

Private and Confidential

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**Friends and Family Test
Report**

The Medical Centre - Petroc Group Practice

March 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 43 patient questionnaires in March 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=181811>

Please contact the office on 0845 5197493 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?

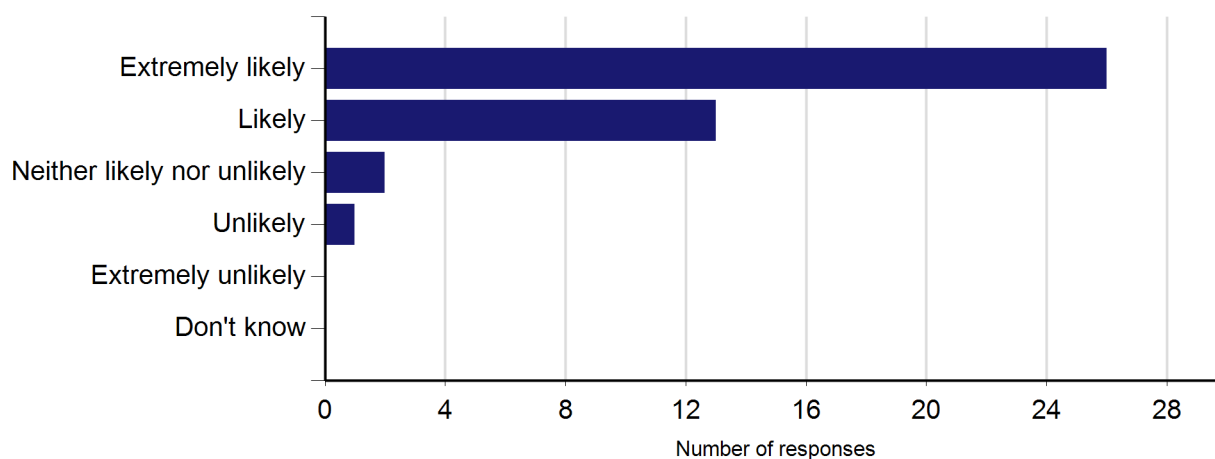
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	26	62%
Passive	Likely	13	31%
Detractors	Neither likely nor unlikely	2	5%
	Unlikely	1	2%
	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

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	1
Total number of patients providing feedback	43

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*	174	93%	112	50	9	2	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).

Mar-15	42	93%	26	13	2	1	0	0
Feb-15	46	93%	34	9	3	0	0	0
Jan-15	42	93%	20	19	3	0	0	0
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:

- Because it is efficiently run, caring, friendly and clean and a good team.
- I have always received first class attention.
- Lengthy waits always. Never can see same doctor. Difficult to get appointments when you call.
- Efficient and friendly service.
- Back up with practitioners good.
- It is the only surgery for area. Could do with a better system of seeing the doctor of your own choice.
- Doctors have always been quite good but the appointment system doesn't work.
- Very efficient in getting a doctor's appointment on the same day. A pharmacy is also on site which is very convenient. The appointments are always on time.
- Choice of GP and other facilities.
- Always friendly and helpful.
- Very local and very nice staff. Receptionist always smiles.
- Very good healthcare.
- It's the nearest and easiest and service is fine.
- Generally a good friendly service. Can get an appointment on the day 9/10.
- Always more than helpful staff and doctor is a legend. If all the NHS was like this doctor it would be a world leader.
- Cause sometimes I don't get the service I need.
- Like the doctors and receptionists.
- I was able to get appointments satisfactorily. Doctor was friendly and helpful. Further referral to specialist was prompt and helpful.
- Excellent practice. Efficient service. Friendly service, staff and doctors.
- Been very happy with the service I have received over a number of years.

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

- Despite the pressure on the NHS of late I have been treated well and with consideration and would not hesitate to recommend the practice to anyone who asks!
- I have never had any problems with the doctors or staff.
- Friendly, helpful staff. Good doctors. Excellent all round service.
- Always had good service.
- Because I have always had courtesy and understanding of my problems and effective treatment.
- Very helpful. Listen to you and explain what is required.
- Relatively new patient but seen promptly when requested.
- Always helpful and efficient.
- Efficient service. Nice manner.
- Convenient location for town and no difficulty getting an appointment on the day you wish to be seen.
- It is the closest (Padstow) as St Merryn is only open one day a week for seeing a doctor. It would be useful to have St Merryn open one more day a week.
- Good GPs, listen to you.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	16	37%
Female	25	58%
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	3	7%
25 - 34	3	7%
35 - 44	5	12%
45 - 54	7	16%
55 - 64	9	21%
65 - 74	8	19%
75 - 84	6	14%
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	42	98%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
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	3	7%
Yes, limited a little	10	23%
No	29	67%
Prefer not say	0	0%
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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