

**Private and Confidential**

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**Friends and Family Test  
Report**

Sandy Lane Surgery

April 2015





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5 May 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 49 patient questionnaires in April 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=182978>

Please contact the office on 0845 5197493 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?**

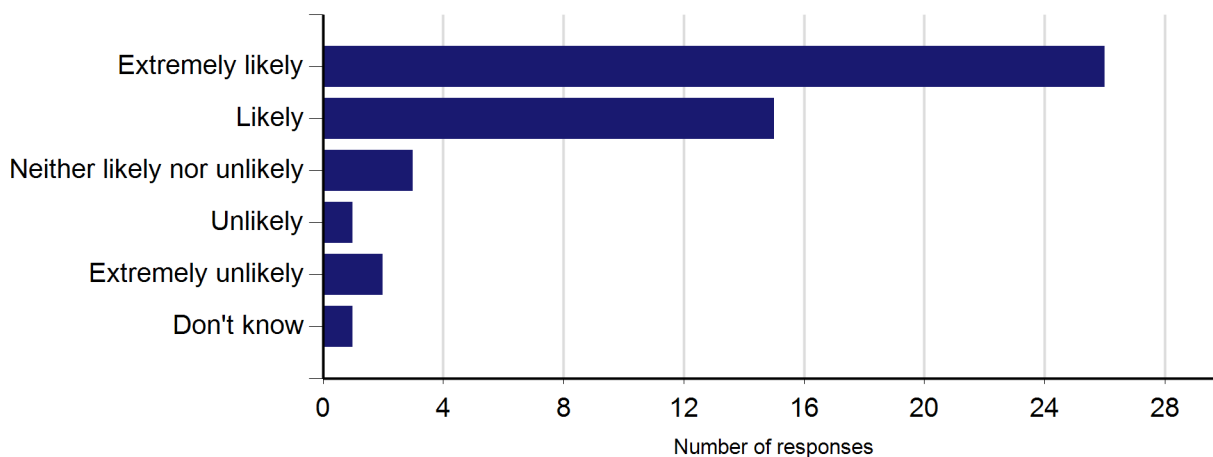
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	26	54%
Passive	Likely	15	31%
Detractors	Neither likely nor unlikely	3	6%
	Unlikely	1	2%
	Extremely unlikely	2	4%
	Don't know	1	2%
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)	1
Total number of patients providing feedback	49

Graph 1



**85% 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, 46 (96%), filled out a paper questionnaire and 2 (4%), 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*	238	87%	124	82	14	9	3	6

\*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
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:

- Always full, but when you get there there's hardly anyone waiting, never seems to be a female doctor on, the other doctors seem stressed out all the time. One doctor doesn't have the time of day and you end up having to make another appointment with someone else or going to the hospital cause they can't do their job and misdiagnosis you or your family, ignorant receptionist, the surgery is a joke!
- Excellent service from all the staff.
- Please pay staff more. Excellent service from all the staff, would recommend to anyone. Brilliant. Thank you for everything.
- I have been with this surgery for a long time and I am happy with the service, and the doctors are excellent.
- Appointments are always available. Courteous staff. Doctors listen and understand.
- Desk clerk personnel very helpful.
- I am highly satisfied and grateful for doctors and all staff.
- Because the doctors spend time and listen, the staff is very nice.
- Because very good.
- Very good service and advice, but sometimes waiting times can be epic.
- Because I have been satisfied with the care I have had.
- Great care and service.
- Have had no complaints at all.
- Good.
- Polite staff. Always here to help. Kind.
- Always helpful and concerned.
- Always treated as an individual and respected.
- My family and myself have always had very good treatment from doctors and all staff at Sandy Lane Surgery.

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

- Very difficult to get a visit on the day, have to ring up at 8am and very busy.
- It is a very good practice.
- Excellent care and service by staff and doctors. Receptionists really helpful in every way.
- Good doctor.
- Excellent reception staff and GP and nurses.
- I have always received good quality treatment when I have needed to attend. The reception staff have always been very helpful and all the GPs have been pleasant during consultation and not hurried.
- Always experience friendly and thorough check ups. However getting the appointment is the problem.
- Everyone always pleasant and helpful.
- Very good people.
- Every doctor at this practice is very helpful.
- Very good surgery.
- Never had a problem.
- Because it is a good practice to come to when you need to see a doctor on a day when you are ill.
- Always been happy at surgery.
- Very good.
- Staff and doctors always pleasant.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	16	33%
Female	32	65%
Blank	1	2%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	3	6%
16 - 24	1	2%
25 - 34	7	14%
35 - 44	8	16%
45 - 54	8	16%
55 - 64	12	24%
65 - 74	7	14%
75 - 84	2	4%
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	45	92%
Mixed/Multiple ethnic groups	0	0%
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	7	14%
Yes, limited a little	7	14%
No	30	61%
Prefer not say	2	4%
Blank	3	6%

\* 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

