor. If I come with my baby for 11am anyway I wait 2 to 3 hours. It shouldn't be like that when you come with small baby.
- The receptionists are always very polite, helpful and will always go the extra mile to sort out any queries or problems I have.
- Could be improvements in waiting time to see a doctor.
- Lovely practice! Lovely staff!
- A good surgery, friendly doctors and staff.
- Very understandable.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	21	45%
Female	23	49%
Blank	3	6%

\* 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	6	13%
35 - 44	2	4%
45 - 54	12	26%
55 - 64	8	17%
65 - 74	11	23%
75 - 84	4	9%
85+	0	0%
Blank	2	4%

\* May not add up to 100% due to rounding

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	45	96%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
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	7	15%
Yes, limited a little	11	23%
No	26	55%
Prefer not say	2	4%
Blank	1	2%

\* 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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