

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

February 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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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?

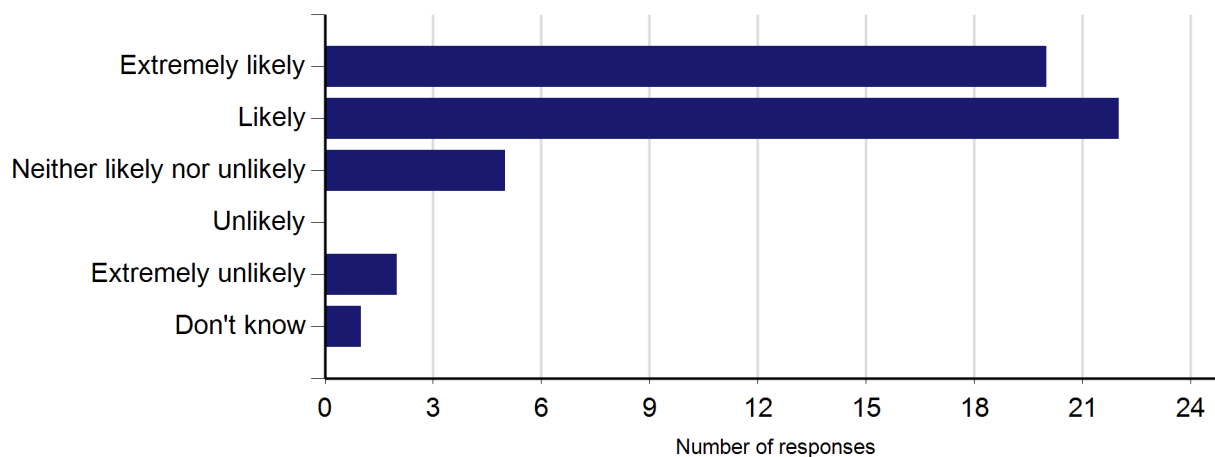
Table 1

| Criteria category for scoring | Response scale | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters | Extremely likely | 20 | 40% |
| Passive | Likely | 22 | 44% |
| Detractors | Neither likely nor unlikely | 5 | 10% |
| | Unlikely | 0 | 0% |
| | Extremely unlikely | 2 | 4% |
| | Don't know | 1 | 2% |
| 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



84% 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, 48 (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* | 592 | 81% | 280 | 198 | 59 | 21 | 25 | 9 |

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

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

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:

- Good service no long waiting times to see a doctor.
- Very polite staff and doctors always listen well.
- The GP I have has never failed to do at my best interest. The staff are friendly. Couldn't ask for a better welcoming.
- Because they are very helpful and every time I come in I don't have to come back.
- Very, very good service. Never any problems getting to see doctor.
- I've got two young children. I always can make appointments for them, even late afternoon. (I make appointments if it's really necessary, for example high temperature more than three days). Very friendly staff!
- Because there's always a long wait and sometimes struggle to get an appointment.
- Friendly staff, great doctors.
- Always slow and can never get an appointment easily. Lack of knowledge and sometimes rude and untrained reception staff.
- Because sometimes the surgery is brilliant, however a lot of the time I find that there are problems.
- Can usually get an appointment when you need one.
- I have always had very good care from my doctors and very helpful staff. I cannot praise them enough. Excellent throughout.

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

- Always polite and helpful. Normally can get an appointment when needed.
- My family do not live in Mansfield, but if they did I would recommend.
- I've always been seen on time and everyone's been really pleasant and nice.
- Very helpful. Always friendly, clean and tidy. Very good.
- Good practice. Very helpful.
- Because I feel that it is a good service provided.
- Always get an appointment promptly and the waiting times are not very long.
- Good doctors.
- Doctors are nice and friendly.
- This is not my doctors but my child's.
- Very good doctors and nurses. Always there to help you in anything.
- I've never experienced any problems.
- Good service generally from GPs at the practice (generally two of the doctors), although waiting times can be long. Not usually difficult to get same day appointment. Friendly, helpful reception staff.
- Good practice and helpful.
- Always feel welcome by reception and one of the GPs.
- One of the doctors is a lovely doctor and easy to talk to.
- Excellent service. Follow up. One of the doctors - brilliant. Reception - excellent.
- As the doctors are good at what they do, but waiting times can be long to get seen.
- Never had any problem with practice.
- Because you have a particular time you can call in to book an appointment.
- I have been registered with this surgery for a number of years now and have always had my problems resolved.

Demographics

Q3: Gender

| | Number of responses | Percentage of responses* |
|--------|---------------------|--------------------------|
| Male | 17 | 33% |
| Female | 34 | 67% |
| 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 | 7 | 14% |
| 25 - 34 | 3 | 6% |
| 35 - 44 | 9 | 18% |
| 45 - 54 | 7 | 14% |
| 55 - 64 | 11 | 22% |
| 65 - 74 | 11 | 22% |
| 75 - 84 | 3 | 6% |
| 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 | 48 | 94% |
| Mixed/Multiple ethnic groups | 0 | 0% |
| Asian/Asian British | 1 | 2% |
| Black/African/Caribbean/Black British | 1 | 2% |
| Other ethnic group | 0 | 0% |
| Blank | 1 | 2% |

* 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 | 9 | 18% |
| Yes, limited a little | 10 | 20% |
| No | 29 | 57% |
| 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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