

Private and Confidential

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**Friends and Family Test
Report**

The Medical Centre - Petroc Group Practice

February 2016





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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 48 patient questionnaires in February 2016.

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=188290>

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

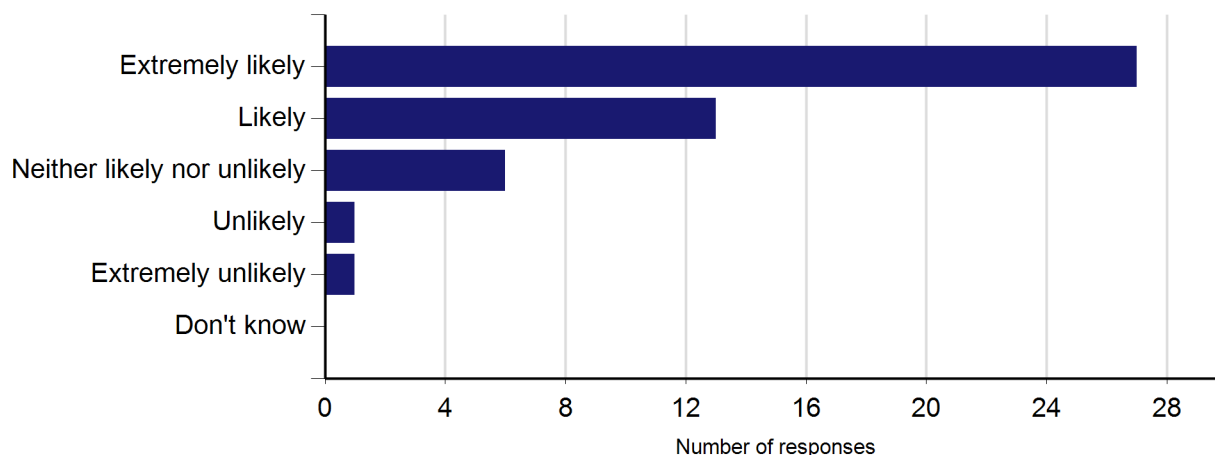
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	27	56%
Passive	Likely	13	27%
Detractors	Neither likely nor unlikely	6	13%
	Unlikely	1	2%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		48	100%

* May not add up to 100% due to rounding

Graph 1



83% 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 48 patients who answered the Friends and Family Test question, 48 (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*	553	88%	282	205	44	9	7	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
Feb-16	48	83%	27	13	6	1	1	0
Jan-16	50	92%	28	18	4	0	0	0
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

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:

- Very well looked after, good friendly service.
- Booking appointments is not easy for working people.
- I have always been happy with my treatment here.
- Because they're a local service that's near my house.
- Have always had a good standard of care when visiting the surgery. Can be difficult to get an appointment at times. Feel the surgery would benefit from a 'triage' type system.
- Have always been treated extremely well and always been very well treated. Have been with surgery for many years.
- Friendly service.
- The practice does well in a difficult, political environment to deliver great care. GPs, receptionists and dispensers all try their best. It is greatly appreciated.
- Because they are most friendly and helpful staff I have never had any trouble getting an appointment.
- Always good service.
- It's impossible to get an appointment most of the time, it's a standing joke in our village. When seen, the doctors are good.
- Always experienced, polite and caring attention.

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

- Fortunately, I have had little contact with the practice in recent years! But I have heard no bad reports and have been happy with visits I have made.
- My family has always had excellent care over many years.
- Do not use service enough to say either way.
- Very good service.
- Never had any problems and always had the utmost care.
- Trying to get an appointment especially for locals is so hard, yet in busy season holidaymakers can get an appointment. Not so busy season my little boy was poorly and wouldn't fit us in, was told to ring 999 if it was that important.
- Friendly staff. Extremely difficult to get through to surgery to get appointment.
- Efficiency.
- Sometimes struggle to see any doctor.
- Not something I really discuss and assume people can only go to their local practice anyway?
- Hard to book appointments, never see same doctor twice. Poor quality doctors (only one is worth seeing). Generally unhelpful staff. Would choose a different doctor if I could but no choice.
- Always had good service and advice.
- Good service.
- Can usually get an appointment when needed. Doctors I have encountered are friendly and helpful. I tend to request female doctors.
- Helpful doctors, nurses and staff.
- Always get chance to explain fully any problem or illness - no sense of time pressure to get you out of the door - only downside is difficult to get appointments.
- Good practice - nice staff.
- Only one in town.
- Because it is a good surgery. The only problem is not being able to get appointment with one doctor.
- Always helpful.
- Fortunate not to have to visit very often but always good service when needed.
- Always receive excellent treatment.
- Always had good treatment from all staff with any concerns I have had. And usually get seen that day if you want an appointment.
- Staff are very friendly and helpful. Quick process.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	19	40%
Female	27	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	6	13%
35 - 44	5	10%
45 - 54	9	19%
55 - 64	4	8%
65 - 74	13	27%
75 - 84	6	13%
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	45	94%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	1	2%
Other ethnic group	0	0%
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	8%
Yes, limited a little	10	21%
No	34	71%
Prefer not say	0	0%
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

