

Private and Confidential

Mrs Jill Towns
Sandy Lane Surgery
77 Sandy Lane
Mansfield
Nottinghamshire
NG18 2LT

**Friends and Family Test
Report**

Sandy Lane Surgery

December 2016



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

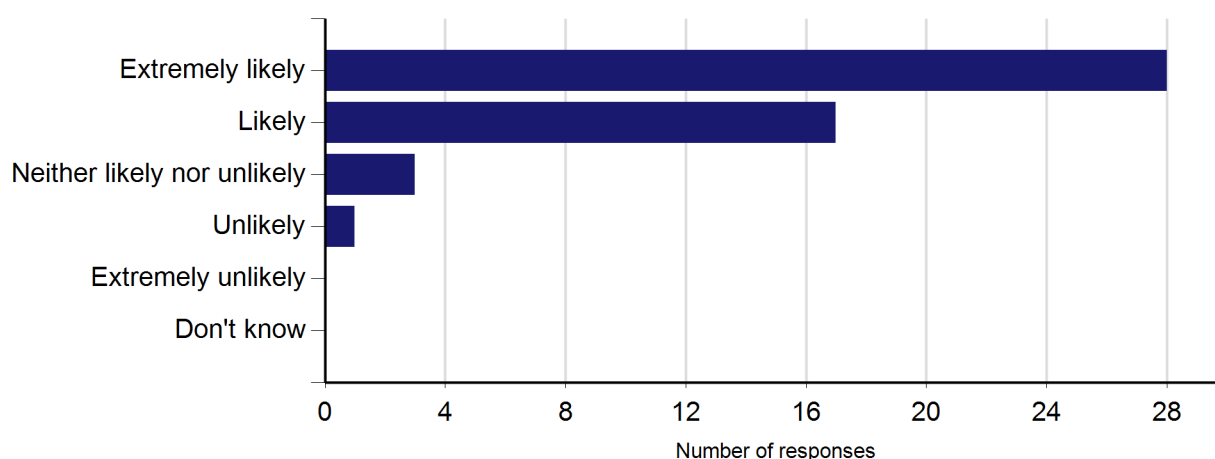
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	28	57%
Passive	Likely	17	35%
Detractors	Neither likely nor unlikely	3	6%
	Unlikely	1	2%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		49	100%

* May not add up to 100% due to rounding

Graph 1



92% 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*	583	87%	313	195	45	15	7	8

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

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
Sep-16	49	82%	17	23	7	1	1	0
Aug-16	49	92%	24	21	1	2	0	1
Jul-16	50	88%	27	17	4	2	0	0
Jun-16	50	90%	28	17	3	1	1	0
May-16	52	88%	34	12	5	0	0	1
Apr-16	40	93%	20	17	3	0	0	0
Mar-16	51	90%	30	16	4	0	0	1
Feb-16	47	70%	19	14	6	5	3	0
Jan-16	46	80%	19	18	3	3	0	3

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:

- Great service and reception staff.
- Depends on what doctor you get.
- Excellent.
- Surgery very nice, local staff and receptionists very good.
- Great people.
- Reception staff very helpful and they care about their patients.
- Friendly and helpful service by all staff.
- Always been satisfied.
- Reception brilliant.
- Helpful very quick. Pleasant.
- Good staff, reception, GPs, nurses.
- Always get appointments when I need them.
- Helpful staff.
- I have been at this practice since I was born all my children and grandchildren are here.

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

- Reliable, been here since a child and have trust in them. Looks after myself and my dependant's health needs and fairly easy to book an appointment compared to other surgeries.
- Always had good service.
- Extremely happy with surgery.
- Patient care is very good and happy with service provided.
- Happy with GP and nurses, very friendly.
- Good, helpful.
- Getting an appointment when you work. Waiting times. Having to ring on the day at 8am for appointment on the day makes it difficult when working.
- It is a good GP.
- Not bad, too long waiting.
- Always satisfied with service and care.
- Excellent and friendly service, care and staff.
- Reception staff polite and pleasant. GPs listen.
- Good practice and helpful staff.
- Not bad service.
- Great team of doctors and staff.
- Mentioned on radio that surgery is highly recommended very good staff.
- Pleasant staff, good doctors.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	20	41%
Female	28	57%
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	4	8%
25 - 34	4	8%
35 - 44	6	12%
45 - 54	7	14%
55 - 64	10	20%
65 - 74	11	22%
75 - 84	5	10%
85+	1	2%
Blank	1	2%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	47	96%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	0	0%
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	3	6%
Yes, limited a little	11	22%
No	28	57%
Prefer not say	4	8%
Blank	3	6%

* 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



© CFEP UK Surveys, 2015 no part of this questionnaire may be produced in any form without written permission.