

Your patient feedback

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

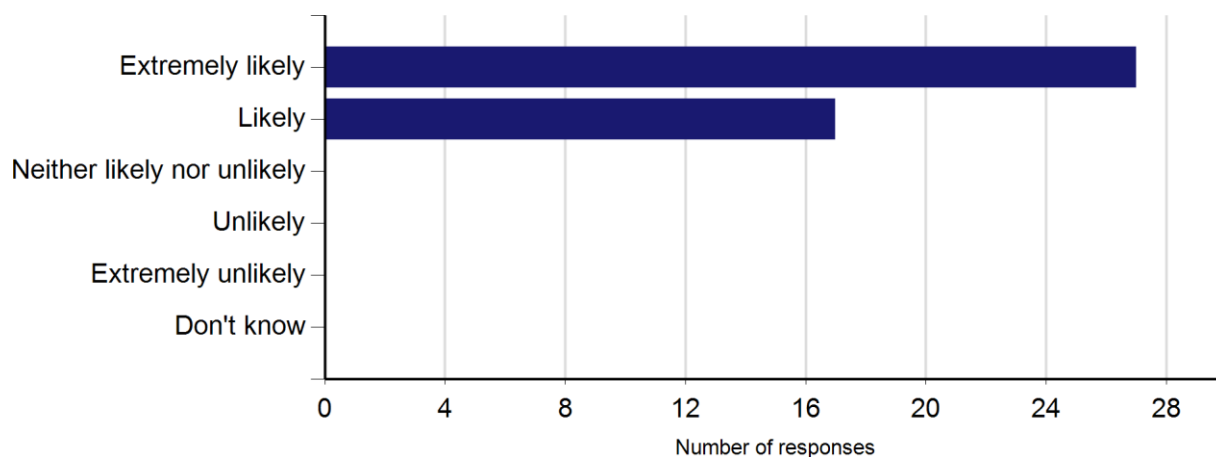
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	27	61%
Passive	Likely	17	39%
Detractors	Neither likely nor unlikely	0	0%
	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

Graph 1



100% 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*	529	96%	310	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
Jan-19	44	100%	27	17	0	0	0	0
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

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 doctors, nurses and all other staff members are very, very friendly in assuring that I am taken care of anytime I visit in this surgery.
- It's Open Door Surgery you don't have to wait for your appointment.
- The doctors and staff are very helpful and try their best to resolve our problems - we have every confidence in the doctors and are very happy at the practice for many years.
- The care here is very good.
- One member of staff is good listen and sympathy. Very good understand problems give advice good way. Nice spoken.
- Very pleased with the care.
- Best practice in SW12.
- So far so good.
- Caring GPs.
- This my practice for many years.
- One doctor is my GP for a long time.
- It has been my doctor for many years, you do not need to book appointments. Doctors and staff are friendly and helpful.

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

- Great staff, helpful and thorough doctors.
- Very good GP practice.
- Good doctor, good care and good staff.
- Fast service. Friendly.
- They do nice things to help.
- Very good service, a big space, good doctors.
- It's easy to access the GP since it's a walk-in. Doctors take time to listen and advise when needed.
- Convenient, easy to see a doctor. No appointment required. Thorough, caring doctors. Efficient.
- Straightforward to get an appointment.
- Good service and excellent care for patients.
- I love this practice.
- Good doctors.
- No need for appointments, walk-in only.
- The doctors respect you.
- Nice staff.
- New patient here but whenever I come the staff are very friendly.
- The doctors know all the history without being told, very good memory.
- Quick service, professional advice, no appointments necessary.
- Warm atmosphere. Lovely staff.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	18	41%
Female	23	52%
Blank	3	7%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	3	7%
16 - 24	3	7%
25 - 34	10	23%
35 - 44	10	23%
45 - 54	5	11%
55 - 64	4	9%
65 - 74	6	14%
75 - 84	1	2%
85+	1	2%
Blank	1	2%

* 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	2	5%
Asian/Asian British	23	52%
Black/African/Caribbean/Black British	8	18%
Other ethnic group	3	7%
Blank	1	2%

* 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	2	5%
Yes, limited a little	8	18%
No	24	55%
Prefer not say	7	16%
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>.

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?

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

