

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?

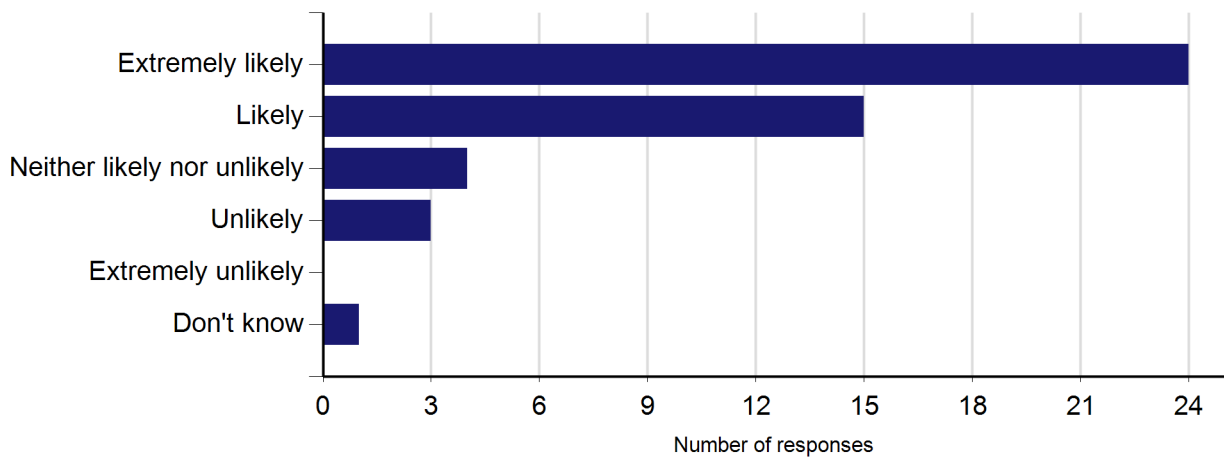
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	24	51%
Passive	Likely	15	32%
Detractors	Neither likely nor unlikely	4	9%
	Unlikely	3	6%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		47	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	48

Graph 1



83% 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, 45 (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*	141	85%	68	52	11	6	1	3
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

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

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:

- Brilliant GPs, nurses and staff, very well organised.
- Mental health issues are slow to be recognised fully and appropriate treatment slow in being given. Referrals from outside parties are slow to progress through your system. Doctor referral letters can be slow in being produced by yourselves. Some staff on reception can be very negative and difficult.
- Staff friendly. Doctors helpful. Only negative is partner works and doesn't get in until 6:45 including Saturdays, struggles to get appointment on his day off.
- Very good service from reception/nurses/doctors, thank you.
- It is rare I can ever get an appointment, when I can I am waiting as they are constantly late. So they try and rush you when you do see the doctors. I visited a nurse for something else and thought I would tell them about the pain in my side which they dismissed. I later went to hospital with appendix.
- Extremely good service.
- Extra care and attention and very helpful.
- Waiting time can be long, but doctors/nurses are polite and sufficient.
- The surgery is under pressure of numbers, but they will always seek to accommodate.
- Difficulty in getting an appointment.
- Always polite and friendly on the phone and helpful doctors very thorough, so don't mind waiting if they overrun.
- Already satisfied.
- Because it's a good surgery and good doctors I've used it for years.
- The GPs were very helpful, however the appointments are always running very, very late.
- Waiting times.
- Seen quite quickly, but sometimes doesn't do proper tests.
- Friendly staff. Good doctors. Only problem is getting an appointment as I work late.
- Pleased with way I am treated.
- Always manage to see a doctor.
- Because you are good with my children, get the best care always.

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

- Because their appointments for emergencies are very quick.
- Waiting times.
- Always had good, friendly service.
- Very good practice.
- Great staff.
- GPs really understanding and helpful.
- Extremely friendly and helpful.
- Very friendly and helpful.
- I have no family here.
- Always been satisfied with the doctors for many years.
- Great.
- Fabulous.
- Go out of the way to help you.
- I have been a patient to this surgery for over 20 years.
- I'm happy with care I receive here.
- Excellent reception staff.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	21	44%
Female	26	54%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	5	10%
25 - 34	4	8%
35 - 44	7	15%
45 - 54	12	25%
55 - 64	6	13%
65 - 74	7	15%
75 - 84	5	10%
85+	1	2%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	40	83%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	3	6%
Black/African/Caribbean/Black British	3	6%
Other ethnic group	2	4%
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	12	25%
Yes, limited a little	9	19%
No	24	50%
Prefer not say	2	4%
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

