

The NHS FRIENDS AND FAMILY TEST – September 2018

Below are the results from the NHS Friends and Family Test for September 2018. There is a total of 17 respondents. 7 of the responses were received through the automated system and therefore many of the details of the respondent are unknown (e.g. the gender, age group and ethnic background). This has been recorded under the category of 'unknown'.

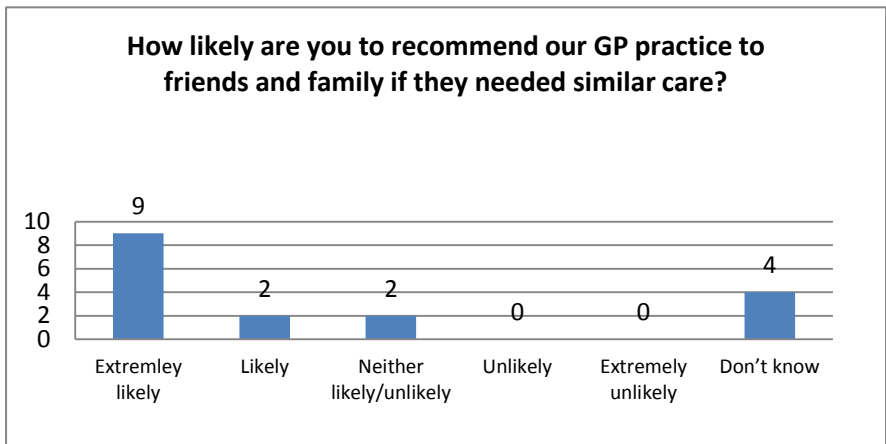


Figure 1

Figure 1 shows that majority of respondents are likely to recommend the GP Practice to friends and family. There were no respondents who were unlikely to recommend the GP practice to friends and family. Those that responded with 'neither likely/unlikely' and 'don't know' may have done so if this was their first visit or because they are infrequent users of the practice.

When asked why respondents had provided the above answer shown in figure 1, it was evident from the comments received that respondents were very happy with the care and treatment they received. In particular respondents noted that staff and GPs were good, friendly and helpful. One specified that long opening hours were useful to have. One respondent specified the need for better communication but did not specify anything further.

A little bit about you...

Figures 2- 6 (see below) suggest that there is a diverse group of respondents in terms of gender, age and ethnic background. However, with such a small number of respondents it is difficult to draw any accurate conclusions regarding how different groups use the services and whether services are tailored to the needs of different gender/age/ethnic groups.

