

Private and Confidential

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

**Friends and Family Test
Report**

Sandy Lane Surgery

June 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
w: www.cfepsurveys.co.uk

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Dear Mrs Towns

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 50 patient questionnaires in June 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=182980>

Please contact the office on 01392 823766 or 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?

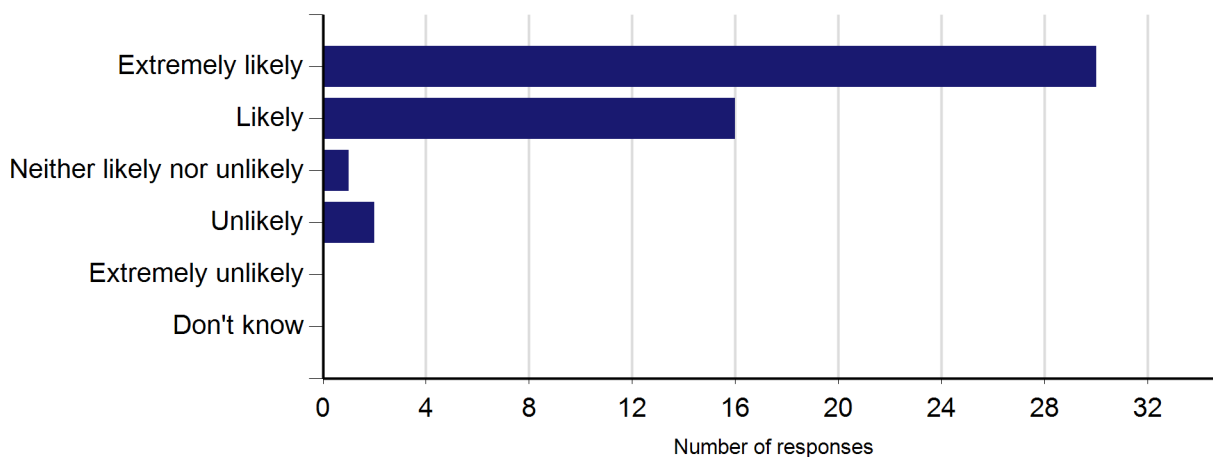
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	30	61%
Passive	Likely	16	33%
Detractors	Neither likely nor unlikely	1	2%
	Unlikely	2	4%
	Extremely unlikely	0	0%
	Don't know	0	0%
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



94% 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*	335	88%	184	110	20	11	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
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:

- Always get an appointment when I want, doctors and nurses are friendly and talk to you and explain things properly. Friendly staff all round. Receptionist very helpful.
- Always been happy with your service.
- I've always been able to get to see a doctor. Friendly staff. Pleasant waiting room.
- They are good in all cases of treatment. Politeness is second to none. They are very helpful.
- Never had a problem with the practice.
- Good communication between staff and doctors. Staff are really kind, consideration of you is good. Do their best to be of any help you need. Telephone manner good, always cheerful.
- I have been at this practice for many years. I wouldn't change.
- Always helpful doctors and receptionists.
- The doctors and nurse do take care of you.
- I feel the GP has little time to listen properly to your symptoms.
- I have always received good care on my visits.
- No complaints. Looked after well by GP and reception staff.
- Very polite, good customer care. Nice friendly doctors, nurses.
- Excellent doctors and nurses. Staff are very polite and very helpful.
- Some family live outside catchment area.
- Fantastic staff.
- My old surgery could pre book appointments, so was easier. I rang at 8 o'clock for an appointment here over 20 times and still didn't get one.

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

- I have a good relationship and find everything to my satisfaction.
- Good service.
- Difficult to get an appointment/book in advance. Long wait times when you do have an appointment.
- Excellent staff members here.
- Excellent.
- Because GP cares for my health and thanks to GP I am recovering well.
- Because I have always found the reception staff very helpful and the GPs and nurses very thorough.
- Very good, polite staff and very helpful.
- Great doctors and receptionists.
- Friendly and helpful.
- Very well trained and friendly reception staff.
- One doctor is fantastic always there to listen and help.
- They have a great service.
- Friendly and quick, everybody helpful.
- Doesn't come up in conversation.
- Had no trouble.
- Good service, looked after.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	22	44%
Female	27	54%
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	4	8%
25 - 34	4	8%
35 - 44	4	8%
45 - 54	10	20%
55 - 64	8	16%
65 - 74	12	24%
75 - 84	7	14%
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	49	98%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	1	2%

* 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	8	16%
Yes, limited a little	14	28%
No	26	52%
Prefer not say	0	0%
Blank	2	4%

* 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

