

**Private and Confidential**

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**Friends and Family Test  
Report**

Parklands Medical Practice

April 2017





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3 May 2017

Dear Mrs Harris

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 April 2017.

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=203654>

Please contact the office on 01392 823766 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?**

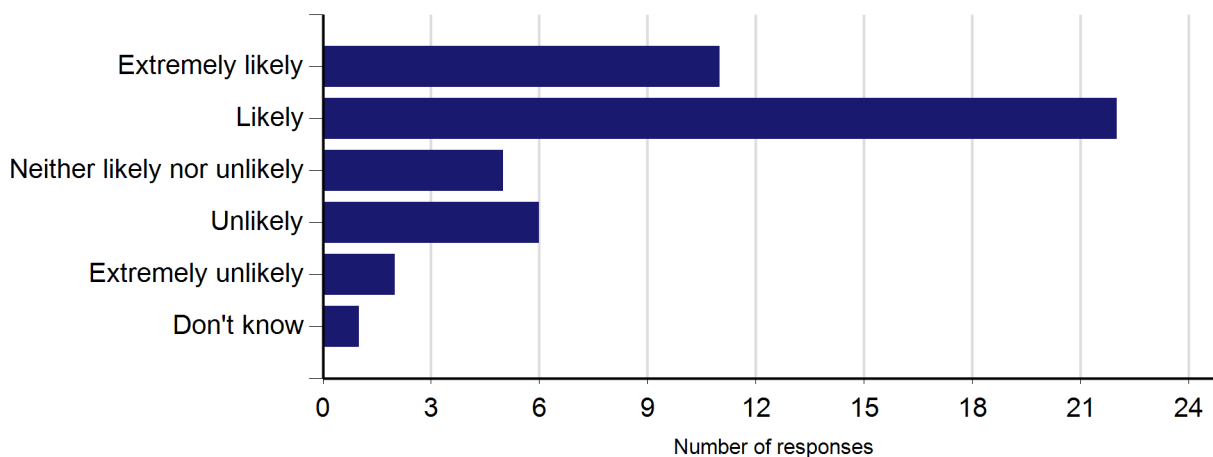
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	11	23%
Passive	Likely	22	47%
Detractors	Neither likely nor unlikely	5	11%
	Unlikely	6	13%
	Extremely unlikely	2	4%
	Don't know	1	2%
Total responses to this question		47	100%

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

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	1
Total number of patients providing feedback	48

Graph 1



**70% 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 47 patients who answered the Friends and Family Test question, 46 (98%), filled out a paper questionnaire and 1 (2%), 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*	589	75%	184	258	61	41	28	17

\*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-17	47	70%	11	22	5	6	2	1
Mar-17	49	69%	15	19	4	6	3	2
Feb-17	48	75%	10	26	4	6	1	1
Jan-17	67	76%	15	36	7	2	4	3
Dec-16	31	81%	14	11	4	0	1	1
Nov-16	50	68%	14	20	8	2	4	2
Oct-16	52	71%	18	19	8	2	3	2
Sep-16	46	78%	16	20	3	4	2	1
Aug-16	49	78%	23	15	2	6	1	2
Jul-16	48	75%	13	23	6	1	3	2
Jun-16	53	83%	16	28	6	2	1	0
May-16	49	78%	19	19	4	4	3	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:

- Reception staff have gone downhill, some are very rude and they chat amongst themselves even though they can see patients at the window and I have seen one smoking an e cig!
- Because I am a foolish man been here too long.
- I have found the doctors that I have seen to be understanding. I have always managed to get a same day appointment, albeit I have to come in the surgery as you cannot always get through on the phone.
- Difficult to get appointment by phone. Doctors run late.
- I feel doctors/staff of Parklands have made great improvements.
- The surgery has become more patient friendly, the staff seem to have had a personality transplant and from being very rude they have become very polite and helpful?
- I get a very good service.
- Certain receptionists are very rude and abrupt. Some doctors aren't interested in you, only the problem, and rush to get you out the door. Can't get telephone appointments hardly. Stopped doing repeat prescription sent to the pharmacies. You wait ages when you do have an appointment - at least 20 minutes each time.
- Always had professional care when myself or my children can get an appointment.
- I prefer the surgery at Park Road, the staff seem much better organised and are very helpful.
- It's the nearest one to where I live.

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

- I find this surgery difficult. You can't get an appointment so you tend just not to bother. The waiting times when you do come are bad. Reception should not ask why you need an appointment.
- Great doctor, listened and gave great feedback. On time appointment too.
- Too long to go into!
- I have been with this doctor many years and they have always looked after me well.
- Have only been patient here for just over a year but no complaints.
- Rubbish service. Never no appointments.
- Every time I come here the service in all respects has been fantastic.
- Problems getting through to prescription line and also getting an appointment to see doctor in emergency. Also receptionists booked wrong appointment at different practice when informing you were coming to Buttershaw Lane.
- Friendly and welcoming reception staff and doctors offering effective advice for my health needs.
- Hard to get appointments when needed.
- Long waiting times. Results and prescriptions lost on numerous occasions. Hard to get appointments unless you come into the surgery.
- Both visits have been on time and all staff polite.
- It takes forever to get an appointment and when you ring at 8:00 all appointments are gone.
- Nothing special about the surgery. Sometimes is really hard to obtain basic info, and the only way to get an appointment is to come to the surgery at 7:40am.
- Appointments always available. Staff/doctors always friendly.
- Waiting times are shorter and the doctors are not running late.
- Doctors are friendly but can never can an appointment to see one.
- Appointments hard to get.
- Because I am very satisfied with the treatment I get here, so I would definitely recommend to anybody.

Demographics

**Q3: Gender**

	Number of responses	Percentage of responses*
Male	21	44%
Female	26	54%
Blank	1	2%

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

**Q4: Age**

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	6	13%
25 - 34	9	19%
35 - 44	8	17%
45 - 54	9	19%
55 - 64	7	15%
65 - 74	5	10%
75 - 84	1	2%
85+	1	2%
Blank	1	2%

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

**Q5: Ethnic group**

	Number of responses	Percentage of responses*
White	40	83%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	4	8%
Black/African/Caribbean/Black British	1	2%
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	7	15%
Yes, limited a little	8	17%
No	30	63%
Prefer not say	3	6%
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

