

Private and Confidential

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**Friends and Family Test
Report**

The Medical Centre - Petroc Group Practice

October 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 52 patient questionnaires in October 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=181818>

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

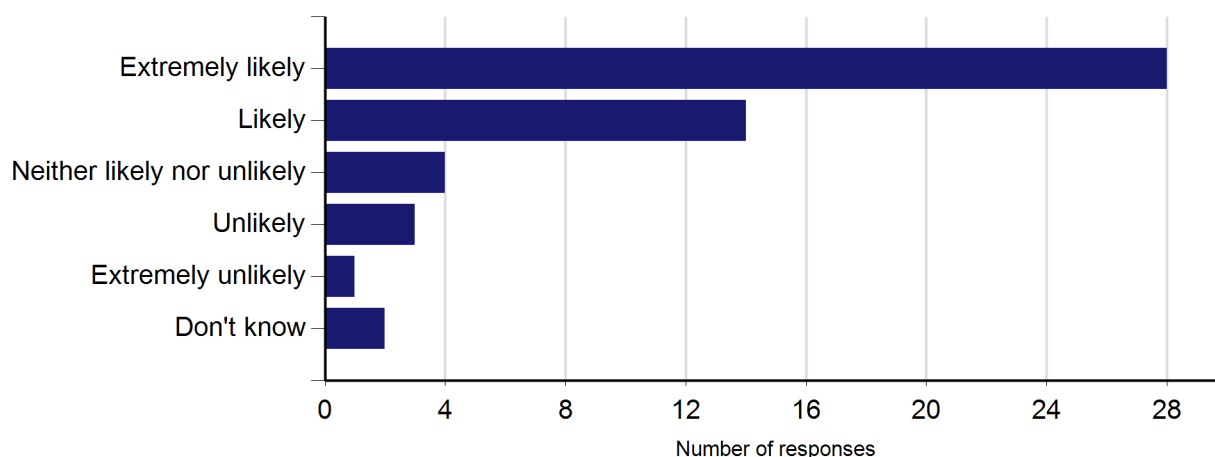
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	28	54%
Passive	Likely	14	27%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	3	6%
	Extremely unlikely	1	2%
	Don't know	2	4%
Total responses to this question		52	101%

* May not add up to 100% due to rounding

Graph 1



81% 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 52 patients who answered the Friends and Family Test question, 52 (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*	494	90%	273	170	33	8	6	4

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

Oct-15	52	81%	28	14	4	3	1	2
Sep-15	28	82%	15	8	1	2	1	1
Aug-15	48	79%	20	18	9	0	1	0
Jul-15	49	88%	27	16	6	0	0	0
Jun-15	48	96%	20	26	1	0	1	0
May-15	50	98%	26	23	1	0	0	0
Apr-15	45	89%	25	15	2	1	1	1
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:

- Staff and doctors are polite, sympathetic, caring, efficient, friendly.
- Received great support whilst my late husband needed care. My own health issues are well managed here.
- Never had any problems. Everyone has been very helpful.
- From front of house to doctors, extremely professional, caring and prepared to spend time and patience with individuals.
- Polite and friendly.
- We have a seasonal business and our customers very often need a doctor so we always recommend Padstow Surgery.
- Always get satisfactory attention.
- Excellent doctors - especially one, and friendly staff.
- Because everyone is so helpful.
- I have great admiration for the professional way I have been treated since becoming a patient of the practice. While I am fortunate that I have only had minor ailments the attention I have received has been excellent.
- Because my family don't live in Padstow.
- I find the inability to book ahead very difficult as phoning first thing for an appointment whilst doing the school run and work run impossible - constantly busy - never a chance of getting an appointment with your so called family doctor - or even a doctor you recognise.

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

- Good service.
- Helpful, listen, diagnostic, supportive, ease of use of full services.
- Have been at this practice for several years.
- Been here a number of years and have most recently with some serious problems and have received great treatment and support.
- Never any problem.
- Never been here before.
- My husband and I have always had first class treatment whenever required.
- As you have great doctors, when you can get to see them!
- Very hard to get appointments, I usually have to ring around 30 - 50 times to get through. Never get to see the same doctor. One person on reception very rude. Not very helpful in booking appointments when people are working and have limited time.
- Efficient and welcoming.
- Are really helpful and have looked after me really well in situations, especially one doctor.
- Good doctors.
- Always welcoming, good advice and care from doctors. Sometimes have a bit of a wait at reception desk. Also don't have to take prescription to a chemist - on site is useful.
- I need to get the correct travel jabs for my trip abroad - flu jabs are also very important and a professional diagnosis is above all - the only diagnosis from a doctor/nurse.
- Excellent service compared to other medical centres I have been in.
- The GP practice is very good.
- Service reasonable but appointments unpredictable.
- Quick appointments. Good GPs.
- Always found the surgery to be very helpful.
- It's the only surgery round here. It would be good if you could see the same doctor every time.
- All very good and caring.
- Always easy to make appointment. Seen on time.
- Access to GP, clinics. Friendly, willing to spend time to explain plan of care.
- Only practice in locality and generally very good.
- I have always been very happy with my treatment.
- Incredibly hard to get appointment.
- Never been asked question.
- Because I had very good service.
- Though I appreciate everyone is very busy I sometimes feel the doctors are too quick in my appointments and try to just get 'in and out'.
- Personal experience.
- Although I have had a good service my partner has had really appalling experiences, i.e. a locum doctor.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	21	40%
Female	29	56%
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	4	8%
25 - 34	4	8%
35 - 44	9	17%
45 - 54	9	17%
55 - 64	10	19%
65 - 74	11	21%
75 - 84	4	8%
85+	0	0%
Blank	1	2%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	50	96%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	2	4%
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	8	15%
Yes, limited a little	7	13%
No	36	69%
Prefer not say	1	2%
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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