

Private and Confidential

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**Friends and Family Test
Report**

Sandy Lane Surgery

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Your patient feedback

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Sample patient questionnaire

Frequency and distribution of ratings for the Friends and Family Test question

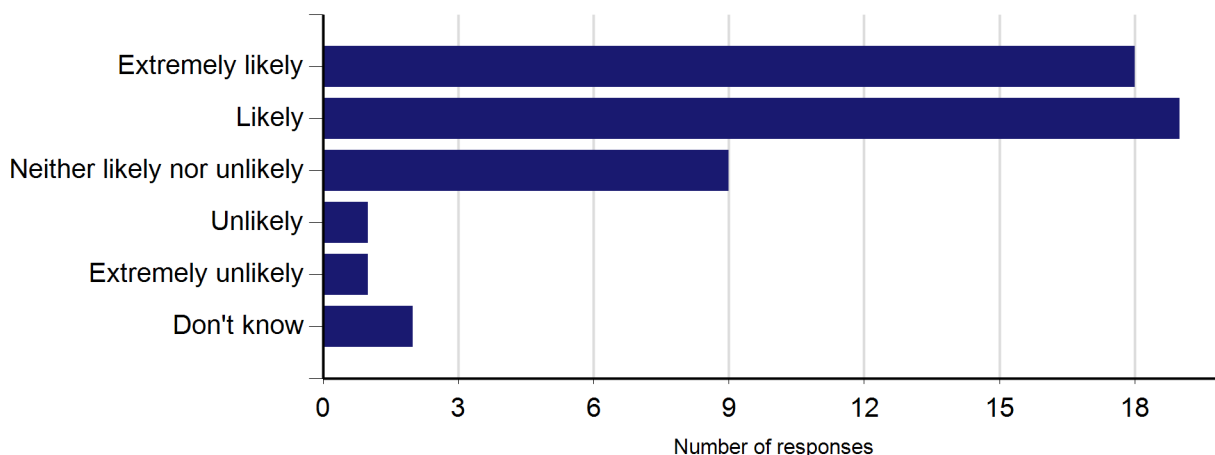
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	18	36%
Passive	Likely	19	38%
Detractors	Neither likely nor unlikely	9	18%
	Unlikely	1	2%
	Extremely unlikely	1	2%
	Don't know	2	4%
Total responses to this question		50	100%

* May not add up to 100% due to rounding

Graph 1



74% 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 50 patients who answered the Friends and Family Test question, 50 (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*	575	87%	311	190	39	19	6	10

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

Month	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
Nov-15	50	74%	18	19	9	1	1	2
Oct-15	44	86%	20	18	3	3	0	0
Sep-15	51	88%	35	10	2	2	2	0
Aug-15	48	88%	27	15	4	1	0	1
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:

- Helpful, friendly.
- Receptionist excellent.
- Nice.
- Highly satisfied.
- Good. Reception staff.
- Happy with one doctor.
- Seem to feel that I am treated as an individual and not a number. Staff are always pleasant and polite.
- Very helpful.
- Have always been satisfied.
- Always found everyone helpful.
- One doctor is my GP but I always have a long wait for appointments - up to one hour, which is excessive. I have noticed my doctor arriving at the surgery almost 30 minutes after the time of their first appointment. I recommend that your entry system carry a message if there is a delay of more than 15 minutes for appointment. Waiting time should be notified to patients on arrival and waiting times of 1 hour without any notification is very poor service and actually unacceptable.

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

- Helpful staff - good doctors.
- My grandfather has been registered here for many years and has never had any problems - staff very good and helpful GPs very caring.
- Always great customer service. Nothing is too much trouble.
- Because we have always used this GPs. They have always be great with my husband as he has 2 long term conditions.
- Good doctors.
- Always found all staff and doctors very helpful and polite.
- Not been registered here very long. Seem ok - send for kids for vaccines.
- Good surgery.
- Really like these doctors. Staff good.
- Excellent service.
- Friendly and polite.
- Everyone from doctors downwards are polite and correct in what they do and pleasant. You feel welcome.
- Good all round service.
- Because they are very polite and helpful and try to please everyone.
- Very good surgery.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	21	42%
Female	28	56%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	8	16%
25 - 34	8	16%
35 - 44	8	16%
45 - 54	5	10%
55 - 64	7	14%
65 - 74	7	14%
75 - 84	7	14%
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	36	72%
Mixed/Multiple ethnic groups	3	6%
Asian/Asian British	6	12%
Black/African/Caribbean/Black British	2	4%
Other ethnic group	1	2%
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	6	12%
Yes, limited a little	8	16%
No	21	42%
Prefer not say	6	12%
Blank	9	18%

* 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

