

**Private and Confidential**

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**Friends and Family Test  
Report**

Sandy Lane Surgery

March 2019



## Your patient feedback

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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?**

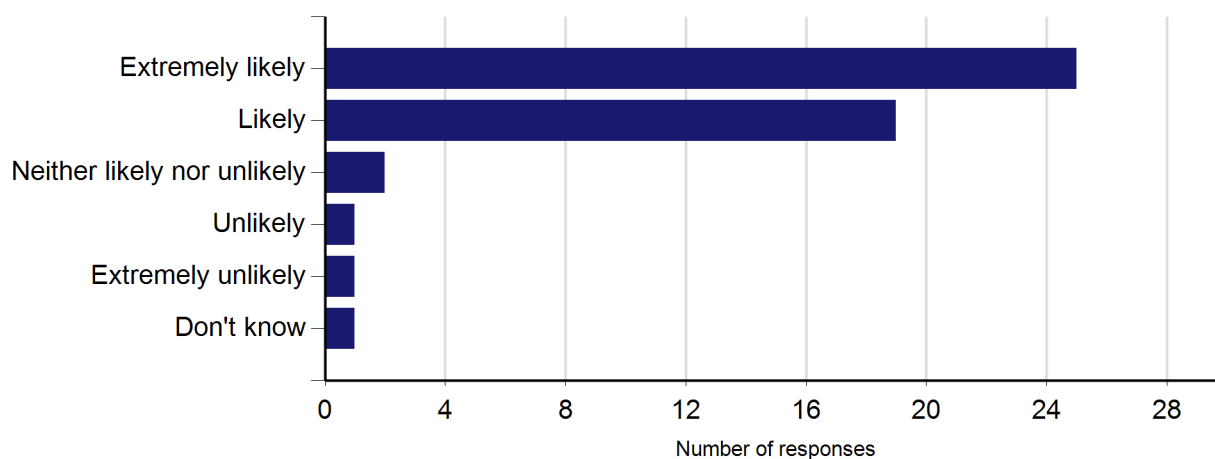
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	25	51%
Passive	Likely	19	39%
Detractors	Neither likely nor unlikely	2	4%
	Unlikely	1	2%
	Extremely unlikely	1	2%
	Don't know	1	2%
Total responses to this question		49	100%

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

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	2
Total number of patients providing feedback	51

Graph 1



**90% 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*	569	85%	277	208	38	25	13	8

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

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
May-18	48	79%	19	19	6	4	0	0
Apr-18	47	89%	28	14	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:

- I had an appointment today - only for a medication review - but did not get to see the doctor. I sat for an hour after my appointment time while five patients were called in to see the doctor. I was not prepared to wait any longer and had to leave. The receptionist, who I have to say was kind, patient, helpful and good-humoured, gave me another booking, which I will have to keep as I cannot get my repeat prescription without a review. This is in fact the third time I have sat waiting for this doctor and ended up leaving after an unacceptable length of time. If patients have the courtesy to attend on time for appointments then the doctors should at least attempt to keep to a reasonable timetable. Why make 10 minute appointments when they spend up to 20 minutes with patients while the queues grow longer?
- Staff are always friendly.
- Everyone is so friendly and helpful.
- Because this surgery is very helpful, in all situations.
- Quick appointments.
- Sometimes struggle to see doctor you want to see.
- Friendly doctors and always get seen on the day.
- Always happy to help. Gives us the time we need with all appointments.
- Have always found the GPs to be polite and welcoming. Have always found I am listened to the majority of the time. All staff are polite, would have been "Extremely likely" except for the time issues, although I don't think it's unreasonable to have to wait to see a GP, sometimes they don't read follow-up notes from hospital or referrals made.

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

- Reception always friendly and helpful, doctors are good except for one doctor, thought they were exceptionally rude and unhelpful.
- I moved here recently, I've had one doctor who was OK and another practitioner who was not very nice.
- Helpful and friendly reception. Prompt to deal with phone issues.
- I find the practice a friendly atmosphere. Always get answers to my questions and trust the GPs.
- Times it has taken to get an appointment.
- Sometimes difficult to get an appointment.
- Happy with service.
- Always manage to obtain an appointment when needed. Very friendly reception staff.
- Friendly helpful staff, good prompt service.
- Because the doctor and staff and nurse are extremely friendly and easy to talk to.
- I have always found this practice to be friendly and helpful all staff are very nice and I am able to get an appointment quickly when needed.
- Very good service. Hard to get an appointment at times.
- Lovely reception staff always helpful and polite. Doctors listen to you.
- Sometimes long waits and delays for the appointment.
- Always friendly and helpful.
- One doctor too slow, room not clean and tidy.
- Waiting time over two hours.
- Too long to wait, one and a half hours for one doctor.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	13	25%
Female	35	69%
Blank	3	6%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	3	6%
25 - 34	7	14%
35 - 44	10	20%
45 - 54	10	20%
55 - 64	7	14%
65 - 74	9	18%
75 - 84	5	10%
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	47	92%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	0	0%
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	13	25%
Yes, limited a little	4	8%
No	29	57%
Prefer not say	2	4%
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

☐☐☐☐☐☐

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?

☐ 0 – 15

☐ 16 – 24

☐ 25 – 34

☐ 35 – 44

☐ 45 – 54

☐ 55 – 64

☐ 65 – 74

☐ 75 – 84

☐ 85+

5 What is your ethnic group?

☐ White

☐ Mixed/Multiple ethnic groups

☐ Asian/Asian British

☐ Black/African/Caribbean/Black British

☐ 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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