

**Private and Confidential**

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**Friends and Family Test  
Report**

Petroc Group Practice - Trekenning Road

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 47 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=180531>

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

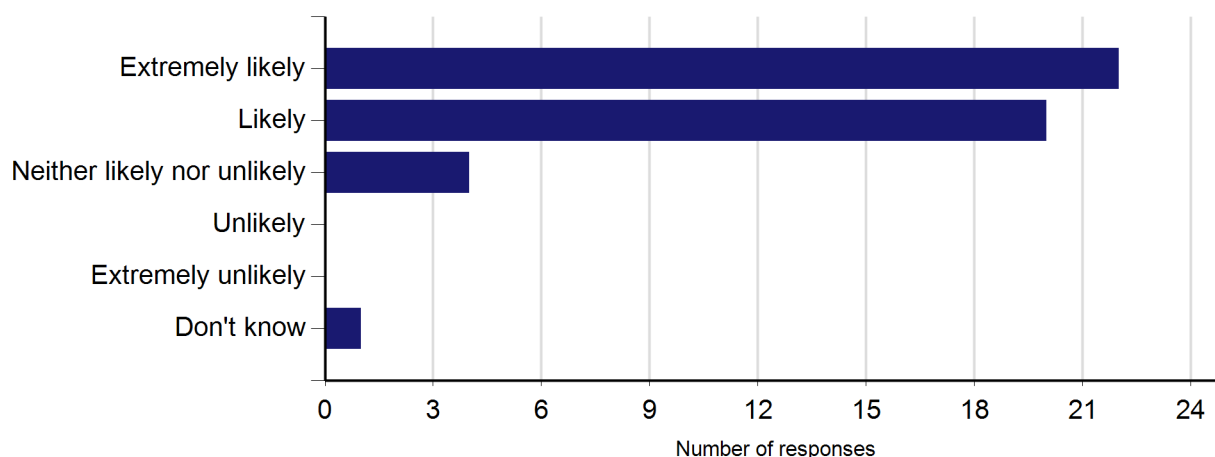
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	22	47%
Passive	Likely	20	43%
Detractors	Neither likely nor unlikely	4	9%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		47	101%

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

Graph 1



**89% 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 47 patients who answered the Friends and Family Test question, 47 (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*	91	85%	36	41	10	2	1	1
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:

- Good, reliable service.
- The question implies that there is a choice.
- I am happy with the practice but would not generally offer health advice to others. I would assume that most people would visit their local doctors.
- Reasonably easy to get appointment close to home.
- Almost always get an appointment when needed. Normally go in on time. Sometimes feel rushed when seeing a GP.
- Because of the good care.
- Always been extremely welcoming and I always come away after seeing GP happy that they have listened carefully and have given me the right treatment.
- Providers an excellent service, with doctors I can and do trust.
- Very good service and team.
- Very pleasant and helpful - can usually be seen when necessary.
- In all the years I have been registered here, there has never been cause for complaint. Although I realise there are problems with getting appointments first thing.
- I don't come very often.
- Central location, friendly staff, great doctors.
- It's the only GP practice in town, so I have no alternative but to recommend it!
- The doctors have always been extremely good and staff have always endeavoured to get me an appointment so I don't miss school (teacher not pupil!).
- I am very satisfied with service provided.
- Friendly, efficient, personally we have found help always available.
- Have always been seen staff very friendly.
- Always been happy with staff at the surgery and the care provided.
- Always helpful - nothing too much trouble.
- The advice and help given has always been first class but the appointment system is very frustrating.
- Usually very prompt with appointments and generally very helpful.

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

- Family live away - only visit several times a year.
- Extremely likely in winter, unlikely in summer, would like to see the practice open at weekends.
- Because I find the appointment system etc. very good.
- Very good doctor, very caring.
- Not always enough cover. Not always able to see doctor that you want to see. Good doctors. Mainly approachable.
- Always friendly staff, doctors etc. and helpful.
- It is very difficult to get an appointment. They say you can't pre book but advertise pre bookable slots.
- Last time I came I was waiting an hour and 10 minutes. No one explain this and I felt we could have been seen by other doctors.
- I feel likely to recommend my GP practice to friends and family as I would any NHS service.
- Excellent care and service. Great attitude and kindness.
- From reception to doctors, all try to accommodate me and my needs.
- Because I am very pleased with everything at the surgery, the staff and doctors are wonderful.
- At all levels the competence, confidence and care is five star quality, unbeatable. In addition the accurate diagnosis by doctors has been exemplary.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	11	23%
Female	36	77%
Blank	0	0%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	1	2%
25 - 34	8	17%
35 - 44	1	2%
45 - 54	8	17%
55 - 64	11	23%
65 - 74	10	21%
75 - 84	6	13%
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	44	94%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	3	6%

\* 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	5	11%
Yes, limited a little	10	21%
No	30	64%
Prefer not say	0	0%
Blank	2	4%

\* 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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