

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

July 2018



Your patient feedback

Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1)	P1
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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?

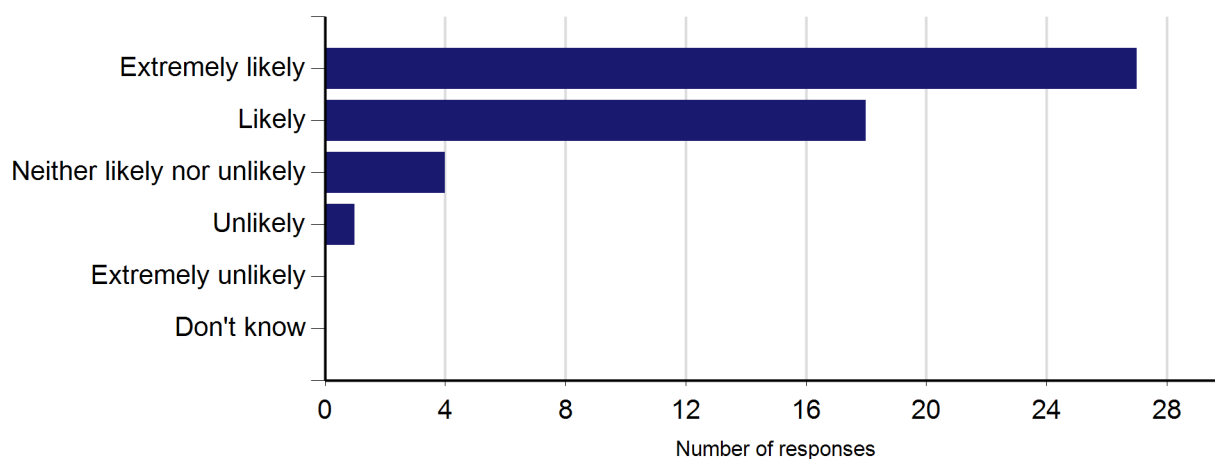
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	27	54%
Passive	Likely	18	36%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	1	2%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		50	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	51

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 50 patients who answered the Friends and Family Test question, 49 (98%), filled out a paper questionnaire and 1 (2%), 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*	592	84%	276	220	50	21	20	5

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

Jul-18	50	90%	27	18	4	1	0	0
Jun-18	52	94%	28	21	2	1	0	0
May-18	48	79%	19	19	6	4	0	0
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

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:

- Very good service.
- The doctors and staff are very thorough.
- The treatment is great but it depends as sometimes it's busy which isn't a hassle.
- Prompt service.
- Because it's very good here and they give good treatments.
- Friendly and helpful staff.
- I have been treated extremely well since joining this practice and my doctor is totally professional.
- Don't mess you about.
- A good, friendly surgery. No problems.
- Moved to this practice from elsewhere and found it a lot better.
- Like the practice.
- I have always found this practice helpful and satisfactory.
- All brilliant.
- The doctor is a fantastic family doctor. Friendly receptionists. Improved prescription ordering system.

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

- Been seeing the doctor and they have been very helpful and understanding.
- Always been highly satisfied with the service we receive.
- Waited 2 hours!
- Good doctors and staff.
- Because good staff and treated well.
- The staff always do their best.
- Very good reception staff. Excellent care.
- Good service.
- My partner uses this practice and gets great service. I myself have just joined in the last year and so far had good service.
- The surgery is good but the waiting times sometimes are a little excessive.
- No hassle making appointments.
- Everybody very helpful.
- Very good service provided.
- You do not have to wait long for appointments.
- Because I have always been treated with the best of care.
- Good treatment.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	23	45%
Female	28	55%
Blank	0	0%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	2	4%
16 - 24	0	0%
25 - 34	4	8%
35 - 44	4	8%
45 - 54	12	24%
55 - 64	11	22%
65 - 74	13	25%
75 - 84	4	8%
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	47	92%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	4	8%
Black/African/Caribbean/Black British	0	0%
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	8	16%
Yes, limited a little	16	31%
No	24	47%
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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