

Private and Confidential

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**Friends and Family Test
Report**

Petroc Group Practice - Trekenning Road

April 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 44 patient questionnaires in April 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=181785>

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

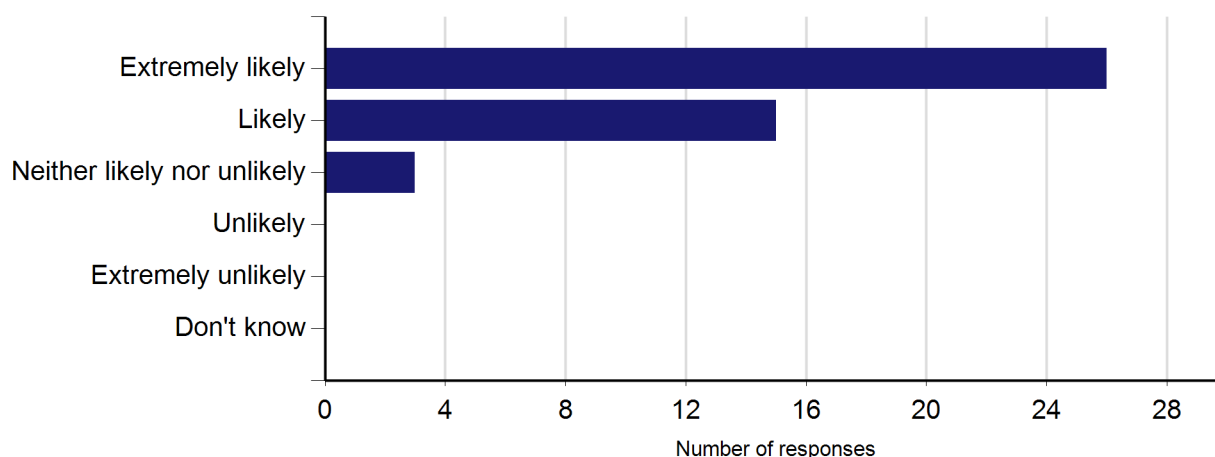
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	26	59%
Passive	Likely	15	34%
Detractors	Neither likely nor unlikely	3	7%
	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



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 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*	135	87%	62	56	13	2	1	1
Apr-15	44	93%	26	15	3	0	0	0
Jan-15	47	89%	22	20	4	0	0	1
Dec-14	44	80%	14	21	6	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).

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:

- Nearest. Is that it? Hardly worth printing out for 1 real question. How about what do you think could improve the service, what frustrates you about GPs - they only work office hours, 9 - 5 Monday - Friday. You get an appointment and it's never on time! Even in the morning it's running late, try longer appointments. Why do you think people have nothing better to do than wait. Other public services manage appointments.
- It's a good practice.
- Because you are very good most of the time.
- Good service and reliability.
- Provides a good service.
- Good practice.
- Good service here.
- Excellent service.
- Well satisfied with the doctors and nurse and the level of service.
- Feel there is no one to turn to - to discuss health problems when 5 minutes is not enough.
- Always had a daily service when required.
- Hard to get an appointment sometimes even when I have serious health problems.
- Always had good service from doctors and receptionists.
- Over many years the service to myself and family has been exemplary.
- It is very good.
- Always had satisfactory attention.
- Friendly. Professional. Patient. Generally accommodating re getting an appointment (from a teacher-hours point of view).
- Some good doctors, others not. Referrals timely. Calls re scripts, appointments, results etc.
- Because it's a nice practice.

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

- Good service and doctors.
- Treatment received very good.
- Nice service. Good doctors.
- The doctors are good. Everyone is so helpful.
- Because the staff are always helpful even under stress.
- Generally good service. Only problem never see same doctor as before.
- Been happy with treatment and politeness.
- If someone needed a GP in the area I would tell them which one I use. Supply information.
- I found everybody very helpful and informative.
- It would be useful to be able to have a telephone consultation whereby the GP could triage patients as I feel my appointment could've been dealt with this way at a busy time when two GPs were off sick and I took up a valuable appointment.
- I've always been looked after by everyone at Petroc Group.
- Always been happy with the care for my family and myself.
- Because of all family needed very good.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	15	34%
Female	27	61%
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	4	9%
25 - 34	0	0%
35 - 44	8	18%
45 - 54	6	14%
55 - 64	5	11%
65 - 74	7	16%
75 - 84	10	23%
85+	4	9%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	44	100%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
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	11	25%
Yes, limited a little	14	32%
No	18	41%
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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