

**Private and Confidential**

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

**Friends and Family Test  
Report**

Sandy Lane Surgery

July 2015





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

1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

t: 01392 823766  
f: 01392 824767

e: [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w: [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

4 August 2015

Dear Mrs Towns

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 47 patient questionnaires in July 2015.

In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link: <http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=185197>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your results.

I hope the report forms a useful basis for reflection on the service provided to patients.

Yours sincerely

CFEP UK Reports Team

## 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

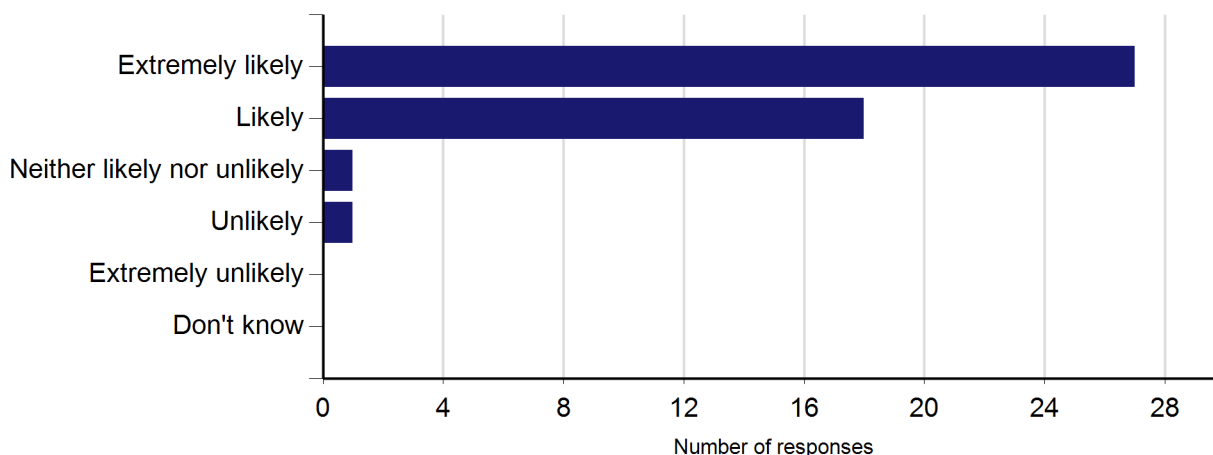
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	27	57%
Passive	Likely	18	38%
Detractors	Neither likely nor unlikely	1	2%
	Unlikely	1	2%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		47	99%

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

Graph 1



**96% 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 47 patients who answered the Friends and Family Test question, 46 (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*	382	89%	211	128	21	12	3	7

\*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
Jul-15	47	96%	27	18	1	1	0	0
Jun-15	49	94%	30	16	1	2	0	0
May-15	48	88%	30	12	5	0	0	1
Apr-15	48	85%	26	15	3	1	2	1
Mar-15	49	92%	30	15	0	2	0	2
Feb-15	47	83%	24	15	4	3	0	1
Jan-15	42	76%	20	12	5	3	0	2
Dec-14	52	94%	24	25	2	0	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:

- Because it is such a good service that the surgery gives all the staff are helpful.
- Friends and family at other surgeries.
- The treatment I have received has been superb.
- Happy with service.
- Very helpful. Willing to help.
- Kind, courteous, staff, always willing to go extra mile doctors listen - show empathy.
- Staff friendly. Clean.
- Because I have recommended to friends and family to join this GP.
- A good surgery, you would not get anything better. Well looked after. Good doctors.
- Exceptional standard of care, courtesy and compassion. Always been cared for, given the time needed and feel absolute trust in all practitioners at the surgery.
- Always happy to help, even at the drop of a hat. The doctors always make a big fuss of the children.
- I have been with this surgery all my life. Always have been seen very quickly - politely and efficiently.
- Has been very helpful.
- Only rate two of four doctors.
- Good doctors and good service.
- This GP practice has provided everything that I could wish for. Efficient, friendly, skilled, time for me, dignity, respectful, thorough. Excellent all round care and service from all members of staff. Trustworthy helped me a great deal. I am very very grateful.

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

- Doctors and staff helpful and friendly.
- The service we receive by all members of the practice is second to none. I tell everyone this. We cannot thank the doctors, nurses and staff enough for their hard work, care and support.
- I always get a good service at Sandy Lane.
- Nice staff.
- The doctors and nurses are very thorough and listen to what a patient has to say. I hold great confidence in them. Other staff members are polite, helpful and always do their best to get an appointment for you.
- Because it's a good doctors.
- Very helpful and friendly staff.
- Doctor only part time.
- Help you very much they like to answer question if you got one.
- Because staff friendly.
- Friendly service. Easy to make doctor's appointments. Very good service.
- I find the doctor and staff really professional.
- Friendly, helpful staff.
- The excellent reception staff and nurses.
- Helpful reception staff.
- Because always been efficient.
- Due to the staff are always brilliant and nothing is too much trouble.
- Because you are always reliable and we get the right treatment.
- Helpful reception staff.
- Excellent service given.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	22	47%
Female	25	53%
Blank	0	0%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	4	9%
25 - 34	6	13%
35 - 44	3	6%
45 - 54	6	13%
55 - 64	16	34%
65 - 74	7	15%
75 - 84	2	4%
85+	2	4%
Blank	1	2%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	41	87%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	2	4%
Blank	2	4%

\* 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	9	19%
Yes, limited a little	10	21%
No	26	55%
Prefer not say	1	2%
Blank	1	2%

\* 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

