

**Private and Confidential**

Mrs Jill Towns  
Sandy Lane Surgery  
77 Sandy Lane  
Mansfield  
Nottinghamshire  
NG18 2LT

**Friends and Family Test  
Report**

Sandy Lane Surgery

May 2016



## Your patient feedback

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Sample patient questionnaire

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

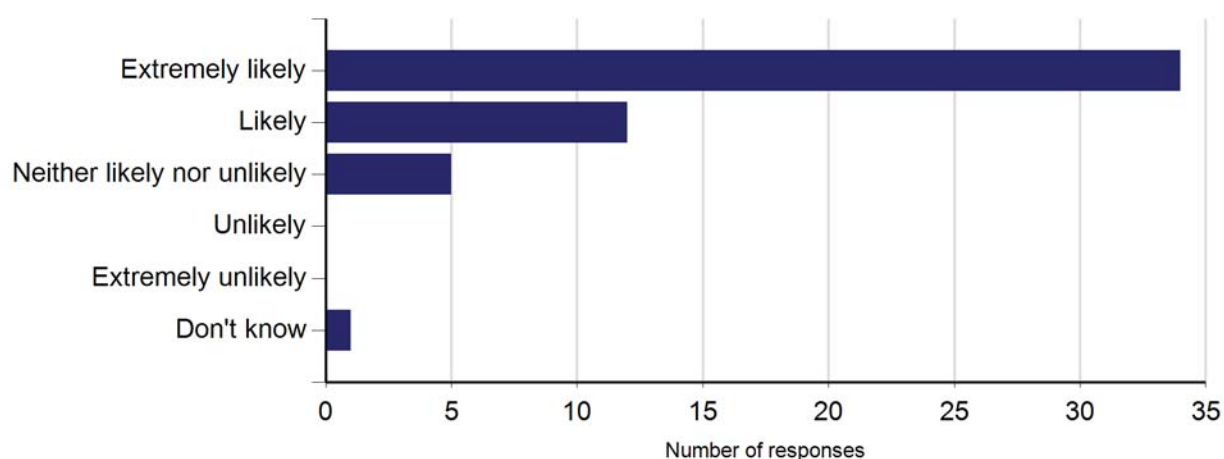
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	34	65%
Passive	Likely	12	23%
Detractors	Neither likely nor unlikely	5	10%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		52	100%

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

Graph 1



**88% 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 52 patients who answered the Friends and Family Test question, 50 (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*	571	87%	302	192	45	18	6	8

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

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
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

## 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:

- Recent changes to GP since one doctor retired have caused me to question my medication review with doctor.
- It's close by but waiting times are ridiculous.
- Good practice - friendly staff. Nice building. Good access to appointments.
- I've been a patient here since I moved to Mansfield many years ago and can't fault it.
- Been coming since born doctors and staff first class.
- One of the doctors is the best ever, she has time and patience for everyone.
- Understanding and efficient, and a nice welcome to the surgery.
- Good practice. Like doctors.
- First class service at Sandy Lane.
- Good service.
- I have received excellent treatment from the practice nurses.
- Very helpful.
- Doctor is late, our appointment was for 3.50 it is now 4.00 and still no doctor and there is two people in front of us. My daughter has now to miss her ballet lesson and I will still have to pay.

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

- Always been very polite and helpful.
- They are very helpful.
- Give very good service.
- Doctors and staff are very good and efficient.
- The doctor always listens and take her time.
- Fabulous helpful. Reception staff.
- Always had extremely good care here.
- One of the doctors is great - I am happy to wait to see her.
- Because the staff are very friendly and understanding and always there to help you and make you feel welcome and are there to help you.
- I have absolute confidence in the GPs and other medical staff at this surgery.
- Very pleased with service given.
- We work full time in care and you always get us in (somehow to see a GP) which is most appreciated.
- I have always been happy with staff.
- I have always found good practice and friendly helpful staff here.
- I think this is a good surgery.
- Never had any problems.
- I have always received good care and information.
- The staff are friendly and helpful.
- You cannot get a better GP or GP practice anywhere.
- I have never had any problems and I have been with this practice for many years.
- Friendly service waiting time are ok.
- Good care given. Friendly staff. Always get an appointment when needed.
- Always well looked after, excellent staff. Very caring.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	19	37%
Female	33	63%
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	2	4%
25 - 34	4	8%
35 - 44	7	13%
45 - 54	12	23%
55 - 64	10	19%
65 - 74	12	23%
75 - 84	4	8%
85+	0	0%
Blank	1	2%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	51	98%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	1	2%
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	11	21%
Yes, limited a little	16	31%
No	24	46%
Prefer not say	1	2%
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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