

Your patient feedback

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Sample patient questionnaire

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

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

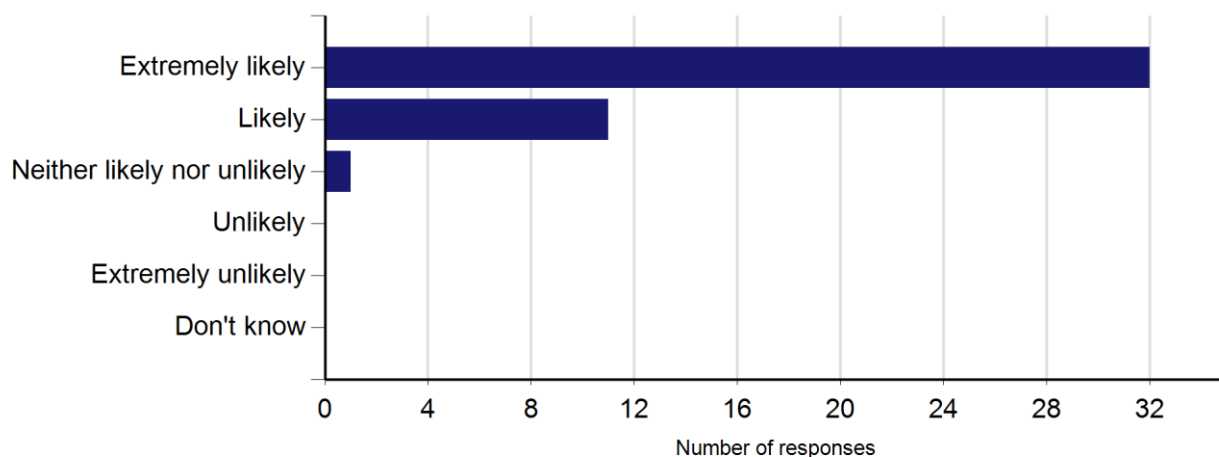
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	32	73%
Passive	Likely	11	25%
Detractors	Neither likely nor unlikely	1	2%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		44	100%

* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	1
Total number of patients providing feedback	45

Graph 1



98% of patients who responded to the survey would be either extremely likely or likely to recommend your practice to friends and family if they needed similar care or treatment.

The sum of the 'Extremely likely' and 'Likely' percentage of responses in Table 1 may not equal the percentage in the grey box above due to rounding.

Of those 44 patients who answered the Friends and Family Test question, 44 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Cumulative and previous survey information

Table 2

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Frequency and distribution of ratings					
			Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Cumulative feedback*	548	95%	354	167	10	8	5	4

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

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Apr-17	44	98%	32	11	1	0	0	0
Mar-17	42	100%	30	12	0	0	0	0
Feb-17	48	100%	35	13	0	0	0	0
Jan-17	44	91%	27	13	1	3	0	0
Dec-16	46	98%	28	17	0	0	1	0
Nov-16	43	91%	27	12	1	1	0	2
Oct-16	46	100%	31	15	0	0	0	0
Sep-16	44	95%	29	13	2	0	0	0
Aug-16	47	85%	24	16	3	1	1	2
Jul-16	50	96%	34	14	1	0	1	0
Jun-16	46	96%	29	15	1	1	0	0
May-16	48	92%	28	16	0	2	2	0

Patient comments

The following comments are from patients who indicated that they were 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 why you answered as you did in question 1:

- The "open door" policy is excellent - no long drawn out appointments means that I can see the doctor when I am actually ill. The doctors are extremely patient and helpful.
- They look after very good. Quick appointments.
- It is an open day surgery. No appointments.
- It is good.
- Exemplary service.
- Very good service at all times.
- Quick. Efficient. Close to home. Friendly staff.
- Professional, friendly, helpful - very satisfied.
- Because I have used this GP all my stay in the UK and have enjoyed good service all this while.
- When I cannot understand doctor explains to us good and nice, takes time.
- Doctors and staff are very helpful.
- No appointment needed. Nice doctors.
- Very friendly people.

Please tell us why you answered as you did in question 1:

- No appointments.
- We never have to wait for appointments, as walk in is so much easier with all services. We are very happy with the GP as he always looks after us and if necessary he refers to the specialist as soon as possible.
- Nice and good service for us when we come in, give time to explain to us.
- Good and nice.
- No appointments. Staff are friendly and helpful.
- No appointments.
- As a new patient I've been well taken care of. Seen to when required and was reminded when assessments on tests due. Staff and doctors are very understanding and helpful.
- Doctors and staff are best. GPs take real care of our health.
- In the absence of extremism at 100% I decided my choice of 90% likely that I can recommend this surgery to friends as a good one, have been here many years. Otherwise I would have left myself.
- Been with this surgery for many years. Good environment.
- It is brilliant to just turn up without appointment. The doctors never make me feel they are rushing, they take an interest in my problems and have always been most helpful.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	23	51%
Female	22	49%
Blank	0	0%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	2	4%
16 - 24	1	2%
25 - 34	8	18%
35 - 44	8	18%
45 - 54	4	9%
55 - 64	3	7%
65 - 74	12	27%
75 - 84	7	16%
85+	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	7	16%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	27	60%
Black/African/Caribbean/Black British	7	16%
Other ethnic group	2	4%
Blank	2	4%

* May not add up to 100% due to rounding

Q6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses*
Yes, limited a lot	7	16%
Yes, limited a little	10	22%
No	23	51%
Prefer not say	1	2%
Blank	4	9%

* May not add up to 100% due to rounding

Supporting documents

Additional information on the Friends and Family Test

The Friends and Family Test (FFT) is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services. It is not a traditional survey. It is a continuous feedback loop between patients and practices.

Practices can use the feedback gathered through the FFT to celebrate successes and to support staff to make improvements where the experience of service does not live up to expectations. FFT results are also one useful source of information which can help to inform choice for patients and the public.

More information and guidance about the use of the FFT in the NHS can be found at <http://offlinehbpl.hbpl.co.uk/NewsAttachments/PGH/FFT.pdf> and <http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-14.pdf>.

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.

We would like you to think about your recent experience of our service

1 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	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 why you answered as you did in question 1

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

3 Are you:

Male Female

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 Prefer not to say

Thank you for your time and assistance

