

**Your patient feedback**

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Sample patient questionnaire

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

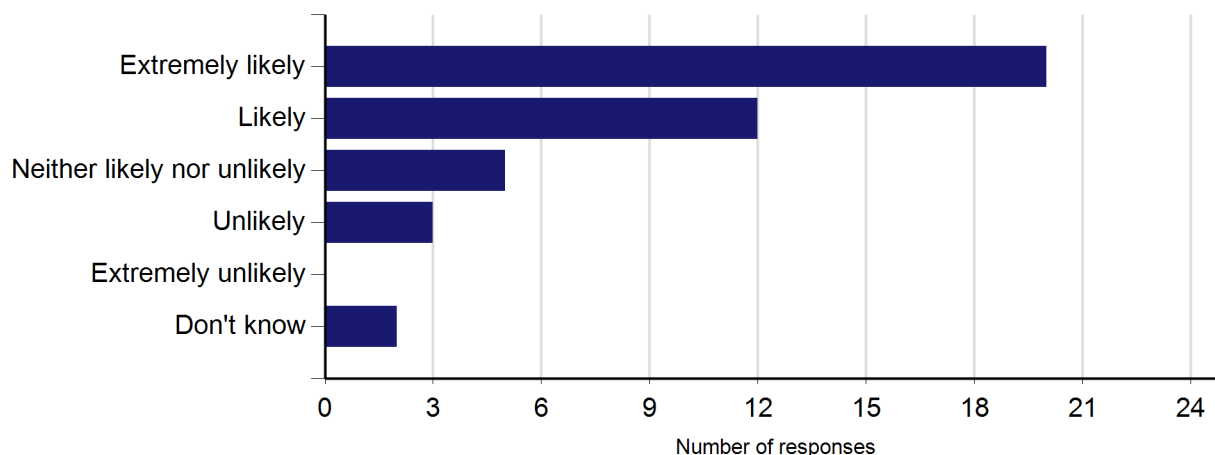
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	20	48%
Passive	Likely	12	29%
Detractors	Neither likely nor unlikely	5	12%
	Unlikely	3	7%
	Extremely unlikely	0	0%
	Don't know	2	5%
Total responses to this question		42	101%

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

Graph 1



**76% 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 42 patients who answered the Friends and Family Test question, 41 (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*	94	86%	44	37	7	3	1	2
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:

- They seem to be very helpful in what they do.
- Good surgery and GP.
- Because all the years I've been with this doctor, I've been well cared for.
- No problems, always friendly.
- Excellent service when visiting the doctors.
- Very caring staff and doctors.
- Had no problems, very polite staff.
- Very good surgery.
- Good.
- Quite good.
- I would recommend this practice to friends and family as I find all the reception staff very helpful and friendly and the doctors are very competent and all our serious problems have been handled well.
- Very friendly, do anything to help you.
- Too long wait, still waiting 35 minutes later, although appointment has been made.
- Brilliant service.
- Because they are very good doctors at Sandy Lane.
- Staff are pleasant and helpful. One doctor is always helpful.
- Because it seems really good with appointments.
- They seem to be helpful and send you for tests when they are needed.
- Unsure what doctor on when. Waiting is normal. Hard to get appointment.
- They always been pleasant and helpful with me.
- It's better than others.
- Because staff are brilliant.
- Only found one decent doctor. The take time to explain.

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

- Never get a prompt or correct diagnosis.
- Found staff friendly and helpful and able to get an appointment usually when needed.
- I have always been given appointments and had good care and advice.
- Because myself I feel at ease when I have to see doctors. They are very friendly and do their job properly as far as I'm concerned. All the staff is very nice and helpful.
- I have never had any problems with this practice. All doctors and staff are excellent.
- Because the personnel are very polite and courteous and try and get you in to see a doctor as near your appointment time as soon as they can.
- I have been very well treated at this surgery.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	18	43%
Female	24	57%
Blank	0	0%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	2	5%
16 - 24	3	7%
25 - 34	3	7%
35 - 44	4	10%
45 - 54	9	21%
55 - 64	7	17%
65 - 74	6	14%
75 - 84	7	17%
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	42	100%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
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	29%
Yes, limited a little	8	19%
No	22	52%
Prefer not say	0	0%
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

