

**Private and Confidential**

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

**Friends and Family Test  
Report**

Sandy Lane Surgery

February 2017



**Your patient feedback**

Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1)	P1
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Additional information on the Friends and Family Test
Sample patient questionnaire

Frequency and distribution of ratings for the Friends and Family Test question

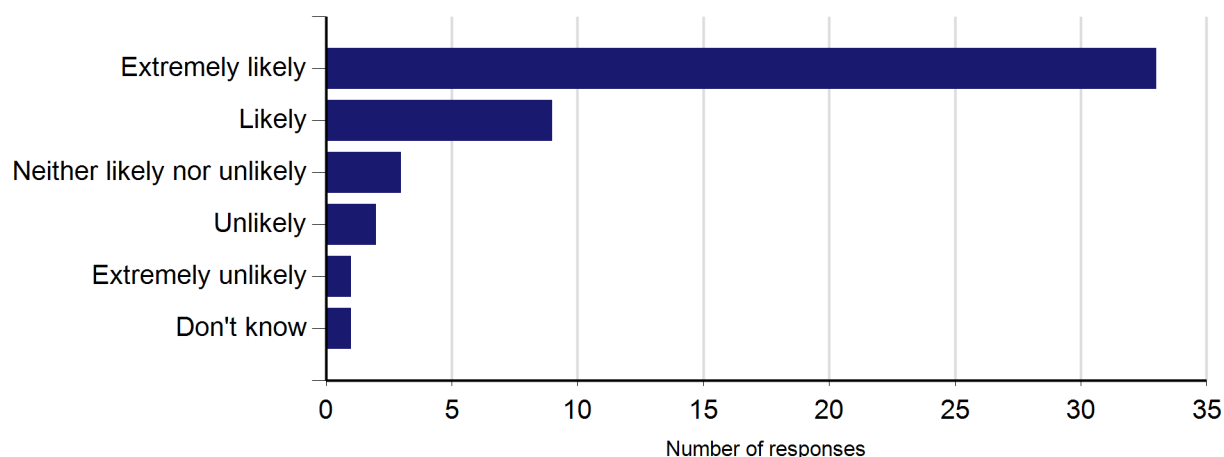
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	33	67%
Passive	Likely	9	18%
Detractors	Neither likely nor unlikely	3	6%
	Unlikely	2	4%
	Extremely unlikely	1	2%
	Don't know	1	2%
Total responses to this question		49	99%

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

Graph 1



**86% 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, 48 (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*	589	89%	330	193	42	12	6	6

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

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Feb-17	49	86%	33	9	3	2	1	1
Jan-17	50	86%	22	21	3	3	1	0
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

## 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, pleasant staff, do their best to get an appointment with doctor or nurse.
- Not helping my partner properly with health problems.
- Good staff reception to GPs.
- I like the staff very much. Find them very helpful and steady. Confidence in one of the doctors and the nurses. I am sorry one of the nurses is leaving but hope she enjoys her retirement.
- Low waiting times.
- Excellent service from all staff and doctors.
- So nice and friendly.
- Good doctors.
- Nice doctors.
- I've always been helped whenever needed.
- Always helpful friendly.
- Receptionist can't do enough for you, always helpful, polite, very understanding.
- Always been good practice.

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

- Because service is very good.
- Very helpful.
- Reception staff are very helpful.
- Extremely caring and helpful, eager to accommodate for appointments etc.
- Good service.
- Excellent service.
- No problems very helpful.
- Likes GP.
- Excellent surgery. Brilliant staff.
- Good appointment system.
- Good service. Very helpful.
- Really attentive and considerate (admin and medical staff).
- Doctor did not look at me at all, just his computer and then he wanted to know what medicines I was taking and I had to phone my wife there and then she told me. I thought it should have been on the computer. No blood pressure - or anything else done at all.
- Friendly staff. Good GPs. Very caring.
- Very happy.
- Really attentive and considerate (admin and medical staff).
- Good doctors and extremely knowledgeable and friendly staff.
- Because they are friendly and patient with you.

Demographics

**Q3: Gender**

	Number of responses	Percentage of responses*
Male	22	45%
Female	26	53%
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	2	4%
25 - 34	4	8%
35 - 44	1	2%
45 - 54	11	22%
55 - 64	11	22%
65 - 74	12	24%
75 - 84	7	14%
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	44	90%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	3	6%
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	8	16%
Yes, limited a little	18	37%
No	21	43%
Prefer not say	2	4%
Blank	0	0%

\* 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

