

**Private and Confidential**

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**Friends and Family Test  
Report**

The Medical Centre - Petroc Group Practice

January 2015





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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 42 patient questionnaires in January 2015.

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=180557>

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

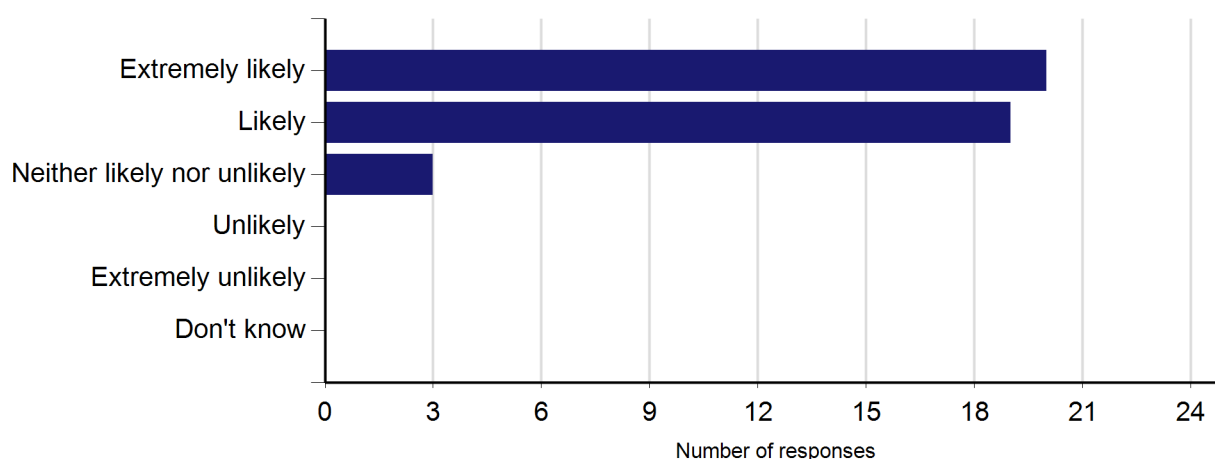
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	20	48%
Passive	Likely	19	45%
Detractors	Neither likely nor unlikely	3	7%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		42	100%

\* 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.

**Of those 42 patients who answered the Friends and Family Test question, 42 (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*	86	93%	52	28	4	1	1	0
Jan-15	42	93%	20	19	3	0	0	0
Dec-14	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).

## 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:

- Have always been happy with the service received whether at reception, nurses or doctors - all constructively helpful.
- Always been able to get an appointment on the same day. Staff give good service.
- Able to get an appointment with chosen doctor.
- Ease of making and getting appointments.
- Have been a patient at practice for over 20 years. Never had anything but a good quality service.
- The service is always good but appointment should be easier to get.
- I'm always happy with the practice.
- Very efficient on the whole nice doctors and reception staff.
- Good practice, some really good doctors and ones that are not so.
- Always happy to see you for any reason. Quick response in an emergency.
- I think the help and service of both doctors and staff are very well presented.
- Friendly service.
- If you try and book an appointment in the morning you can never get in that day, let alone that week. I work full time and find it very difficult as the surgery is never open after late hours.
- Good doctors always available.
- Because the doctors here are always caring and do their best for you.
- Always able to get an appointment.
- I have a limited experience of the surgery.
- It's good service here.
- Because it's essential to maintain good health and the service is good here.
- Have been with practice since 1975 and have always had excellent treatment and care both from doctors and admin staff.
- We get very good treatment.
- Always polite, friendly and helpful.
- The service is as good as I could expect. Excellent reception staff, speedy convenient appointments. Good treatment.

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

- First class care whenever needed over many years.
- Not always easy to get an appointment. I made 31 calls between 0830 - 0840 and was told that there were no available spaces that day by the time I got through 10 minutes after opening. Would be helpful to be able to book an appointment (had tried the day before and was told to ring at 0830).
- Because everyone is so friendly and the doctors are fantastic at their jobs.
- Although likely to refer to this practice it seems to be at its capacity for patients. So are more a good idea? Unless there are further doctors available.
- Once you get an appointment the doctors are very helpful. However getting an appointment can be a task!
- Friendly.
- I have always had extremely good service from both doctors and nurses - they care!
- Nearest practice.
- Vey friendly service.
- Have been with this surgery for many years. Have always had a first class service. Many thanks.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	15	36%
Female	26	62%
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	12%
25 - 34	8	19%
35 - 44	2	5%
45 - 54	6	14%
55 - 64	7	17%
65 - 74	10	24%
75 - 84	3	7%
85+	1	2%
Blank	0	0%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	41	98%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	2%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	0	0%

\* 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	6	14%
Yes, limited a little	9	21%
No	25	60%
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** 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



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