

Private and Confidential

Mrs Debbie Fulton
The Medical Centre - Petroc Group Practice
Boyd Avenue
Padstow
Cornwall
PL28 8ER

**Friends and Family Test
Report**

The Medical Centre - Petroc Group Practice

December 2016





Mrs Debbie Fulton
The Medical Centre - Petroc Group Practice
Boyd Avenue
Padstow
Cornwall
PL28 8ER

1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

t: 01392 823766
f: 01392 824767

e: enquiries@cfepsurveys.co.uk
w: www.cfepsurveys.co.uk

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Dear Mrs Fulton

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 48 patient questionnaires in December 2016.

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=196494>

Please contact the office on 01392 823766 or 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

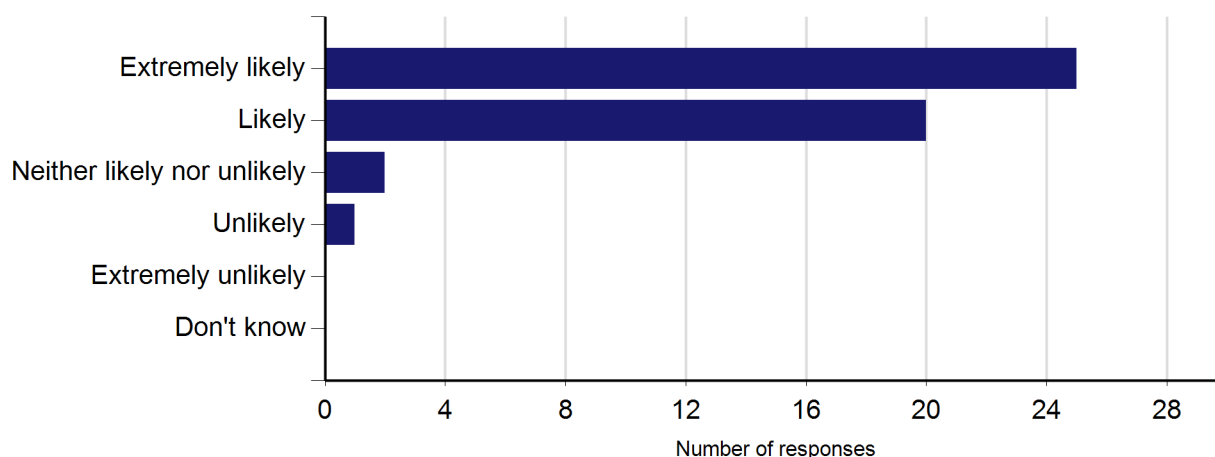
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	25	52%
Passive	Likely	20	42%
Detractors	Neither likely nor unlikely	2	4%
	Unlikely	1	2%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		48	100%

* May not add up to 100% due to rounding

Graph 1



94% 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 48 patients who answered the Friends and Family Test question, 48 (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*	528	91%	293	190	30	6	6	3

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

Dec-16	48	94%	25	20	2	1	0	0
Nov-16	50	98%	28	21	1	0	0	0
Oct-16	50	86%	28	15	3	2	2	0
Sep-16	49	92%	29	16	0	1	2	1
Aug-16	43	95%	28	13	2	0	0	0
Jun-16	48	92%	24	20	3	0	1	0
May-16	50	90%	29	16	3	0	0	2
Apr-16	48	90%	27	16	4	1	0	0
Mar-16	44	95%	20	22	2	0	0	0
Feb-16	48	83%	27	13	6	1	1	0
Jan-16	50	92%	28	18	4	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:

- Local, good, accurate, kind.
- We are unlikely to discuss our personal GP practice, or already attend the same one.
- Always have a good experience when attending appointments.
- I've never had reason not to.
- It's close by and usually running on time with appointments.
- Always had good treatment.
- I have always been treated well. Have not found it hard to get an appointment.
- Good quality of care.
- Can get an appointment without having a doctor phone you back.
- Overall a good practice. Need to be able to pre-book appointments. One bad point - having to queue in the morning.
- Extremely hard to get an appointment.
- Always very helpful, professional and caring.
- I have always had effective treatment. Everyone has always been polite, patient and caring.
- Just an excellent service, from reception to doctors, the quality and professionalism of all staff, nursing and medical practitioners is just first rate. Well done to all! (PS - not forgetting the pharmacy).

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

- Appointments can be difficult to make but using more than one surgery helps.
- I have had negative experiences with certain GPs based at one surgery, which is why I haven't ticked the first box.
- Great service when I've used the surgery, extremely helpful.
- I always find the staff, nurses and doctors very helpful.
- Sometimes I despair of your dispensary but reception and the doctors are good.
- Always helpful and very responsive.
- Always able to get an appointment. Everyone friendly and helpful from receptionist, GPs, nurses and dispensary staff. Small intimate practice!
- One doctor is a traditional caring GP. Another doctor probably saved my life. Another member of staff is excellent.
- Only thing I would say is the difficulty booking appointments - why can't we book an appointment in advance?
- Clean waiting room. Friendly staff. Only downside is waiting times of appointments sometimes.
- Because although I don't come very often I always have good treatment and consideration.
- Always friendly service, although can take a while to get through for an appointment.
- Convenient location and friendly and able staff.
- Can often be difficult to get an appointment especially if one was needed the same day. Really think the surgery would benefit from a triage system at times.
- Very polite and efficient.
- The practice diagnosed and relieved my symptoms.
- Good service under today's pressures in NHS.
- GP practice is brilliant in keeping up to the time, always helpful and polite, and always listening to what you have to say.
- Very professional, friendly and informative.
- Very good service, polite and helpful staff.
- Efficient and caring team of doctors and nurses.
- Very very good service.
- Have found at times I am unable to get an appointment, despite trying every day ringing at opening. Took over a week to get an appointment eventually.
- Friendly and helpful staff - all doctors are great. High level of care for patients.
- Local and friendly.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	12	25%
Female	34	71%
Blank	2	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	6	13%
25 - 34	5	10%
35 - 44	11	23%
45 - 54	5	10%
55 - 64	7	15%
65 - 74	11	23%
75 - 84	2	4%
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	46	96%
Mixed/Multiple ethnic groups	1	2%
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	3	6%
Yes, limited a little	12	25%
No	33	69%
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
<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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