

Your patient feedback

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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?

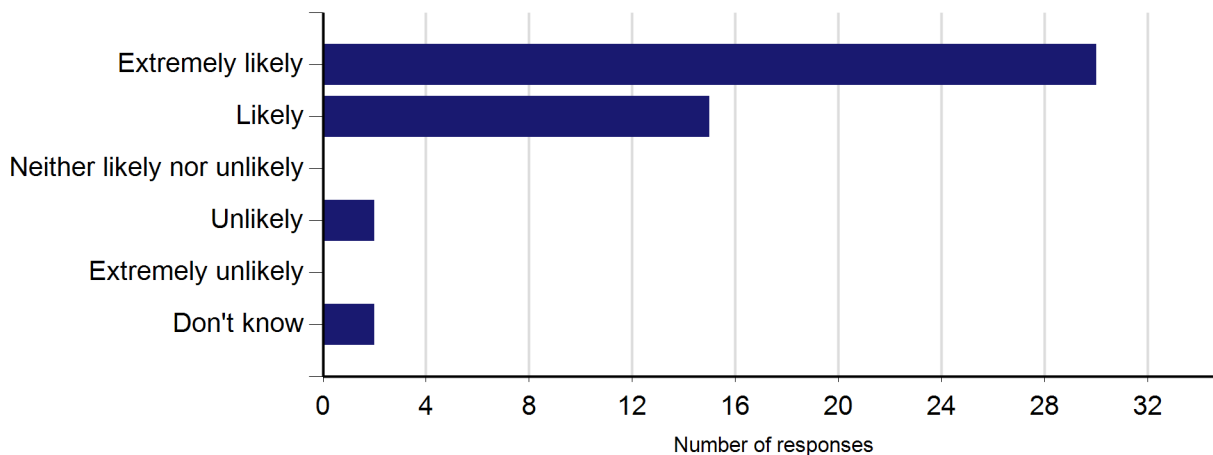
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	30	61%
Passive	Likely	15	31%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	2	4%
	Extremely unlikely	0	0%
	Don't know	2	4%
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)	1
Total number of patients providing feedback	50

Graph 1



92% 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*	190	87%	98	67	11	8	1	5

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

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:

- Staff are always friendly and do their best to help.
- Good, friendly service. Nice staff.
- Have always been happy with treatment and staff.
- Excellent staff members.
- I have been happy with service. Difficult to get appointments though.
- Good service.
- Services required first class.
- Never had a problem.
- As I can never get in to see a doctor.
- Because this is my first time coming here to see a doctor.
- Doctors very good.
- Have had no complaints or problems.
- Always been very helpful to me and my family and always had top class treatment.
- One doctor saved my life.
- The reason is they could cut down the waiting time down it would be good.
- Very happy with practice.
- The service provided is of a great standard and doctors are vey friendly and helpful. The doctors provide wonderful help and are very easy to talk to.
- Over many years I have been so grateful to Sandy Lane Surgery. Doctor and all the staff in reception and administration have always been there for my partner and myself. Over the time my partner was so ill, one doctor always made themselves available to visit and reassure us both. The staff are always thoughtful and pleasant to me and as I have recently undergone surgery, the doctor and staff did not hesitate to quickly prescribe antibiotics when I developed an infection, causing the doctor to make a home visit to monitor my recovery. I cannot thank everyone enough.

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

- Very good service.
- I personally get treated as an individual and treated well.
- Family's doctor.
- Right thing.
- Because of the good service.
- I always welcome.
- Kind and friendly. Willing to talk.
- I work and can never get an appointment. Cannot always get to a phone to phone at 8.00am whilst I'm at work. Most but not all your receptionists are hard to deal with.
- I've been at this practice for over 10 years and like to see a particular doctor as they have watched my children grow and know as much as a GP could know about them.
- I've been at this practice since a child and I've truly trusted my GP.
- Good.
- Caring practice.
- Excellent service.
- I have always been perfectly satisfied with the result I have received from both the doctor and the nurse. The staff on reception are always very friendly and helpful. The staff 'behind the scenes' are also helpful when needed.
- No particular reason.
- I have always found the staff helpful and friendly.
- Excellent service. In most cases manage to see GP same day. All doctors fantastic. Nurse excellent. Surgery very well managed and staff helpful. A credit to the NHS.
- Happy, no complaints.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	17	34%
Female	33	66%
Blank	0	0%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	3	6%
25 - 34	2	4%
35 - 44	11	22%
45 - 54	9	18%
55 - 64	9	18%
65 - 74	10	20%
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	39	78%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	5	10%
Black/African/Caribbean/Black British	4	8%
Other ethnic group	1	2%
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	6	12%
Yes, limited a little	12	24%
No	28	56%
Prefer not say	4	8%
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

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

