

**Private and Confidential**

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**Friends and Family Test  
Report**

The Medical Centre - Petroc Group Practice

December 2014





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Dear Mr Gibson

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 44 patient questionnaires in December 2014. Of those 44 patients who responded to this survey, 43 (98%), filled out a paper questionnaire and 1 (2%), completed a questionnaire online.

In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link: <http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=180555>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your results.

I hope the report forms a useful basis for reflection on the service provided to patients.

Yours sincerely

CFEP UK Reports Team

## Your patient feedback

|   |    |
|---|----|
| Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1) | P1 |
| Cumulative and previous survey information (table 2)  | P2 |
| Patient comments  | P2 |
| Patient demographics  | D1 |

## Supporting documents

|   |
|---|
| Additional information on the Friends and Family Test |
| Sample patient questionnaire                          |

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

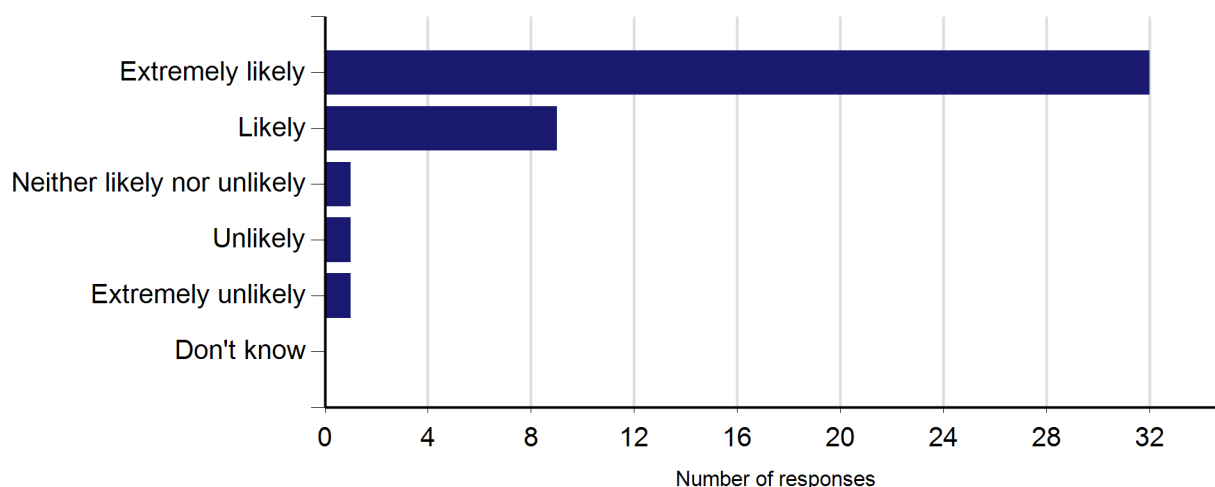
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

| Criteria category for scoring    | Response scale              | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters                        | Extremely likely            | 32                  | 73%                      |
| Passive                          | Likely                      | 9                   | 20%                      |
| Detractors                       | Neither likely nor unlikely | 1                   | 2%                       |
|                                  | Unlikely                    | 1                   | 2%                       |
|                                  | Extremely unlikely          | 1                   | 2%                       |
|                                  | Don't know                  | 0                   | 0%                       |
| Total responses to this question |                             | 44                  | 99%                      |

\* May not add up to 100% due to rounding

Graph 1



**93% 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.

## 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* | 44                    | 93%  | 32                                    | 9      | 1                           | 1        | 1                  | 0          |

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

|        |    |     |    |   |   |   |   |   |
|--------|----|-----|----|---|---|---|---|---|
| Dec-14 | 44 | 93% | 32 | 9 | 1 | 1 | 1 | 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:

