

# Friends and Family Test Report

Open Door Surgery

For December 2022





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Dear Ms Meenu Mittal

The report to follow outlines your results from the Friends and Family Test. This report is based on feedback from 49 completed questionnaires in December 2022.

Please contact the office on 01392 927005 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your results.

We hope the report forms a useful basis for reflection on the service provided to patients.

Yours sincerely

CFEP UK Reports Team

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Sample questionnaire

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

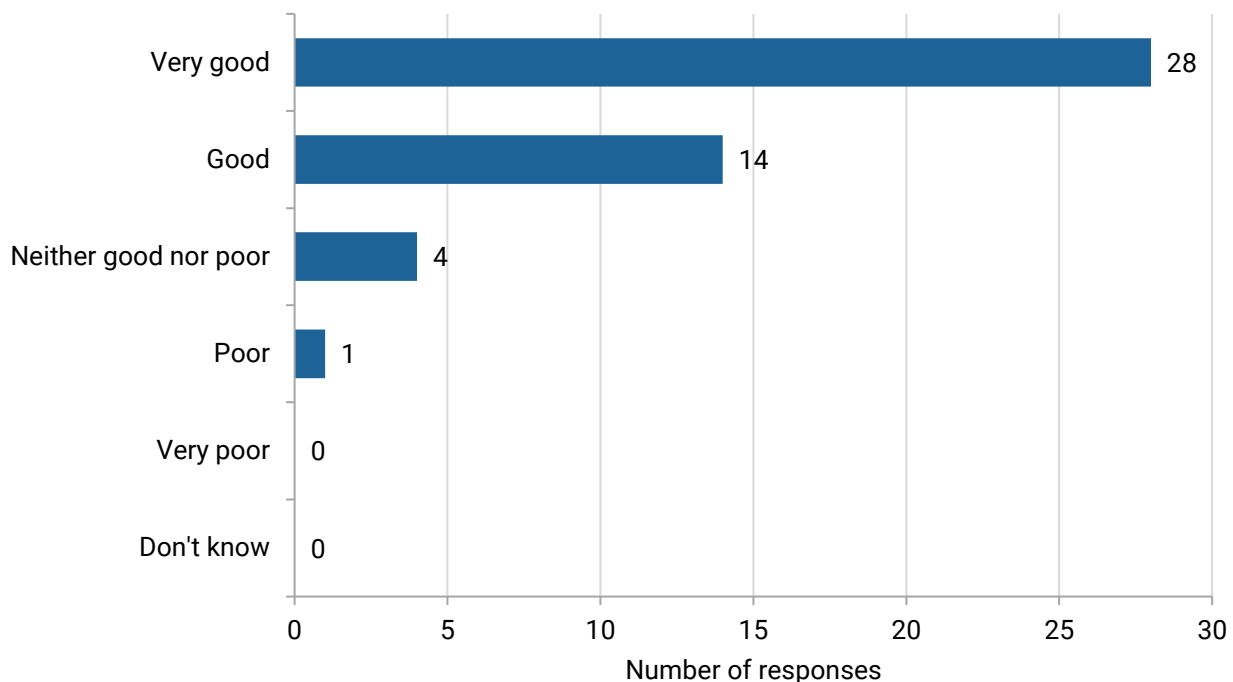
Thinking about this GP practice – Overall, how was your experience of our service?

Table 1

Response scale	Number of responses	Percentage of responses*
Very good	28	60%
Good	14	30%
Neither good nor poor	4	9%
Poor	1	2%
Very poor	0	0%
Don't know	0	0%
<b>Total responses to this question</b>	<b>47</b>	<b>101%</b>

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

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	2
Total number of patients providing feedback	49



**89% of patients who responded to this question rated their overall experience of your service as 'Very good' or 'Good'**

The sum of the 'Very good' and 'Good' percentage of responses in Table 1 may not equal the percentage in the grey box above due to rounding.

Of those 47 patients who answered the Friends and Family Test question, 47 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

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

Table 2

		Frequency and distribution of ratings						
	Total responses to Q1	Percentage of patients responding 'Very good' or 'Good'	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
Cumulative feedback*	400	95%	229	149	14	3	4	1
December 2022	47	89%	28	14	4	1	0	0
November 2022	48	100%	28	20	0	0	0	0
October 2022	45	100%	26	19	0	0	0	0
September 2022	46	93%	28	15	3	0	0	0
August 2022	46	96%	23	21	1	0	1	0
July 2022	41	95%	22	17	2	0	0	0
June 2022	37	95%	20	15	1	0	1	0
May 2022	48	90%	27	16	1	2	1	1
April 2022	42	93%	27	12	2	0	1	0

\*This cumulative feedback is based on the sum of the previous month's survey data, as below (up to a maximum of 12 months).

## Patient comments

The following comments are from patients who indicated that they are 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 about anything that we could have done better:

- Communication.
- Friendly and polite staff.
- Good doctor and attentive, quick, and appropriate access.
- Good services.
- It's always good service.
- Keep doing what you doing.
- Keep Saturdays open for walk-in.
- Last time when I called in I had eye problem. They were not sure about what it could be and did my appointment over the phone. I was suffering a lot and needed to be seen.
- Longer opening hours in the mornings. Otherwise, the doctors are very patient, kind, and empathetic, especially the female doctors. The receptionists are quite warm and helpful.
- Maybe quicker service.
- More experienced staff (reception) should be recruited. We expect polite and well-mannered and patient staff to deal with us.
- Overall the service provided by the practice is excellent. However, timings in the morning should be extended to 11:00am.
- Very pleased with current service.
- Wait times.
- You could do better instead of giving paracetamol please check patient first all other but you very good.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 3: Gender

	Number of responses	Percentage of responses*
Female	33	67%
Male	12	24%
Prefer to self-describe	0	0%
Blank	4	8%

Table 4: Age

	Number of responses	Percentage of responses*
0 - 15	4	8%
16 - 24	3	6%
25 - 34	12	24%
35 - 44	16	33%
45 - 54	5	10%
55 - 64	6	12%
65 - 74	1	2%
75 - 84	0	0%
85+	0	0%
Blank	2	4%

Table 5: Ethnic group

	Number of responses	Percentage of responses*
White	8	16%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	29	59%
Black/African/Caribbean/ Black British	7	14%
Other ethnic group	1	2%
Blank	2	4%

Table 6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses*
Yes, limited a lot	1	2%
Yes, limited a little	9	18%
No	33	67%
Blank	6	12%

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

Supporting documents



## 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. If you are unable to answer a question please leave it blank.

**Thinking about this GP practice:**

**1 Overall, how was your experience of our service?**

Very good	Good	Neither good nor poor	Poor	Very poor	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 about anything that we could have done better:**

Please select this box if you DO NOT wish your comments to be made public

The following questions provide us only with general information about the range of people who have responded to this survey. If you would prefer not to answer any of these questions please just leave them blank:

**3 Are you:**

Female       Male       Prefer to self-describe: \_\_\_\_\_

**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

**Thank you for your time and assistance**

