

Friends and Family Test Report

Open Door Surgery
For September 2022





Ms Meenu Mittal
Open Door Surgery
47 Boundaries Road
Balham
London
Middlesex
SW12 8EU

1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

t: 01392 927005
f: 01392 927230

e: enquiries@cfepsurveys.co.uk
w: www.cfepsurveys.co.uk

October 2022

Dear Ms Meenu Mittal

The report to follow outlines your results from the Friends and Family Test. This report is based on feedback from 46 completed questionnaires in September 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

Contents

Your patient feedback

| | |
|---|---|
| Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1) | 1 |
| Cumulative and previous survey information (table 2) | 2 |

Patient comments

| | |
|--|---|
| From the free text component of the Friends and Family Test question | 3 |
|--|---|

Patient demographics

| | |
|--|---|
| Frequency and percentage distribution of responses by demographic category (table 3) | 4 |
|--|---|

Supporting documents

Sample questionnaire

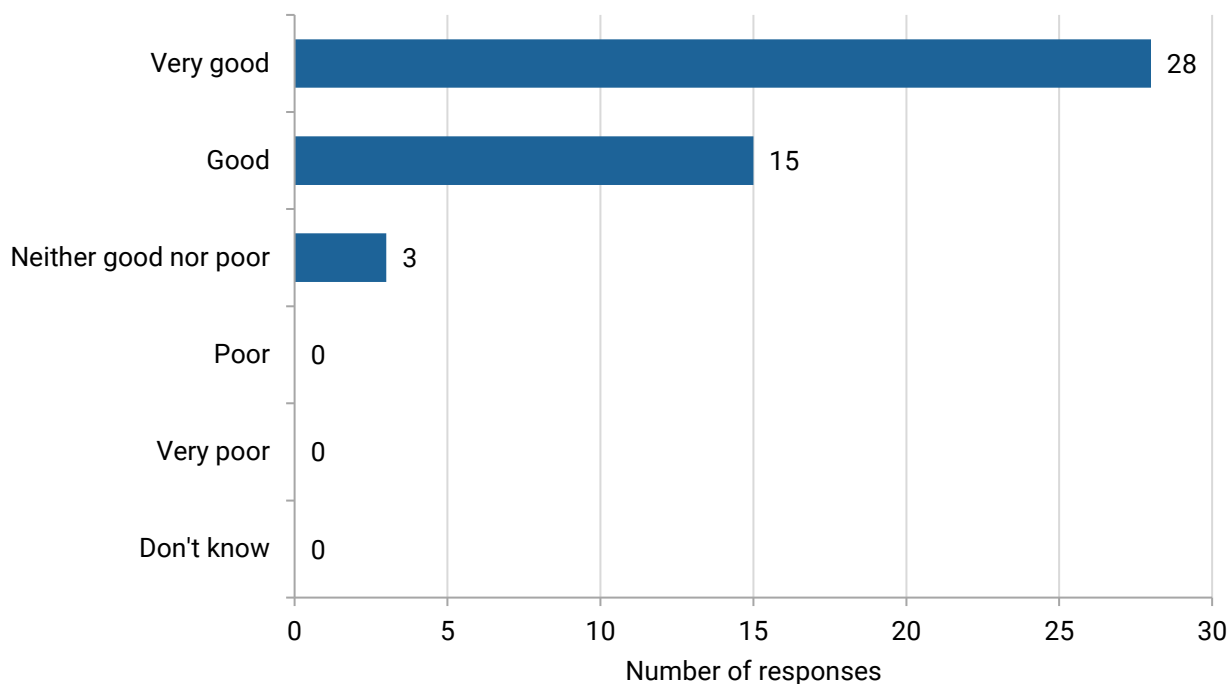
Frequency and distribution of ratings for the Friends and Family Test question

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 | 61% |
| Good | 15 | 33% |
| Neither good nor poor | 3 | 7% |
| Poor | 0 | 0% |
| Very poor | 0 | 0% |
| Don't know | 0 | 0% |
| Total responses to this question | 46 | 100% |

* May not add up to 100% due to rounding



93% 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 46 patients who answered the Friends and Family Test question, 46 (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* | 260 | 93% | 147 | 96 | 10 | 2 | 4 | 1 |
| 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:

- All staff and doctors very helpful.
- Easier access to a Ukrainian or Russian translator during appointments would be good.
- Everything is OK with me.
- I am always satisfied with services I get when I visit this practice.
- I am satisfied with your service.
- I think the wait for the doctors is too long sometimes.
- I'm very happy with the surgery.
- People should be seen at the time their appointment was set. I've had to wait for an hour to be seen. Nurses need to be more polite and some of the doctors need to show that they care and are compassionate, instead of rushing their patients all the time.
- Possibility to book doctor appointment online would be good.
- Some staff are rude and unprofessional.
- Telephone consultations if possible. Thanks.
- Told me to stop taking iron supplements because bloods normalised, despite the reason for low ferritin being a condition which I still have. You're also supposed to continue taking iron for 3-6 months after levels normalised.
- When people have appointment you taking so long.
- You are very extremely good. Services provided already.

Patient Demographics

Frequency and percentage distribution of responses by demographic category

Table 3: Gender

| | Number of responses | Percentage of responses* |
|-------------------------|---------------------|--------------------------|
| Female | 23 | 50% |
| Male | 21 | 46% |
| Prefer to self-describe | 0 | 0% |
| Blank | 2 | 4% |

Table 4: Age

| | Number of responses | Percentage of responses* |
|---------|---------------------|--------------------------|
| 0 - 15 | 1 | 2% |
| 16 - 24 | 2 | 4% |
| 25 - 34 | 14 | 30% |
| 35 - 44 | 8 | 17% |
| 45 - 54 | 9 | 20% |
| 55 - 64 | 9 | 20% |
| 65 - 74 | 3 | 7% |
| 75 - 84 | 0 | 0% |
| 85+ | 0 | 0% |
| Blank | 0 | 0% |

Table 5: Ethnic group

| | Number of responses | Percentage of responses* |
|--|---------------------|--------------------------|
| White | 4 | 9% |
| Mixed/Multiple ethnic groups | 0 | 0% |
| Asian/Asian British | 27 | 59% |
| Black/African/Caribbean/ Black British | 9 | 20% |
| Other ethnic group | 5 | 11% |
| Blank | 1 | 2% |

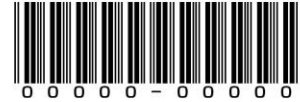
Table 6: Day-to-day activities limited because of health?

| | Number of responses | Percentage of responses* |
|-----------------------|---------------------|--------------------------|
| Yes, limited a lot | 7 | 15% |
| Yes, limited a little | 14 | 30% |
| No | 24 | 52% |
| 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

