

**Your patient feedback**

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

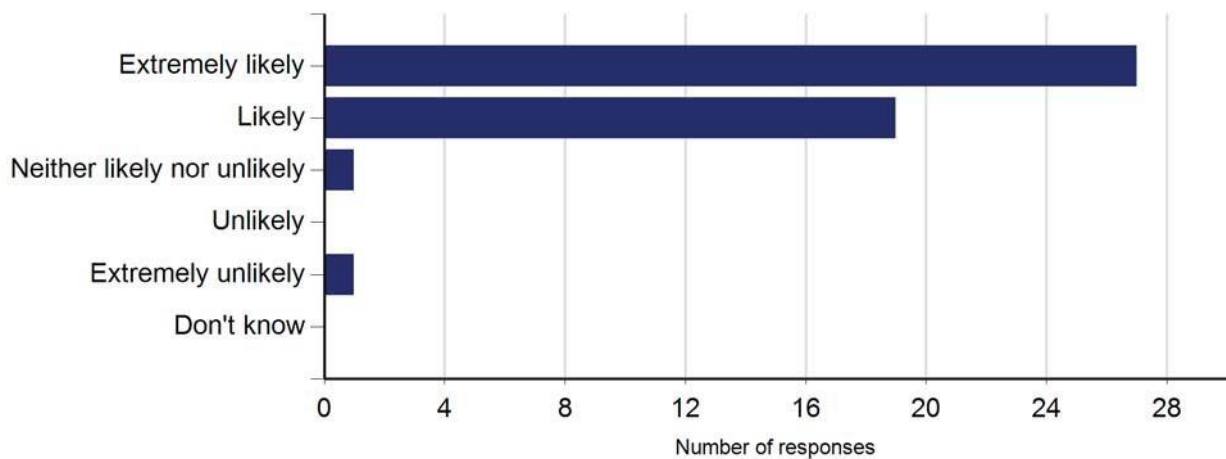
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	27	56%
Passive	Likely	19	40%
Detractors	Neither likely nor unlikely	1	2%
	Unlikely	0	0%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		48	100%

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

Graph 1



**96% 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*	539	97%	356	168	7	4	3	1

\*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
Nov-17	48	96%	27	19	1	0	1	0
Oct-17	45	100%	28	17	0	0	0	0
Sep-17	46	96%	33	11	2	0	0	0
Aug-17	46	98%	29	16	0	0	0	1
Jul-17	39	90%	26	9	2	1	1	0
Jun-17	44	100%	27	17	0	0	0	0
May-17	47	100%	34	13	0	0	0	0
Apr-17	44	98%	32	11	1	0	0	0
Mar-17	42	100%	30	12	0	0	0	0
Feb-17	48	100%	35	13	0	0	0	0
Jan-17	44	91%	27	13	1	3	0	0
Dec-16	46	98%	28	17	0	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:

- Because we can be seen without appointment although we are not allowed to talk for long time, we sometimes forget to mention all problems.
- They don't live around here.
- I have access to the GP every time I visit. The waiting times are short. A particular health check assistant is very good. She has taken a genuine interest in my health and has found ways of keeping me engaged and make progress.
- All doctors, nurses and admin staff are very polite, helpful and they all take very good care of all patients. All doctors are very helpful and they take good care/interest and listen to the problems of patients. All our family members are all patients of this surgery many years.
- Reliable doctor, who provides excellent service.
- Because it is a walk in practice and doctors see you.
- Always seen by a doctor on the day that I/my daughter needs to be seen.
- The doctors are very good and the best thing is it's not waiting time for appointments. It's convenient and good health services are provided here.
- Very friendly staff, always helpful and understanding, brilliant doctors and nurse, and also open and seen without appointment.
- Good doctors.

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

- The wait is not long and you get easy quick service.
- Good healthcare professionals.
- Main reason is no appointment needed.
- Because they are good.
- No appointments needed.
- Because I like the treatment.
- We are very happy with the service. No appointment system.
- Excellent doctors and service.
- All care is given and needs are met.
- Because he is a very good GP.
- Because I get a good service and the people here are friendly.
- Friendly.
- Opening hours/evening/Saturday. Short waiting time. Not overcrowded.
- I am very happy with the care I received.
- Waiting time is less. Walk in service. Good doctors.
- Because it's a good service.
- Because you set your professionalism skill always.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	22	46%
Female	24	50%
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	10	21%
35 - 44	11	23%
45 - 54	4	8%
55 - 64	8	17%
65 - 74	4	8%
75 - 84	4	8%
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	4	8%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	28	58%
Black/African/Caribbean/Black British	10	21%
Other ethnic group	2	4%
Blank	3	6%

\* 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	4	8%
Yes, limited a little	8	17%
No	32	67%
Prefer not say	1	2%
Blank	3	6%

\* 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

