

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?

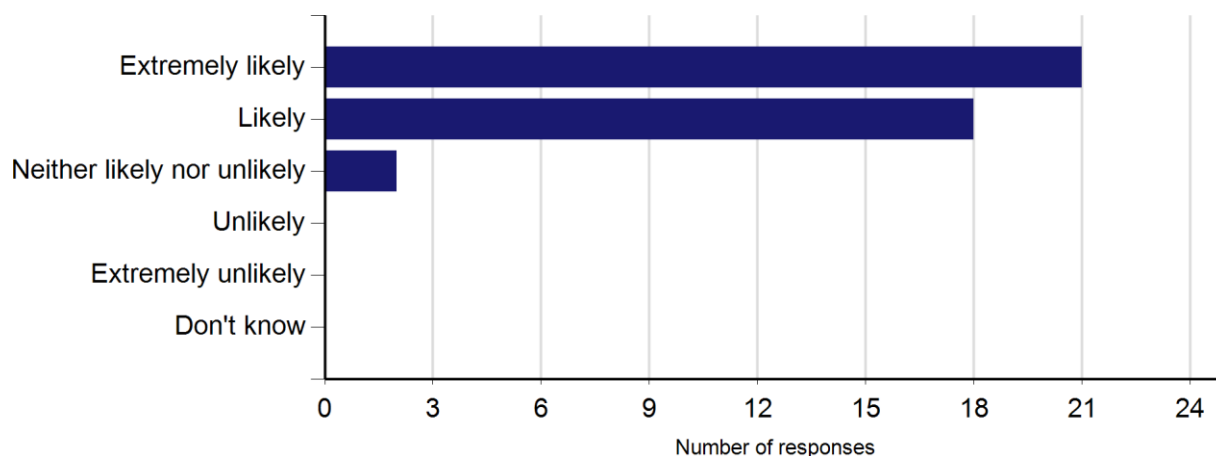
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	21	51%
Passive	Likely	18	44%
Detractors	Neither likely nor unlikely	2	5%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		41	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	42

Graph 1



95% 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 41 patients who answered the Friends and Family Test question, 41 (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*	526	96%	307	200	11	3	3	2

*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-18	41	95%	21	18	2	0	0	0
Nov-18	44	100%	23	21	0	0	0	0
Oct-18	45	96%	24	19	1	1	0	0
Sep-18	41	88%	17	19	3	1	1	0
Aug-18	46	93%	27	16	2	0	0	1
Jul-18	37	100%	25	12	0	0	0	0
Jun-18	49	92%	28	17	2	0	2	0
May-18	47	100%	28	19	0	0	0	0
Apr-18	45	93%	30	12	1	1	0	1
Mar-18	48	100%	31	17	0	0	0	0
Feb-18	42	100%	29	13	0	0	0	0
Jan-18	41	100%	24	17	0	0	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:

- Because I am very satisfied with my GP.
- No queues, no appointments, doctors are very friendly.
- Friendly atmosphere. Doctors take time to examine and treat me to my satisfaction.
- Because I have been with this practice for many years and have had no problems with the care and prescriptions.
- Very good.
- The service is good here. However the waiting time is very long.
- They take their time and listen to you, when you explain things to them.
- Because preventing is always the best treatment.
- Open Door has been my surgery for many years. Very supportive, friendly and welcoming. As someone with ongoing, long-term illness I appreciate the time and attention I have been given.
- Because they respond to you on time and look after your concerns.
- Don't have to book an appointment. Waiting times are always satisfactory and are mostly short. Treatment is always done in depth.
- Staff are respectful at all times.
- Good GPs and practice management.

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

- Good doctor, good staff and good service.
- Good GPs and practice management are respectful.
- Good doctors.
- Good care and good service for patients.
- I really like the fact that you can see the doctor straight away and as and when needed.
- They look after very well for patients.
- Because they are kind, empathetically relate with clients.
- Because it walk-in clinic you can see the doctor when you call there.
- It is a walk-in surgery so appointments do not need to be made.
- One doctor is brilliant! Very thorough and gives one complete attention and peace of mind before asking them to go. I am extremely satisfied with them.
- N/A - nil issues to report.
- Very helpful, efficient.
- Very friendly doctors and staff.
- I have been with this GP for the past 10 years and they are very excellent.
- Good service provided and reliable as well.
- Because they are professionally empathic with patients. They treat patients with respect and kindness and go extra lengths to explain things.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	18	43%
Female	23	55%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	4	10%
25 - 34	7	17%
35 - 44	7	17%
45 - 54	12	29%
55 - 64	4	10%
65 - 74	2	5%
75 - 84	3	7%
85+	0	0%
Blank	2	5%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	11	26%
Mixed/Multiple ethnic groups	4	10%
Asian/Asian British	13	31%
Black/African/Caribbean/Black British	10	24%
Other ethnic group	1	2%
Blank	3	7%

* 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	4	10%
Yes, limited a little	7	17%
No	28	67%
Prefer not say	0	0%
Blank	3	7%

* 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>.

