

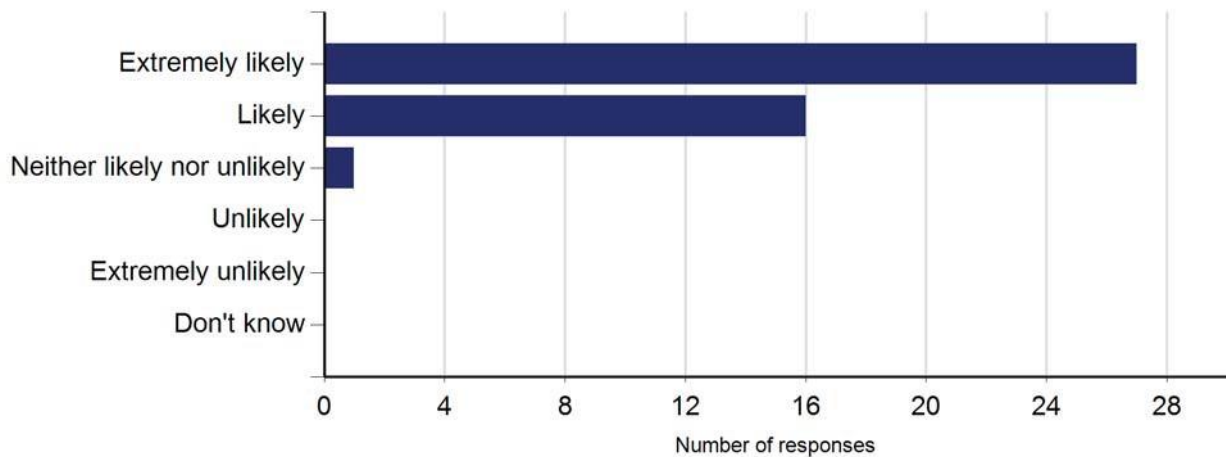
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	27	61%
Passive	Likely	16	36%
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	99%

* May not add up to 100% due to rounding

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*	537	97%	355	167	8	4	2	1

*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
Dec-17	44	98%	27	16	1	0	0	0
Nov-17	48	96%	27	19	1	0	1	0
Oct-17	45	100%	28	17	0	0	0	0
Sep-17	46	96%	33	11	2	0	0	0
Aug-17	46	98%	29	16	0	0	0	1
Jul-17	39	90%	26	9	2	1	1	0
Jun-17	44	100%	27	17	0	0	0	0
May-17	47	100%	34	13	0	0	0	0
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

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:

- It's a walk in centre and the doctors are good to help anytime you walk in.
- No appointments/walk in surgery. This means I can see a doctor on the same day, no waiting time. Always an excellent service, especially from a particular doctor.
- Because it is open door, no need to make an appointment.
- Because my treatment is always fair.
- Because the entire staff have a duty of care to patients.
- Easy access and convenient.
- You get seen straightaway. You do not need appointments.
- The doctors are of a good help to me and my family.
- I have been in this practice for many years and I have never had any problems. The GPs here are very helpful and understanding.
- Been with the surgery quite a long time since childhood. Know the doctors who are professional and courteous.
- The GP staff and doctors are always available. Helpful, respectful and attend to patients as quickly as possible.
- Good.
- Not tied down to appointment date and time, time attend is very flexible particularly for those in employment.

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

- Surgery is good, you don't need appointments. Doctors and staff are very helpful.
- I have been coming here since a child now I bring my own child. Wouldn't ever change my GP.
- Fast appointments. Helpful only with the right doctor. A particular member of staff can be very rude and abrupt.
- Doctors and staff are all very helpful, polite and they care for patients.
- No appointments and doctors and service are great.
- Mostly receive good treatment, sometimes feel a bit rushed.
- Very good GP.
- Because good surgery.
- This has been my surgery for many years and I am very happy with my GP.
- The doctors give us good consultation and advice regarding our health.
- All the nurses are good and have manners including doctors.
- Satisfaction.
- Since I have been using the service, the doctors have been helpful and the staff as well.
- Two of the doctors have been outstanding as my GPs and the supporting staff have been good.
- Their services are always good and on time.
- I always find to be very efficient and I like the open doors, it 'nips things in the bud'. All the staff and doctors are charming and very helpful.

Q3: Gender

	Number of responses	Percentage of responses*
Male	23	52%
Female	20	45%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	5	11%
25 - 34	7	16%
35 - 44	8	18%
45 - 54	6	14%
55 - 64	11	25%
65 - 74	4	9%
75 - 84	3	7%
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	5	11%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	18	41%
Black/African/Caribbean/Black British	18	41%
Other ethnic group	1	2%
Blank	2	5%

* 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	9	20%
Yes, limited a little	9	20%
No	26	59%
Prefer not say	0	0%
Blank	0	0%

* 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

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?

0 – 15 16 – 24 25 – 34 35 – 44 45 – 54
 55 – 64 65 – 74 75 – 84 85+

5 What is your ethnic group?

White Mixed/Multiple ethnic groups Asian/Asian British
 Black/African/Caribbean/Black British 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