- If we lived here the service was fantastic.
- Always had a good service and good experience. Appointment usually easy to book.
- Most of the staff are friendly and helpful although cannot always see the doctor of your choice.
- I have always had excellent treatment and not struggled to get an appointment.
- 25 years of good service and care.
- I like the appointment system and all your doctors and nurses and the staff are all excellent. Helpful and friendly.
- Very nice doctors. Appointments on time.
- Excellent treatment, friendly and professional.
- Love the practice, all very helpful.
- Very good.
- Everyone at this practice is very helpful, polite and kind. Much better than my previous practice.
- Doctors are all friendly so far, some are excellent listeners and honest. Very rarely do I feel like I've been 'fobbed off'.
- Helpful and polite.
- Very good practice and staff and GPs.
- Very good family practice.
- I get really good service here.
- As far as I am aware, this is the only practice in Padstow.
- Lovely doctors, lovely staff.
- I can hardly ever get an appointment with my own doctor although I don't need an appointment very often!
- Well run, efficient, empathy dealing with patients.
- Because everyone is so kind and helpful and we are so lucky with our doctors.
- The team are great.
- Good service. Accommodating, kind.
- So far a very good, helpful and friendly service (only been with the practice a short time).
- I have always received great care and respect from this surgery.

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

- Because I've always been listened to and had good treatment.
- Very happy with the service received.
- It's quick and always helpful.
- Good doctors, good service.
- Because you all deserve the recognition for your hard work and polite and witty manner. Well done.
- I sometimes find the receptionists very unhelpful. When making appointment over the phone they are unhappy and not friendly. However, this is not all the time, but has happened more often than not. It's also very hard to get an appointment!
- I find they are very caring and helpful.
- Always helpful.
- Reception staff friendly, sympathetic and helpful. Doctors knowledgeable, sympathetic and caring. Everything is really well run but would change the 'free for all' style of calling in the mornings if possible (to make appointments).
- I have always managed to get an appointment the same day and I have always been well satisfied with my treatment and medical follow ups.
- Not the kind of service that I would recommend. I wouldn't advise people not to use the GP service though.
- No other option locally!
- Great lovely nurse, good and easy to talk to. Reception good as always.
- Generally speaking a very good service.

## Demographics

### Q3: Gender

|        | Number of responses | Percentage of responses* |
|--------|---------------------|--------------------------|
| Male   | 12                  | 27%                      |
| Female | 30                  | 68%                      |
| Blank  | 2                   | 5%                       |

\* May not add up to 100% due to rounding

### Q4: Age

|         | Number of responses | Percentage of responses* |
|---------|---------------------|--------------------------|
| 0 - 15  | 0                   | 0%                       |
| 16 - 24 | 1                   | 2%                       |
| 25 - 34 | 9                   | 20%                      |
| 35 - 44 | 5                   | 11%                      |
| 45 - 54 | 6                   | 14%                      |
| 55 - 64 | 8                   | 18%                      |
| 65 - 74 | 10                  | 23%                      |
| 75 - 84 | 4                   | 9%                       |
| 85+     | 0                   | 0%                       |
| Blank   | 1                   | 2%                       |

\* May not add up to 100% due to rounding

### Q5: Ethnic group

|                                       | Number of responses | Percentage of responses* |
|---------------------------------------|---------------------|--------------------------|
| White                                 | 42                  | 95%                      |
| Mixed/Multiple ethnic groups          | 0                   | 0%                       |
| Asian/Asian British                   | 0                   | 0%                       |
| Black/African/Caribbean/Black British | 0                   | 0%                       |
| Other ethnic group                    | 0                   | 0%                       |
| 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    | 4                   | 9%                       |
| Yes, limited a little | 14                  | 32%                      |
| No                    | 24                  | 55%                      |
| Prefer not say        | 1                   | 2%                       |
| Blank                 | 1                   | 2%                       |

\* 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 | <b>How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?</b> |                          |                             |                          |                          |                          |
|   | 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:

|                               |                                 |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> 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)

|   |  |                             |  |
|---|--|-----------------------------|--|
| <input type="checkbox"/> Yes, limited a lot | <input type="checkbox"/> Yes, limited a little | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|---|--|-----------------------------|--|

Thank you for your time and assistance



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