

Private and Confidential

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

**Friends and Family Test
Report**

Sandy Lane Surgery

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Your patient feedback

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Sample patient questionnaire

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

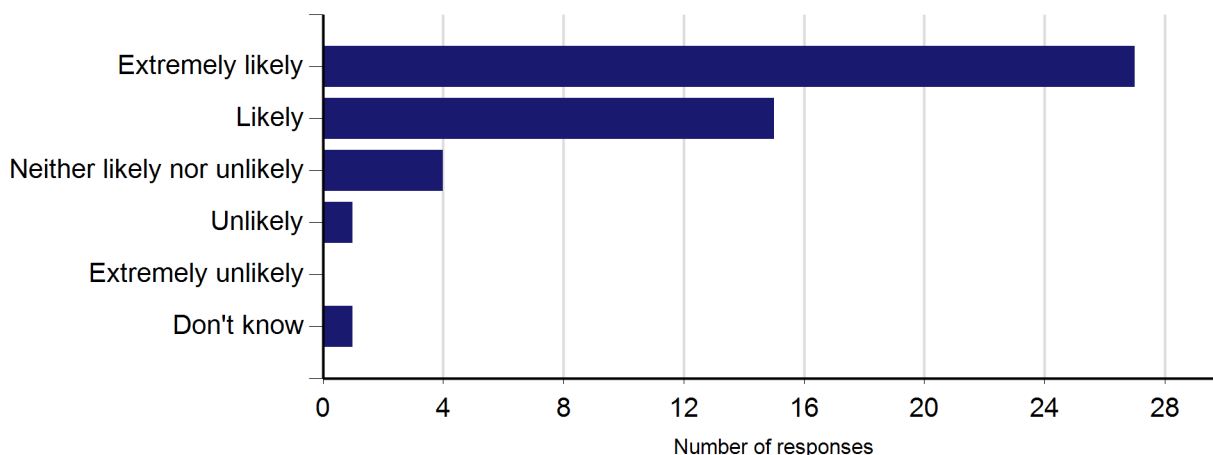
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	27	56%
Passive	Likely	15	31%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	1	2%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		48	99%

* 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 48 patients who answered the Friends and Family Test question, 48 (100%), filled out a paper questionnaire and 0 (0%), 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*	430	89%	238	143	25	13	3	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
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:

- Overall very efficient. Receptionist staff really helpful and friendly.
- Good service. Try and get you in same day you are ill.
- Staff friendly, however have recently turned up for an appointment to find it hadn't been booked in, even though confirmed on that day.
- I've been here since I was born and the doctors, nurses, reception staff are lovely and talk to you with respect.
- Everyone very good.
- No problems.
- Good service.
- Very good.
- Because only know people who come here.
- Because we have no trouble getting appointments.
- Helpful rec. and all staff.
- Fantastic!
- Yes very good.
- Receptionists are punctual, friendly and polite. Doctors are welcoming and kind.
- Satisfaction.
- Very friendly.

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

- Because my doctor does seem to listen.
- Always friendly.
- I am always pleased how I am treated when at the your practice.
- Everyone is friendly and helpful.
- Friendly receptionists, always helpful. I like the doctors.
- Because it's nice and friendly.
- Always had good service. Been registered at practice for many years. Have sometimes found getting an appointment difficult but that is the same at all or most practices.
- Good service.
- Good service.
- Good service.
- Always available.
- Nice doctors and receptionists, OOH and nurses. Helpful always. Always take care of me.
- Nurses appointments are fantastic and usually available. But sadly it is extremely difficult to get a GP appointment and I am considering changing practices. However when seen the service has generally been very good.
- Good.
- Never had any problems with doctors or receptionists. Always been satisfied with my treatment.
- I think the staff are very nice and helpful and the doctors have got time for you.
- Appointments difficult to obtain. Appointments not at times for working people. Some staff abrupt and unapproachable. Two doctors and one nurse and most of reception pleasant and approachable.
- Always had fantastic service and all doctors are very pleasant and willing to listen.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	12	25%
Female	34	71%
Blank	2	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	6	13%
25 - 34	4	8%
35 - 44	7	15%
45 - 54	6	13%
55 - 64	7	15%
65 - 74	9	19%
75 - 84	5	10%
85+	2	4%
Blank	2	4%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	41	85%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	3	6%
Other ethnic group	1	2%
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	17%
Yes, limited a little	11	23%
No	23	48%
Prefer not say	0	0%
Blank	6	13%

* 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

