

**Private and Confidential**

Mr Ian Gibson  
The Medical Centre - Petroc Group Practice  
Boyd Avenue  
Padstow  
Cornwall  
PL28 8ER

**Friends and Family Test  
Report**

The Medical Centre - Petroc Group Practice

April 2015





Mr Ian Gibson  
The Medical Centre - Petroc Group Practice  
Boyd Avenue  
Padstow  
Cornwall  
PL28 8ER

1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

t: 0845 5197493  
f: 01392 824767

e: [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w: [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

6 May 2015

Dear Mr Gibson

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 45 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=181812>

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

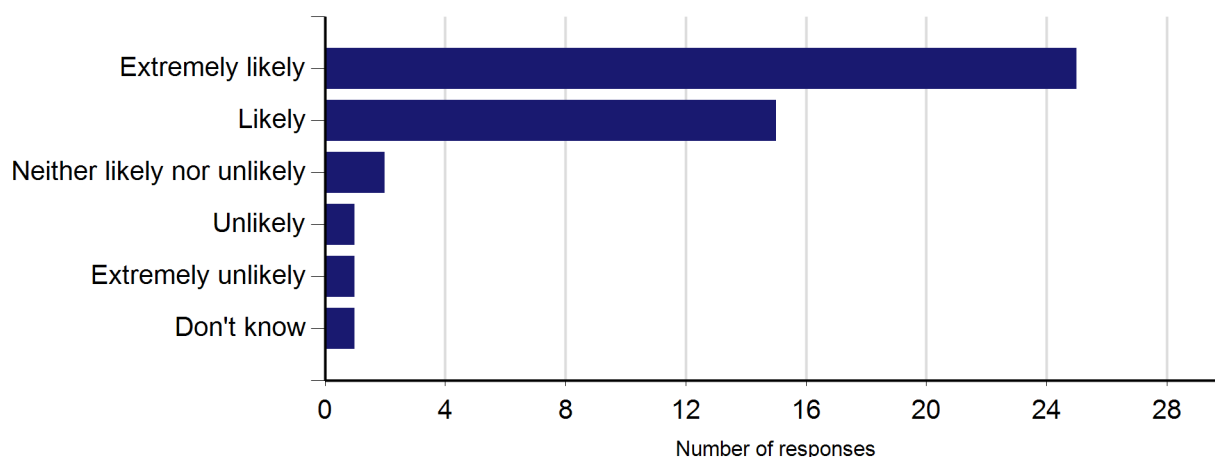
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	25	56%
Passive	Likely	15	33%
Detractors	Neither likely nor unlikely	2	4%
	Unlikely	1	2%
	Extremely unlikely	1	2%
	Don't know	1	2%
Total responses to this question		45	99%

\* 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 45 patients who answered the Friends and Family Test question, 45 (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*	219	92%	137	65	11	3	2	1

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

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
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:

- The doctors and nurses never rush you, you are treated as if you were the only person to be seen. Your medical history is all "at hand". The reception staff always friendly. The doctors all listen when you try to explain your situation, therefore you are treated as "you".
- Because the receptionists are always polite and friendly, accommodate with an appointment at all times if possible.
- Generally pleased with service however, my recent blood test results were lost meaning I had to wait an extra month before I could take the prescribed medication. Not good.
- Because it's a good practice and are good at caring for patients' needs.
- Because the nurse has kept me waiting 45 minutes so far and not even a sorry.
- Because they're very helpful.
- Get good service from receptionist, get appointments.
- I find Padstow Practice very good and the staff are extremely helpful but what would top the box is if they employed more doctors.
- Quick to refer me for hip replacement and one doctor was quick to pick up my problems with it.
- Very friendly service, appointments available when needed.
- Receptionist extremely polite and helpful. Doctors are friendly and thorough.
- Always very helpful and always polite. Thank everyone.
- Efficient service. Usually able to see GP/nurse same day. Friendly staff (apart from one receptionist). Excellent practice.
- Lack of consistency in doctors. Rarely see same one twice. Getting phone answered in mornings. Waiting time in reception (never seen at appointed time).
- Very good service. Lovely doctors and staff.
- Always an efficient and caring service. Receptionist very pleasant and helpful in making appointments.
- Because my family have used the practice for many years and they have always been friendly and helpful.

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

- As a temporary patient the service here is much better than other places in the country.
- Friendly service.
- Good doctors. Efficient service.
- Because the doctors and nurses I see are very helpful and I trust their judgement.
- No appointments before or after normal 9 - 5 working hours which causes me a problem.
- Because my doctors in my previous surgery were much better, more inclined to see the same doctor every time. Referrals seemed to be a lot quicker too.
- I see a great GP.
- Friendly, helpful, reliable.
- Always a welcoming smile and the best treatment and greeting from the doctor.
- Not enough GPs for appointments.
- Have always found helpful but booking appointments is trying.
- Surgery is very accommodating when you call for appointments and always happy to help.
- Friendly practice staff. Quite easy to get appointments.
- Due to health problems spanning many years with no improvements it's hard to recommend! But one off illness they have been good.
- Always friendly and good service. Always accommodate me when need an appointment quickly and staff helpful.
- Everyone pleasant and helpful.
- Always possible to get an appointment. Doctors have time to listen properly. Nurses very efficient and pleasant.
- I've always been treated courteously and with care. Happy with treatment provided.
- Always get an appointment and always satisfied with service provided.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	16	36%
Female	29	64%
Blank	0	0%

\* 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	5	11%
35 - 44	11	24%
45 - 54	8	18%
55 - 64	6	13%
65 - 74	9	20%
75 - 84	1	2%
85+	2	4%
Blank	0	0%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	45	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	6	13%
Yes, limited a little	15	33%
No	23	51%
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

