

**Private and Confidential**

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**Friends and Family Test  
Report**

Sandy Lane Surgery

August 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

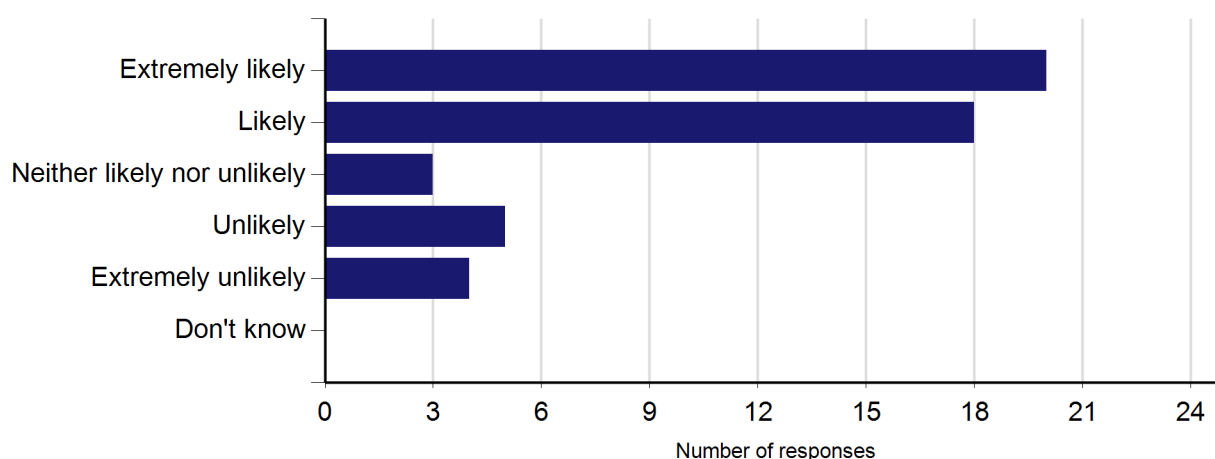
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

| Criteria category for scoring    | Response scale              | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters                        | Extremely likely            | 20                  | 40%                      |
| Passive                          | Likely                      | 18                  | 36%                      |
| Detractors                       | Neither likely nor unlikely | 3                   | 6%                       |
|                                  | Unlikely                    | 5                   | 10%                      |
|                                  | Extremely unlikely          | 4                   | 8%                       |
|                                  | Don't know                  | 0                   | 0%                       |
| Total responses to this question |                             | 50                  | 100%                     |

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

Graph 1



**76% 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%  | 272                                   | 225    | 50                          | 21       | 19                 | 5          |

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

|        |    |     |    |    |   |   |   |   |
|--------|----|-----|----|----|---|---|---|---|
| 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 |
| 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 |

## 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:

- GP takes the time to listen and advise appropriately. Reception staff are really friendly and helpful.
- Never had any issues.
- Always felt looked after, although getting through on the phone when ill is very stressful.
- Good service.
- I have always received good treatment here.
- All staff very nice and helpful.
- Have been happy with the practice.
- Unacceptable waiting time.
- Prompt attention.
- Hardly any appointments available and always long delays to be seen.
- Kind and friendly staff, nothing is ever too much. I feel like I am cared for and looked after very well.
- Never seem to struggle getting an appointment. Staff are friendly.
- Too long to wait for GP.
- Very caring doctors.

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

- Polite and helpful.
- Always get the answer I want and I've been at this surgery since being a child.
- Sometime they don't seem interested in giving you the help you need.
- Because trying to get an appointment feels like mission impossible most of the time.
- Too long waiting.
- Always here to help.
- Generally good patient care. Cannot say "extremely likely" as some GPs don't run on time.
- You have to wait so long after your time to see your GP.
- Friendly staff (especially reception staff)!
- Never had a problem with anything.
- Good advice, friendly.
- Seem friendly and not busy in reception (i.e. not too many patients in area).
- Even though this has been my GP all of my life I often find that you can be waiting for long periods of time after your designated time slot.
- Waiting time too long.
- Excellent service.

## Demographics

### Q3: Gender

|        | Number of responses | Percentage of responses* |
|--------|---------------------|--------------------------|
| Male   | 19                  | 38%                      |
| Female | 29                  | 58%                      |
| Blank  | 2                   | 4%                       |

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

### Q4: Age

|         | Number of responses | Percentage of responses* |
|---------|---------------------|--------------------------|
| 0 - 15  | 0                   | 0%                       |
| 16 - 24 | 6                   | 12%                      |
| 25 - 34 | 10                  | 20%                      |
| 35 - 44 | 6                   | 12%                      |
| 45 - 54 | 9                   | 18%                      |
| 55 - 64 | 6                   | 12%                      |
| 65 - 74 | 8                   | 16%                      |
| 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                                 | 40                  | 80%                      |
| Mixed/Multiple ethnic groups          | 2                   | 4%                       |
| Asian/Asian British                   | 5                   | 10%                      |
| Black/African/Caribbean/Black British | 0                   | 0%                       |
| Other ethnic group                    | 0                   | 0%                       |
| Blank                                 | 3                   | 6%                       |

\* 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    | 4                   | 8%                       |
| Yes, limited a little | 13                  | 26%                      |
| No                    | 25                  | 50%                      |
| Prefer not say        | 1                   | 2%                       |
| Blank                 | 7                   | 14%                      |

\* 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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