

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

October 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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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?

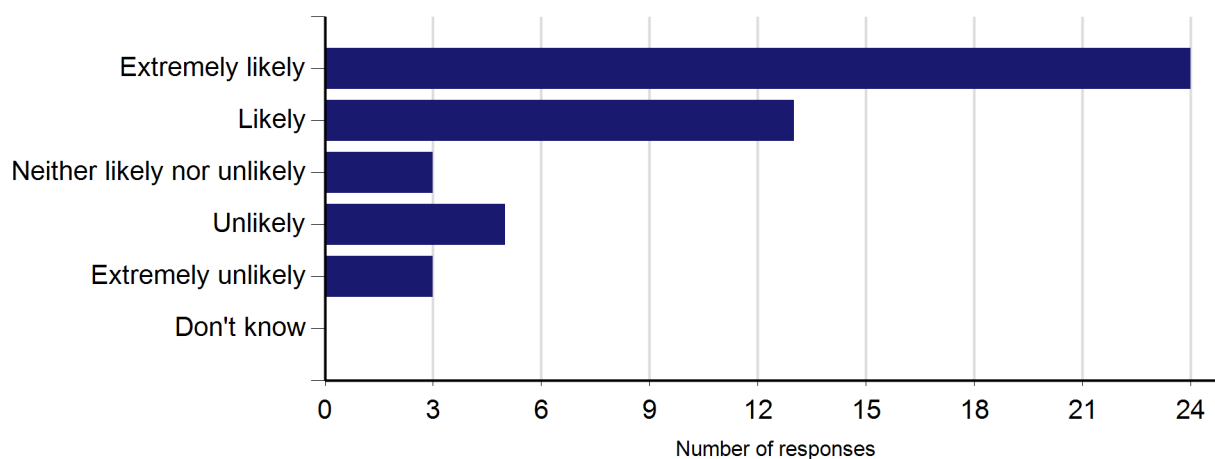
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	24	50%
Passive	Likely	13	27%
Detractors	Neither likely nor unlikely	3	6%
	Unlikely	5	10%
	Extremely unlikely	3	6%
	Don't know	0	0%
Total responses to this question		48	99%

* 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	50

Graph 1



77% 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 48 patients who answered the Friends and Family Test question, 48 (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*	588	84%	263	229	47	25	18	6

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

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
Mar-18	49	90%	21	23	4	1	0	0
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

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 have no reason to complain and have always been treated fair.
- Arrived for my appointment 12:10pm, still waiting 12:50pm.
- Very satisfied with this practice.
- I have always been looked after and find the receptionists very helpful.
- Whilst doctors are extremely thorough, sometimes, particularly for evening appointments, there can be over an hour wait after your original appointment time. In addition, trying to get a same day appointment at 8:00am is stressful!
- I always receive treatment and care of a high order. The surgery is always welcoming and reception is very helpful.
- Always had good service for many years.
- 90 minute wait.
- As friendly staff.
- Waited one and a half hours for GP!
- Never get an appointment, ring up at 8:00am no one answers reception sometimes speak to you like they don't want to know or help, appointment never on time, doctors don't help enough.
- Staff are lovely.

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

- I like my surgery and have always been happy with the care they have provided. My only issue would be making an appointment. The telephone lines open at 8:00am, you struggle to get through and all the appointments are gone by 8:15am! Not the doctor's fault though, it's the NHS in general.
- Nice and friendly.
- Good service. Happy reception staff, very helpful.
- Helpful, friendly advice.
- There are help and caring.
- Really good doctors and reception.
- Not satisfied.
- Patients are referred to consultants quickly - doctors act quickly.
- Good pleasant staff, always get in close to appointment time.
- Unacceptable waiting time.
- Friendly staff. Good location.
- Very friendly staff and very helpful.
- Always been very satisfied with everyone at the surgery and very professional.
- Good service, polite and accommodating.
- Because this doctors surgery are very helpful and there when myself or family need them.
- Good doctors, good service.
- Have to wait about 30-45 minutes.
- I can always get an appointment and find all staff very helpful.
- Polite and helpful. Recognised my need for an urgent appointment.
- Friendly, professional, efficient.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	12	24%
Female	36	72%
Blank	2	4%

* 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	12	24%
35 - 44	7	14%
45 - 54	9	18%
55 - 64	5	10%
65 - 74	6	12%
75 - 84	6	12%
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	40	80%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	4	8%
Black/African/Caribbean/Black British	1	2%
Other ethnic group	0	0%
Blank	4	8%

* 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	10	20%
No	26	52%
Prefer not say	2	4%
Blank	7	14%

* 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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