

Friends and Family Test Report

Open Door Surgery

For March 2023





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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 45 completed questionnaires in March 2023.

Please contact the office on 01392 927005 or 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	
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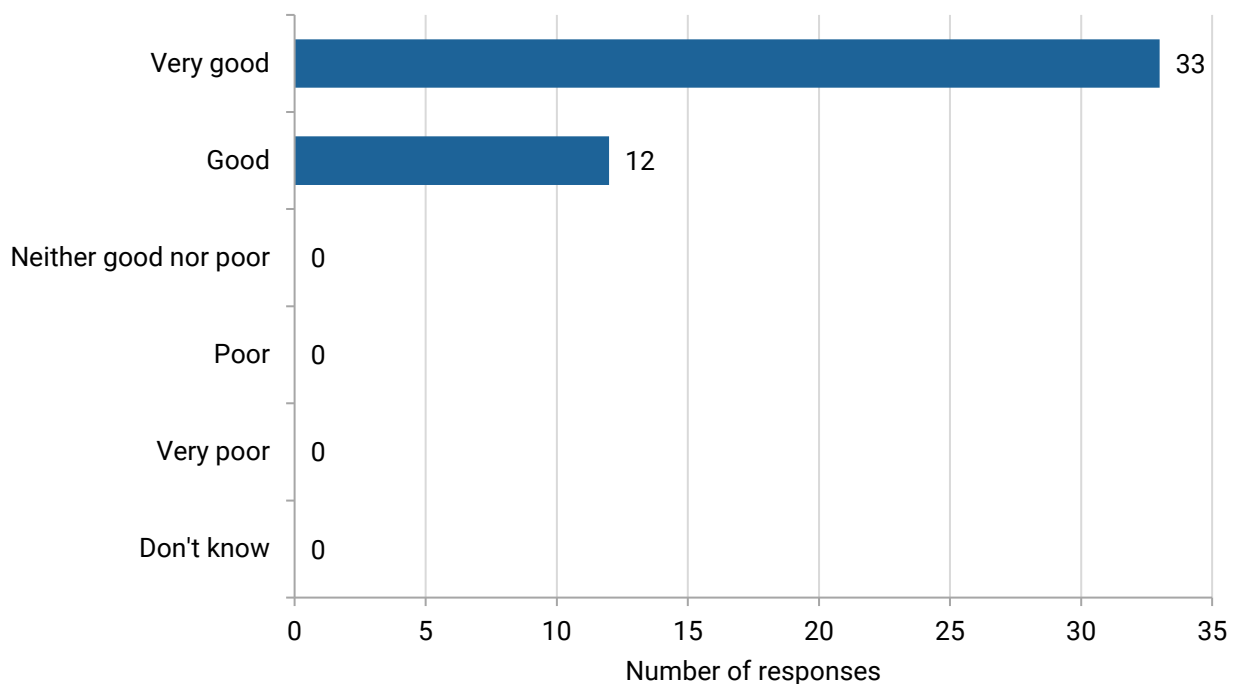
Frequency and distribution of ratings for the Friends and Family Test question

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	33	73%
Good	12	27%
Neither good nor poor	0	0%
Poor	0	0%
Very poor	0	0%
Don't know	0	0%
Total responses to this question	45	100%

* May not add up to 100% due to rounding



100% 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 45 patients who answered the Friends and Family Test question, 45 (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*	492	95%	283	186	15	4	3	1
March 2023	45	100%	33	12	0	0	0	0
February 2023	45	96%	24	19	1	1	0	0
January 2023	44	95%	24	18	2	0	0	0
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

*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:

- Email refill of medication so people don't have to travel.
- Everything is good.
- Excellent service.
- Fabulous service.
- I think the service is very good, maybe striving to reduce the waiting time, will help as this will reduce crowding in the waiting area.
- Longer consultation time.
- Not as I know of.
- Only wish doctors prescribe decent medicine.
- Phone appointments especially for quick/booking information.
- Updating clients if there is a delay in being seen.
- Very good.
- Very good.
- Wait time.
- Wait time.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 3: Gender

	Number of responses	Percentage of responses*
Female	30	67%
Male	15	33%
Prefer to self-describe	0	0%
Blank	0	0%

Table 4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	3	7%
25 - 34	9	20%
35 - 44	6	13%
45 - 54	11	24%
55 - 64	11	24%
65 - 74	4	9%
75 - 84	0	0%
85+	0	0%
Blank	0	0%

Table 5: Ethnic group

	Number of responses	Percentage of responses*
White	3	7%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	24	53%
Black/African/Caribbean/ Black British	16	36%
Other ethnic group	2	4%
Blank	0	0%

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

	Number of responses	Percentage of responses*
Yes, limited a lot	2	4%
Yes, limited a little	4	9%
No	38	84%
Blank	1	2%

* 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

