Private and Confidential

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Friends and Family Test Report

Open Door Surgery

February 2019

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Ms Meenu Mittal
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6 March 2019

Dear Ms Mittal

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 46 patient questionnaires in February 2019.

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=230794

Please contact the office on 01392 927005 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

Friends and Family Test Report: February 2019

Number of patients providing feedback: 46

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

Friends and Family Test Report: February 2019

Number of patients providing feedback: 46

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?

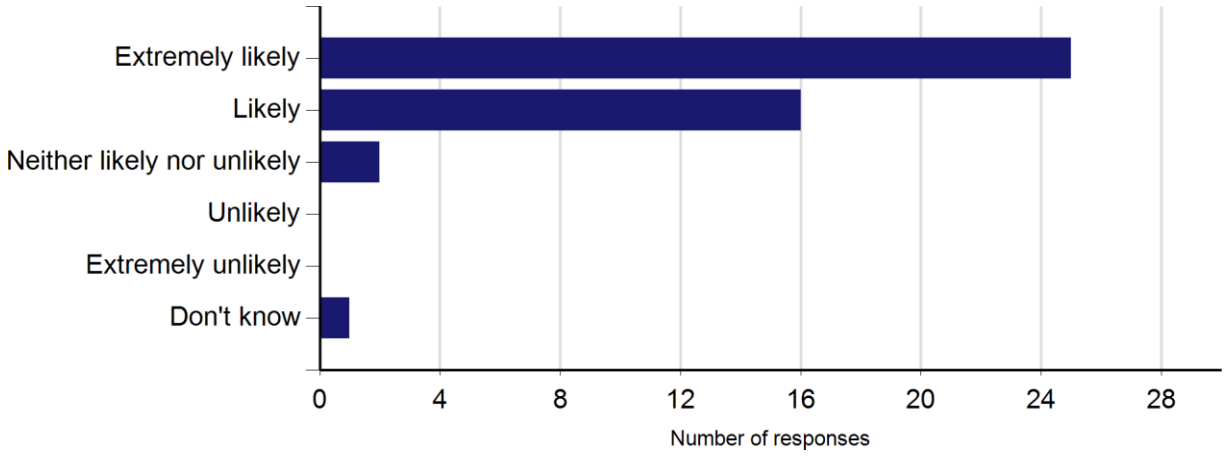
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	25	57%
Passive	Likely	16	36%
Detractors	Neither likely nor unlikely	2	5%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		44	100%

* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	2
Total number of patients providing feedback	46

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.

Friends and Family Test Report: February 2019

Number of patients providing feedback: 46

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*	531	96%	306	203	13	3	3	3
Feb-19	44	93%	25	16	2	0	0	1
Jan-19	44	100%	27	17	0	0	0	0
Dec-18	41	95%	21	18	2	0	0	0
Nov-18	44	100%	23	21	0	0	0	0
Oct-18	45	96%	24	19	1	1	0	0
Sep-18	41	88%	17	19	3	1	1	0
Aug-18	46	93%	27	16	2	0	0	1
Jul-18	37	100%	25	12	0	0	0	0
Jun-18	49	92%	28	17	2	0	2	0
May-18	47	100%	28	19	0	0	0	0
Apr-18	45	93%	30	12	1	1	0	1
Mar-18	48	100%	31	17	0	0	0	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:

- Doors are always open and not much privacy. Also it feels like doctor doesn't give much time/listen to the problem.
- Open door, no appointments is very high incentive.
- Clean and friendly practice.
- I have been with one doctor since a child and have always received outstanding service.
- I have been well taken care of and listened to whenever I come here.
- I like Open Door Surgery. No appointment.
- I always received a good service.
- Because my family have been with this surgery for many years and my children for many years also and very pleased to say that all these years we have been given excellent services.
- Very helpful and efficient.
- I have been with doctors surgery for many years and have no problems, they are courteous and helpful.
- Because this has been my GP for many years and I enjoy the service.
- Rarely go to this surgery.
- Everybody are helping.

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

- Very good doctors.
- All good but one doctor is rude.
- Because of your good services.
- Staff are always willing to help.
- Been coming here since a child.
- Always seen and treated in a friendly and thorough manner, referral appointments always made if needed.
- Have known for a long time and because of open door.
- Because there is no waiting.
- Walk in.
- It is friendly, don't wait long and doctors are polite.
- The GP surgery is a walk-in centre.
- No appointment needed. No waste of time. Very good and professional doctors.
- I like the fact that I can see the doctor anytime I come here and also the surgery had made a lot of improvement from feedback. They listen to the patient more and best of all, there's now a doctor who is very attentive and professional.
- I have been coming here for many years, every time I come I have been looked for my GP and nurses alike.
- The timings doesn't suit everybody. It needs to be more flexible.
- Because we don't have to wait long for appointment.
- I will recommend because work here are very good and have patient and also GPs have time for the client.
- Doctors available at all times. Surgery is clean and tidy.
- Because there's always someone to talk to and services are good and fast.
- Good service and no appointments needed.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	19	41%
Female	26	57%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	5	11%
25 - 34	12	26%
35 - 44	8	17%
45 - 54	6	13%
55 - 64	8	17%
65 - 74	4	9%
75 - 84	3	7%
85+	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	6	13%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	23	50%
Black/African/Caribbean/ Black British	12	26%
Other ethnic group	2	4%
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	4	9%
Yes, limited a little	10	22%
No	28	61%
Prefer not say	4	9%
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

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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
☐	☐	☐	☐	☐	☐

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?**

☐ 0 – 15 ☐ 16 – 24 ☐ 25 – 34 ☐ 35 – 44 ☐ 45 – 54

☐ 55 – 64 ☐ 65 – 74 ☐ 75 – 84 ☐ 85+

5 **What is your ethnic group?**

☐ White ☐ Mixed/Multiple ethnic groups ☐ Asian/Asian British

☐ Black/African/Caribbean/Black British ☐ 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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