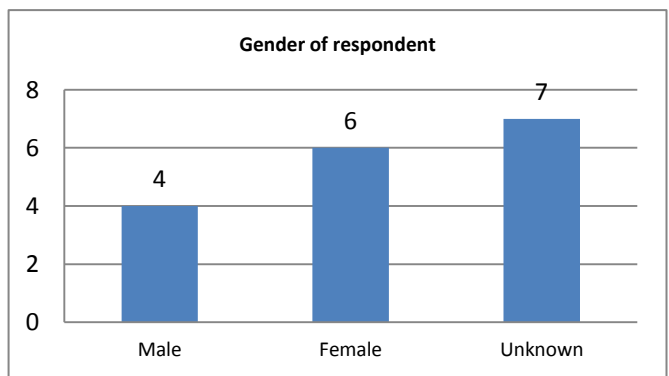


Figure 2

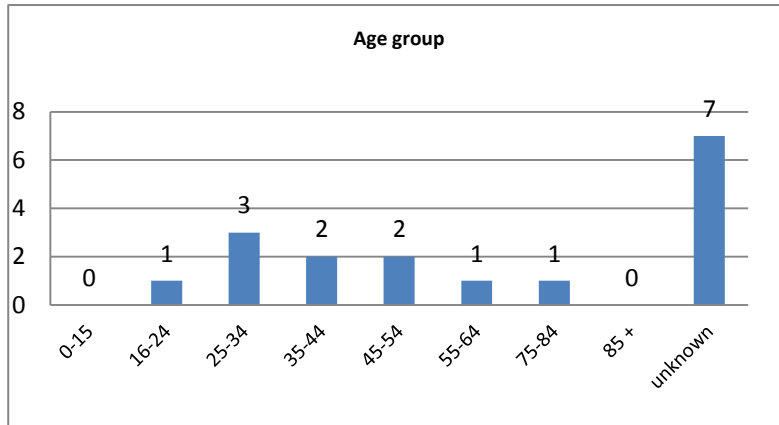


Figure 3

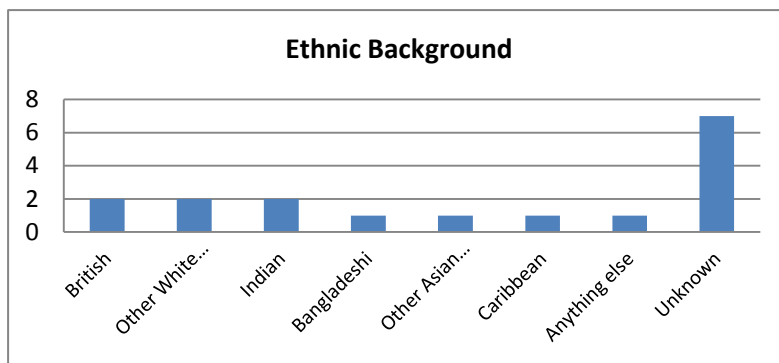


Figure 4

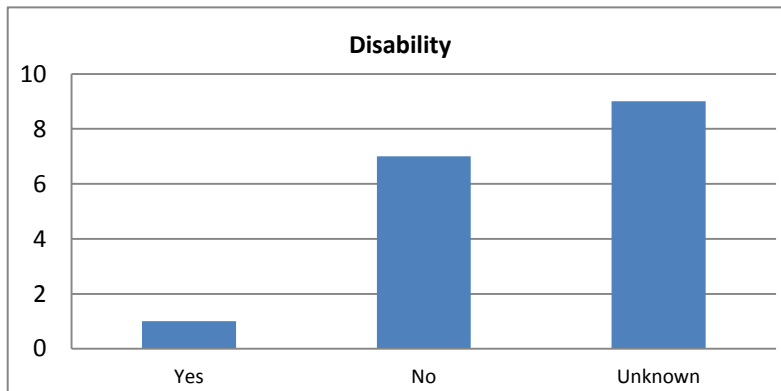


Figure 5

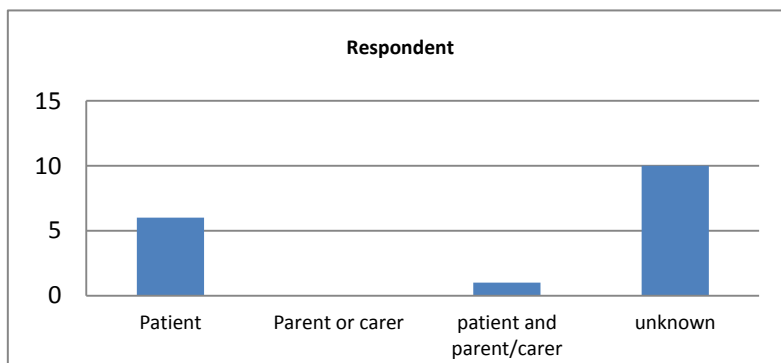


Figure 6

Suggestions/recommendations

1. To ensure that a larger proportion of service users complete the survey and to ensure that they complete it in full.
2. To encourage more service users to complete the comments box.
3. To find a way to record the details under 'A little Bit About You' when respondents use the automated system to complete the survey.
4. Although only one respondent mentioned the need for better communication, it may still be worthwhile to look at how staff and GPs communicate with service users from the time of making the appointment through to when they attend their appointment.