

Private and Confidential

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**Friends and Family Test
Report**

The Medical Centre - Petroc Group Practice

December 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 46 patient questionnaires in December 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=181820>

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

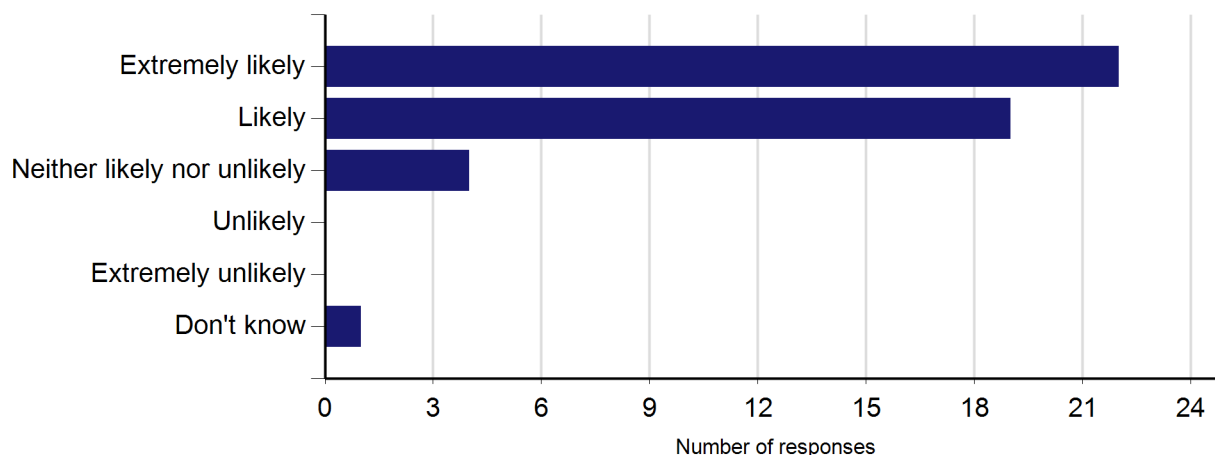
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	22	48%
Passive	Likely	19	41%
Detractors	Neither likely nor unlikely	4	9%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	1	2%
Total responses to this question		46	100%

* 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 46 patients who answered the Friends and Family Test question, 46 (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*	543	89%	281	202	40	8	6	6

*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
Dec-15	46	89%	22	19	4	0	0	1
Nov-15	47	85%	18	22	4	1	1	1
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

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:

- There are difficulties that occur when trying to phone the practice. And my preferred doctor is very difficult to see, i.e. he is booked up.
- Great doctors, good interpersonal skills. Feel listened to.
- The staff and GPs are very helpful and accommodating. The service is very good, much better than I have experienced elsewhere.
- Good service all round.
- Lovely. Helpful.
- Never had a problem.
- Since moving my husband and I have been very happy with services received. Particularly useful to be able to collect meds from our own village. Grateful also to have been able to get appointments for our visiting young grandchildren.
- Pleasant people and helpful.
- I don't need much help but get annoyed when I have to ring in the morning next day for an appointment.
- I am very pleased with the doctors and nurses - sometimes it is difficult to get through to make an appointment.
- Very difficult to see your own doctor. Always have to see a new doctor.
- Good service previously.

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

- It is a GP practice.
- The GPs are very attentive and thorough. Most have a good bedside manner, especially one doctor.
- Good waiting times, friendly staff.
- Good, friendly service.
- Because there is no other surgery in Padstow and I have never had any problems with Padstow surgery.
- Have always been given a prompt appointment when needed. Very impressed with the standard of service by all staff.
- Friendly and helpful.
- Very good surgery. Had no problems.
- Prompt appointments. Friendly receptionists and doctors. Good facilities. Good parking.
- Do not come often but doctors do always listen when I do.
- Friendly service. Faith in doctors.
- Doctors and staff and dispensers are very, very good.
- They are very good.
- Really friendly and extremely helpful.
- Only just registered at this GP. Appear efficient, welcoming and organised.
- Difficult to get appointments.
- I am new to the surgery but have visited on two occasions once for flu jab, I have found surgery to be friendly and efficient.
- Everyone is friendly and you can always get an appointment when needed.
- Good service.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	17	37%
Female	29	63%
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	5	11%
25 - 34	5	11%
35 - 44	5	11%
45 - 54	5	11%
55 - 64	10	22%
65 - 74	11	24%
75 - 84	2	4%
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	44	96%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	1	2%
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	5	11%
Yes, limited a little	11	24%
No	27	59%
Prefer not say	2	4%
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

