

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

September 2017



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

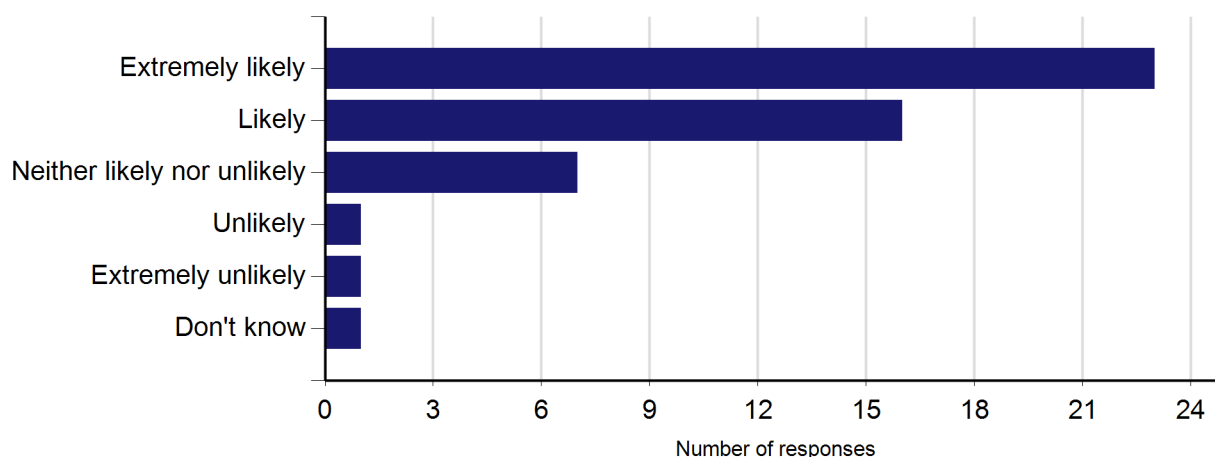
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	23	47%
Passive	Likely	16	33%
Detractors	Neither likely nor unlikely	7	14%
	Unlikely	1	2%
	Extremely unlikely	1	2%
	Don't know	1	2%
Total responses to this question		49	100%

* May not add up to 100% due to rounding

Graph 1



80% 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 49 patients who answered the Friends and Family Test question, 49 (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*	593	84%	324	172	54	19	15	9

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

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
Apr-17	48	81%	24	15	5	2	1	1
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

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 easy to get an appointment and very friendly.
- Comfortable environment. Extremely helpful staff.
- Very good surgery and staff.
- Always friendly and helpful.
- Never had a problem with any staff.
- Surgery very good. Helpful staff.
- Good doctors.
- Witnessed staff being abused because doctor running very late. Unfair.
- Long waits.
- Because two practitioners are rather good, one in particular.
- Good doctors.
- Excellent service.
- Because I'm not sure.
- Good staff.

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

- Staff are friendly and accommodating.
- My friends and family already have a GP they are happy with.
- Doctors and staff always pleasant and helpful.
- Never had any problems. Always helpful.
- Very good service.
- I personally like this surgery and I would recommend one practitioner I have here as she is lovely and makes me feel comfortable. Also find it quick to make appointments however family have had issues with this surgery.
- Reasonably good.
- GP is important.
- High quality of care and treatment.
- Lovely people and doctors and nurses.
- Nice surgery close to home.
- Because staff are polite and very helpful and friendly.
- I am always given an appointment when requested - my doctors are very thorough and don't rush appointments.
- Good service, always get an appointment when need to.
- You are always able to get an appointment.
- Recently transferred from another surgery due to poor care. The reception staff and GP that I saw here I could not praise highly enough. Really helpful!
- Because I always use this doctors.
- Always do their best to get you an appointment. Friendly reception staff. Thorough doctors that listen.
- If a friend or family member needed somewhere to go I would recommend it because the majority of staff are nice except one doctor.
- I don't like one of the doctors. He is very dismissive and sexist.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	15	31%
Female	33	67%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	5	10%
25 - 34	12	24%
35 - 44	5	10%
45 - 54	4	8%
55 - 64	8	16%
65 - 74	6	12%
75 - 84	9	18%
85+	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	42	86%
Mixed/Multiple ethnic groups	4	8%
Asian/Asian British	2	4%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	1	2%
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	10	20%
Yes, limited a little	8	16%
No	25	51%
Prefer not say	6	12%
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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