

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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Additional information on the Friends and Family Test
Sample patient questionnaire

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

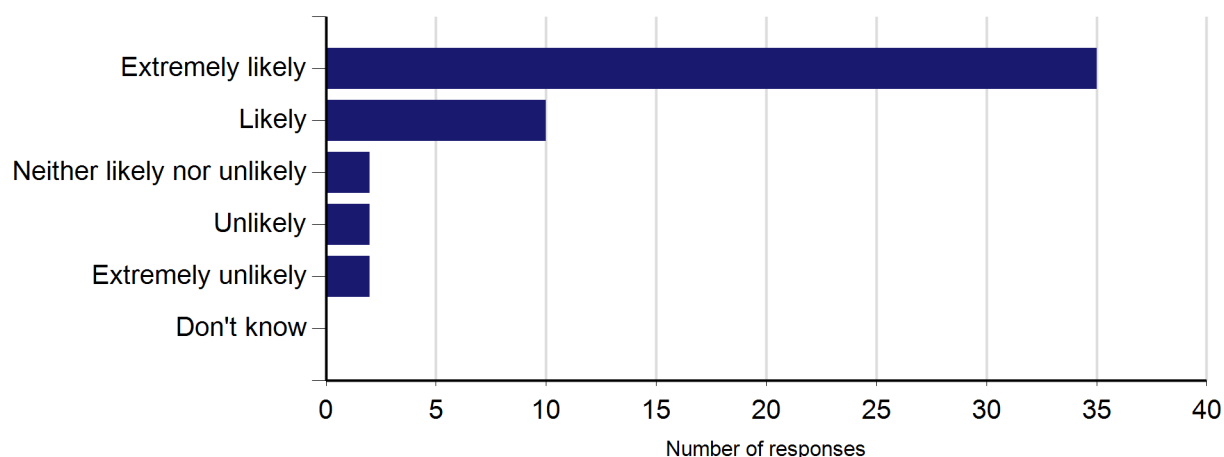
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	35	69%
Passive	Likely	10	20%
Detractors	Neither likely nor unlikely	2	4%
	Unlikely	2	4%
	Extremely unlikely	2	4%
	Don't know	0	0%
Total responses to this question		51	101%

* May not add up to 100% due to rounding

Graph 1



88% 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 51 patients who answered the Friends and Family Test question, 50 (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*	481	89%	273	153	27	15	5	8

*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
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:

- Good staff very helpful. Excellent doctors.
- I have been a patient at several GP practices in Mansfield and other parts of UK over the years and for friendly and efficient service this is the only one I would consider awarding this marking.
- Always time to listen to probs - one doctor - but runs late because of this.
- Always find it pleasant, good quality of care, listening and understanding. Most important friendly.
- A swift running practice.
- Because the doctors and staff are very friendly and they listen.
- Very helpful. Staff and doctors.
- One doctor and all the staff are more than helpful and caring at all times. All have been there for me always.
- Recommend to anyone. Good service.
- Very good service.
- Everyone kind.
- Sometimes takes a while to get an appointment but everyone very nice.
- Everyone is pleasant.
- We have the best surgery and doctors.
- I can't always get to see same GP and can't pre book to see them.

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

- After not long joining the practice I am more than happy with the care, all the doctors, nurses, reception staff are very, very nice.
- Good service.
- Great care and understanding people.
- Friendly staff, doctors who 'care' - doctors who will listen and discuss issues.
- Since living in Mansfield this is the nicest practice I have had.
- Very good and efficient.
- Difficult to get appointments. No one answers phone.
- Waiting time is too long.
- Lovely reception staff, very busy. Doctors ok too.
- Have to wait but good once you get in.
- More local.
- Because you always get appointments.
- Helpful friendly staff, attentive doctor, always willing to assist.
- Everything ok.
- Friendly, helpful reception staff and doctors.
- Good support great staff.
- Extremely happy with the service that I receive. The staff is very polite and courteous.
- Always find the staff very helpful and nice.
- Always received a good service, polite and helpful staff.
- I have a fairly rare condition that was identified immediately. I have had nothing but prompt and excellent care from all the doctors, nurses and staff at this practice. Thank you all!

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	21	41%
Female	26	51%
Blank	4	8%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	2	4%
25 - 34	1	2%
35 - 44	10	20%
45 - 54	8	16%
55 - 64	12	24%
65 - 74	7	14%
75 - 84	9	18%
85+	1	2%
Blank	1	2%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	45	88%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	2	4%
Black/African/Caribbean/Black British	1	2%
Other ethnic group	0	0%
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	11	22%
Yes, limited a little	17	33%
No	18	35%
Prefer not say	3	6%
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
<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

