

Your patient feedback

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

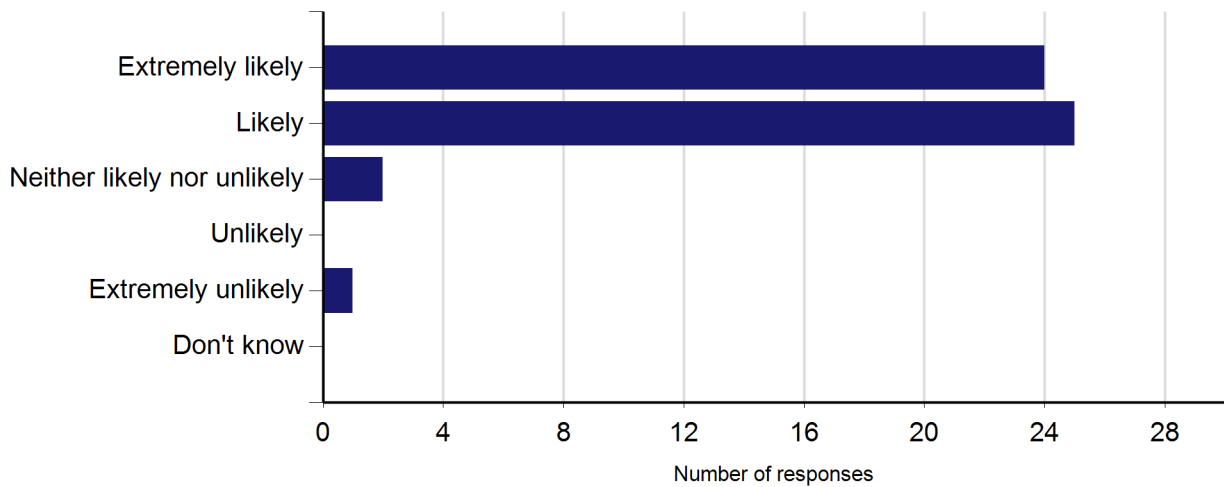
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

| Criteria category for scoring | Response scale | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters | Extremely likely | 24 | 46% |
| Passive | Likely | 25 | 48% |
| Detractors | Neither likely nor unlikely | 2 | 4% |
| | Unlikely | 0 | 0% |
| | Extremely unlikely | 1 | 2% |
| | Don't know | 0 | 0% |
| Total responses to this question | | 52 | 100% |

* May not add up to 100% due to rounding

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.

Cumulative and previous survey information

Table 2

| | Total responses | 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* | 52 | 94% | 24 | 25 | 2 | 0 | 1 | 0 |
| 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:

- All staff are friendly and welcoming.
- Fairly happy with setup and very happy with treatment by one doctor and a nurse.
- I had to leave the surgery after 30 mins delay for my 17 months appointment due to there being another 30 mins wait, have you ever tried to wait 1 hour with a 17 month and nothing to keep them occupied!
- I am happy with the care and treatment that I receive and that of my family. Although I am happy with the care that myself and my family receive and the reception staff are very friendly and helpful, I feel that technology could be improved, i.e. access to online records, ordering of repeat prescriptions, test results etc. Thank you one doctor in particular is one of the best GPs that me and my family have experienced.
- Always happy to help.
- Staff always helpful and one doctor is a really good doctor to see.
- Excellent doctors, reception. All staff are excellent, always there when you need any of them. I wouldn't go anywhere else. Thank you.
- Good surgery, never had any problems.
- I find this to be a good practice with no complaints over the past 20 years.
- Always have come.
- Because of being a new patient.
- Everyone we know live tooo far away.
- As most of the time we are able to access a GP appointment on the same day.
- Always good service.
- They are understanding plus they have always done a good job for me.
- Because the attention and treatment is 1st class by doctors and staff.
- One doctor is a first class doctor.
- Good staff, helpful.
- Our doctors have always been good and treat us with great respect.
- Extremely helpful in what I ask and always been my family doctors.
- Good to help.
- Things have improved at the surgery being treated with more respect.

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

- Because OK.
- Good sympathetic staff.
- I've always been satisfied.
- It has been my practice all my life.
- Staff and doctor are fantastic. One doctor organised Millbrook consultant.
- Sometimes very difficult to get an appointment.
- The doctors have time to listen to your ailments and to what the patient has to say. And the staff are polite, also the waiting room is always clean.
- It's a good doctors and everything is proper nice.
- I have always been perfectly satisfied with every aspect of the surgery.
- Always found staff friendly and helpful.
- Very friendly and welcoming staff.
- Never had any problems with the surgery!
- Always happy with the service I receive.
- I am a new patient. Have had extremely good care at this practice even though only been with this practice a short while.
- Never had a problem and always been happy with treatment received.
- Helpful, but sometimes need more support.
- Not enough doctors for the amount of patients. Can't always get appointment when needed.
- I have great understanding from all staff at this surgery.
- Very accessible for appointments, friendly and helpful staff.
- Only been a couple of times, happy with the service.
- Always friendly staff. Doctors very approachable.
- Very good.
- In my experience the whole staff are kind, helpful and professional.

Demographics

Q3: Gender

| | Number of responses | Percentage of responses* |
|--------|---------------------|--------------------------|
| Male | 17 | 33% |
| Female | 31 | 60% |
| Blank | 4 | 8% |

* May not add up to 100% due to rounding

Q4: Age

| | Number of responses | Percentage of responses* |
|---------|---------------------|--------------------------|
| 0 - 15 | 1 | 2% |
| 16 - 24 | 2 | 4% |
| 25 - 34 | 6 | 12% |
| 35 - 44 | 6 | 12% |
| 45 - 54 | 9 | 17% |
| 55 - 64 | 11 | 21% |
| 65 - 74 | 3 | 6% |
| 75 - 84 | 10 | 19% |
| 85+ | 3 | 6% |
| Blank | 1 | 2% |

* May not add up to 100% due to rounding

Q5: Ethnic group

| | Number of responses | Percentage of responses* |
|---------------------------------------|---------------------|--------------------------|
| White | 52 | 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 | 23% |
| Yes, limited a little | 14 | 27% |
| No | 26 | 50% |
| 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 |
| <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

