

**Private and Confidential**

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**Friends and Family Test  
Report**

Sandy Lane Surgery

December 2017



## Your patient feedback

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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

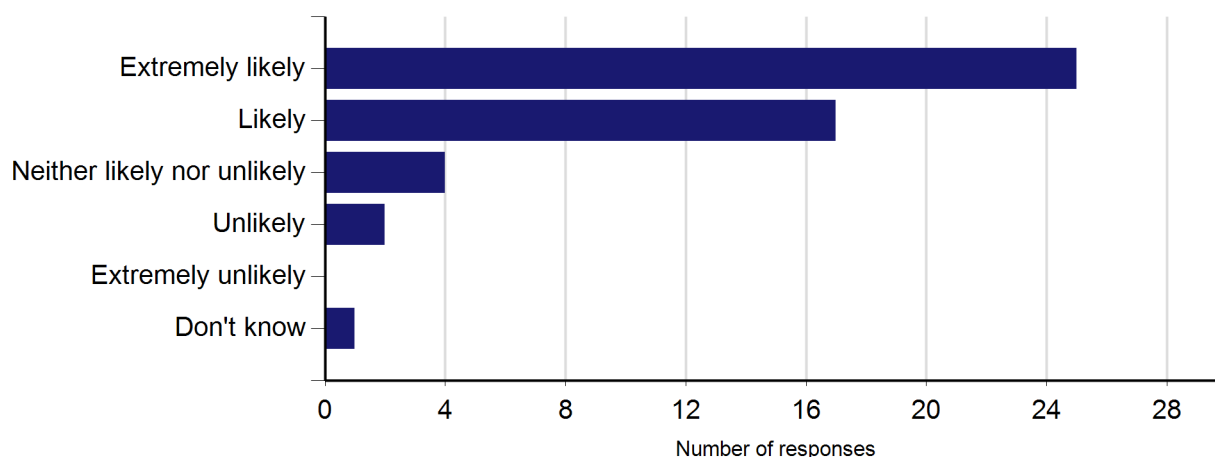
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	25	51%
Passive	Likely	17	35%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	2	4%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		49	100%

\* 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, 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*	592	82%	290	193	55	26	20	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-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
Feb-17	49	86%	33	9	3	2	1	1
Jan-17	50	86%	22	21	3	3	1	0

## 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:

- Always get in when need to and doctors and staff very helpful and treat you with respect.
- Been here for many years. I did have issues with one of the doctors but have been listened to and have seen one of the others and am happy.
- Very helpful and friendly.
- Having problems with memory.
- Friendly and very helpful.
- Staff friendly and helpful. Doctors very thorough.
- Always satisfied - excellent care.
- No disrespect to your reception people, but it's easier to get a death certificate than to see a doctor. But in so saying are any other practices any better?
- Friendly staff.
- Excellent service throughout surgery.
- Because I get good care from the doctor.
- Excellent service from staff doctors and nurses.
- Very happy with treatments and the staff.

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

- I've been at this doctors for years. They are very good and understanding.
- Good service.
- Great doctor, great staff.
- I have been coming to these doctors for a number of years.
- One practitioner has been very good with me.
- Nice doctors.
- Because sometimes I feel as though the waiting time is too long and that the doctors don't fully help you.
- Very helpful.
- Doctors and receptionists very friendly, kind and caring.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	15	31%
Female	31	63%
Blank	3	6%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	5	10%
25 - 34	7	14%
35 - 44	5	10%
45 - 54	8	16%
55 - 64	7	14%
65 - 74	8	16%
75 - 84	7	14%
85+	0	0%
Blank	1	2%

\* 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	4	8%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	0	0%

\* 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	5	10%
Yes, limited a little	11	22%
No	25	51%
Prefer not say	8	16%
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



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