

**Private and Confidential**

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**Friends and Family Test  
Report**

Sherrington Park Medical Practice

January 2020





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Dear Ms Soubry

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 25 patient questionnaires in January 2020.

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=237007>

Please contact the office on 01392 927005 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 Surveys 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

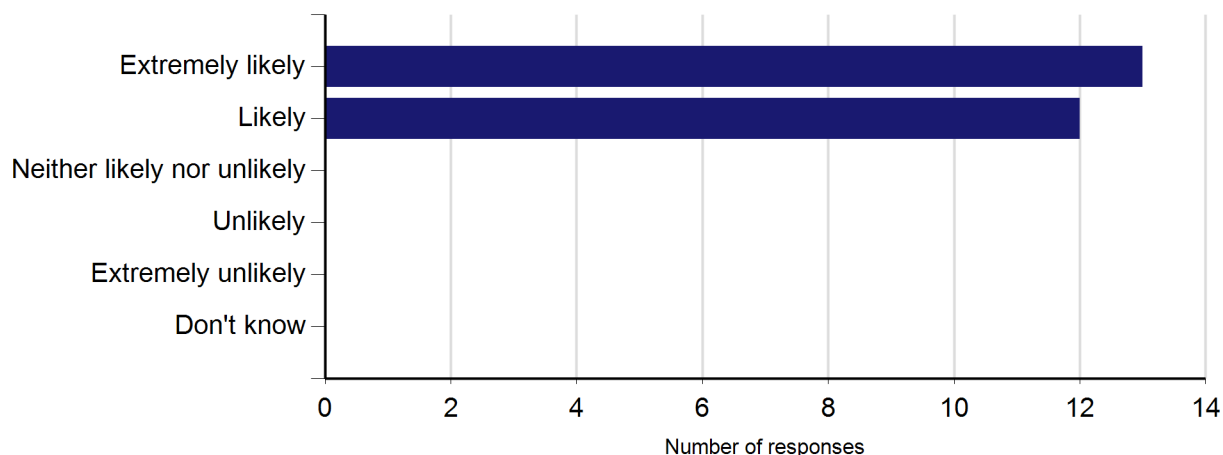
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	13	52%
Passive	Likely	12	48%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		25	100%

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

Graph 1



**100% 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 25 patients who answered the Friends and Family Test question, 25 (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*	307	97%	224	73	7	1	1	1

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

Month	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
Jan-20	25	100%	13	12	0	0	0	0
Dec-19	26	96%	20	5	1	0	0	0
Nov-19	31	87%	20	7	2	1	1	0
Oct-19	26	100%	21	5	0	0	0	0
Sep-19	22	100%	13	9	0	0	0	0
Aug-19	25	92%	17	6	1	0	0	1
Jul-19	22	100%	16	6	0	0	0	0
Jun-19	29	97%	21	7	1	0	0	0
May-19	24	100%	19	5	0	0	0	0
Apr-19	24	100%	20	4	0	0	0	0
Mar-19	27	96%	23	3	1	0	0	0
Feb-19	26	96%	21	4	1	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:

- Good doctors.
- Always satisfied with the practice.
- Myself and my children have just registered here. Very happy so far. Reception has been so lovely and helpful, makes your visit a little nicer each time.
- I have always had great care from the doctors and nurses here. I only haven't put "Extremely likely" as lately the waiting time for appointments has got really bad, now having to wait a week to see my doctor!
- Good, friendly doctors. Can generally get a doctors appointment same day if required.
- Registered here as partner always happy with the service. I am happy so far, all of the women seem lovely.
- Great doctor, actually listens and helps.
- I am new here but already really happy with the service. Reception always seem to be smiling.
- Excellent support and above excellent service all round.
- It's my third visit and I just registered, but I'm happy with treatment at the moment. Staff very nice and helpful.
- Small scale but friendly practice able to offer all services.
- My doctor has provided good healthcare since I have been here since just starting this surgery recently.
- You can usually get an appointment to suit your requirements.

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

- I have been registered with several GP practices in the last 10 years, service and communication here is definitely the best.
- No reason.
- I always feel listened to. Everyone - i.e. doctors, receptionists, nurses - are pleasant and helpful.
- Always so helpful.
- Great doctors surgery. One doctor is fantastic - treats you with respect and care, they go above and beyond. Receptionist staff, nurse and HCA are also lovely.
- Always answer experience so far has been quick to get an appointment. Staff pleasant.
- It's always easy to get an appointment, the staff are lovely and you actually fix any medical issues I have.
- Timely appointments, pleasant staff.
- One doctor is efficient but also caring and understanding. In a world of overwork and NHS shortages empathy is often the first casualty so this level of caring approach is refreshing and welcome.
- Very good service.
- Good service and often short notice appointments.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	8	32%
Female	17	68%
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	1	4%
25 - 34	6	24%
35 - 44	7	28%
45 - 54	3	12%
55 - 64	3	12%
65 - 74	2	8%
75 - 84	2	8%
85+	1	4%
Blank	0	0%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	17	68%
Mixed/Multiple ethnic groups	1	4%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	3	12%
Other ethnic group	3	12%
Blank	1	4%

\* 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	20%
Yes, limited a little	3	12%
No	16	64%
Prefer not say	1	4%
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

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

