

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

May 2019



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?

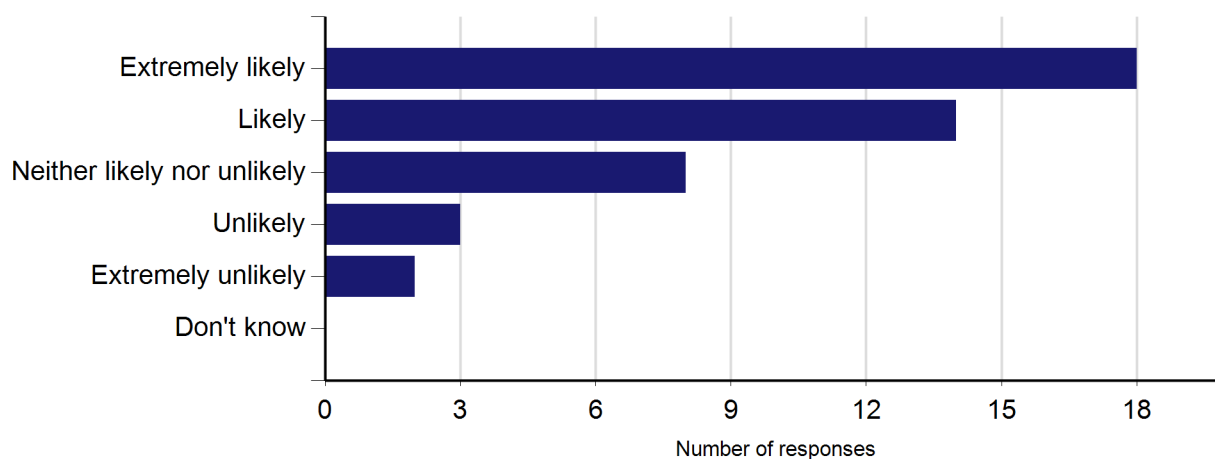
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	18	40%
Passive	Likely	14	31%
Detractors	Neither likely nor unlikely	8	18%
	Unlikely	3	7%
	Extremely unlikely	2	4%
	Don't know	0	0%
Total responses to this question		45	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	46

Graph 1



71% 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 45 patients who answered the Friends and Family Test question, 44 (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*	561	84%	267	203	41	26	17	7

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

May-19	45	71%	18	14	8	3	2	0
Apr-19	42	79%	19	14	5	2	2	0
Mar-19	49	90%	25	19	2	1	1	1
Feb-19	44	84%	21	16	2	2	2	1
Jan-19	48	85%	25	16	4	2	0	1
Dec-18	39	87%	21	13	1	2	0	2
Nov-18	47	83%	25	14	4	2	2	0
Oct-18	48	77%	24	13	3	5	3	0
Sep-18	47	87%	14	27	3	0	1	2
Aug-18	50	76%	20	18	3	5	4	0
Jul-18	50	90%	27	18	4	1	0	0
Jun-18	52	94%	28	21	2	1	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:

- Number of appointments available. At 8:07am all appointments to see one doctor were gone, how can that be if they only make appointments on the day? Also appointments for another doctor running 45 minutes behind. Last two appointments have been 45 minutes after booked time.
- The seating in waiting area is not high enough for disabled patients to sit and get up without great difficulty. Thank you.
- Very good service and helpful and thorough.
- Had appointment but waiting nearly two hours - not good enough.
- Because of the care the GP practice is met to give.
- Waiting times are often too long and sometimes you don't feel like you're being listened to.
- Doctors and other staff are really friendly.
- Waiting time too long.
- Staff are friendly and very helpful.
- Satisfied with service.
- Good run well served surgery.
- Good run surgery.

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

- Very good service.
- Appointments are a joke, it's about time you can ring to make an appointment, not keep ringing at 8:00am on the day and not get one. They seem to thrive with this system at Sandy Lane. This is very inconvenient for the working person who cannot get time off.
- Don't really have a lot to do with practice as I try to avoid coming as much as I can. Nothing against practice, I just don't do doctors.
- Supportive.
- Good service.
- Good practice. Staff very friendly.
- Because they are so lovely about everything I can honestly say I am really looked after by all staff.
- I feel it's an individual choice and I try and avoid making recommendations.
- Good overall experience.
- Long delays.
- Very good service and lovely staff.
- Good doctors but appointments are terribly hard to get if you don't have the internet as a lot of over 60s don't and would not have one.
- Friendly staff, conducive environment for poorly people at the surgery.
- Good practice.
- Quick appointment.
- All staff are really friendly. I usually three of the doctors and I'm always happy with their advice. I've been coming here for years and have no wish to change.
- Lovely doctors, been here many years.
- Because you can always get appointments, staff are very friendly and can park very well if you have a car and they always look after you.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	20	43%
Female	25	54%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	3	7%
16 - 24	4	9%
25 - 34	6	13%
35 - 44	10	22%
45 - 54	4	9%
55 - 64	11	24%
65 - 74	6	13%
75 - 84	1	2%
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	39	85%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	3	7%
Black/African/Caribbean/Black British	2	4%
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	13	28%
Yes, limited a little	3	7%
No	26	57%
Prefer not say	2	4%
Blank	2	4%

* 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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