

Friends and Family Test Report

Open Door Surgery
For November 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 48 completed questionnaires in November 2022.

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

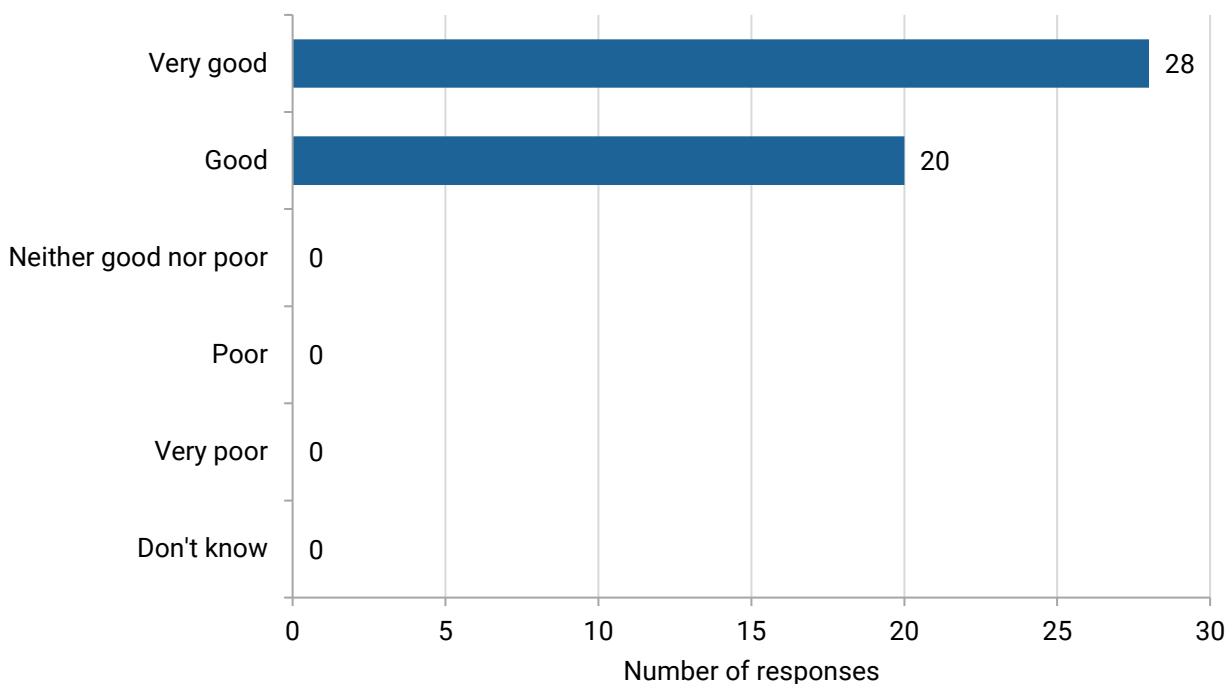
Frequency and distribution of ratings for the Friends and Family Test question

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	58%
Good	20	42%
Neither good nor poor	0	0%
Poor	0	0%
Very poor	0	0%
Don't know	0	0%
Total responses to this question	48	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 48 patients who answered the Friends and Family Test question, 48 (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*	353	95%	201	135	10	2	4	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).								
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

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:

- All my appointments are good.
- An automatic door for entering surgery perhaps?
- Bathroom for patients is not always clean.
- Call backs to patients should always be a minimum of two times/two tries, especially if a patient has waited more than four hours to hear back.
- Evening walk-ins.
- For some doctor to work faster.
- Good to have walk-in surgery without appointment to see doctor.
- Good to have without appointment to see doctor.
- Good to have without appointment to see doctor.
- Hearing feedback from tests.
- I am not pleased whenever I am asked to see a particular doctor as I am always denied to see my preferred doctor.
- Improvement in restroom in terms of sanitary conditions and cleanliness.
- Just keep up the good work. I find all the staff to be professional, helpful and very polite. I can see the doctor easy don't need to book any appointment. Overall I am very satisfied with my surgery.
- No appointments.
- None, I think you are doing very good service.
- Now surgery is quite good.
- Open surgery earlier.
- Time, because sometimes we wait long time, otherwise all good.
- You can try to call the client after examination or scan to inform of results.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 3: Gender

	Number of responses	Percentage of responses*
Female	36	75%
Male	12	25%
Prefer to self-describe	0	0%
Blank	0	0%

Table 4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	1	2%
25 - 34	8	17%
35 - 44	11	23%
45 - 54	13	27%
55 - 64	6	13%
65 - 74	7	15%
75 - 84	1	2%
85+	0	0%
Blank	0	0%

Table 5: Ethnic group

	Number of responses	Percentage of responses*
White	6	13%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	22	46%
Black/African/Caribbean/ Black British	18	38%
Other ethnic group	1	2%
Blank	1	2%

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

	Number of responses	Percentage of responses*
Yes, limited a lot	3	6%
Yes, limited a little	13	27%
No	31	65%
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

