

Private and Confidential

Mrs Joanne Harris
Parklands Medical Practice
30 Buttershaw Lane
Bradford
West Yorkshire
BD6 2DD

**Friends and Family Test
Report**

Parklands Medical Practice

August 2016





Mrs Joanne Harris
Parklands Medical Practice
30 Buttershaw Lane
Bradford
West Yorkshire
BD6 2DD

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

t: 01392 823766
f: 01392 824767

e: enquiries@cfepsurveys.co.uk
w: www.cfepsurveys.co.uk

5 September 2016

Dear Mrs Harris

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 50 patient questionnaires in August 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=190111>

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?

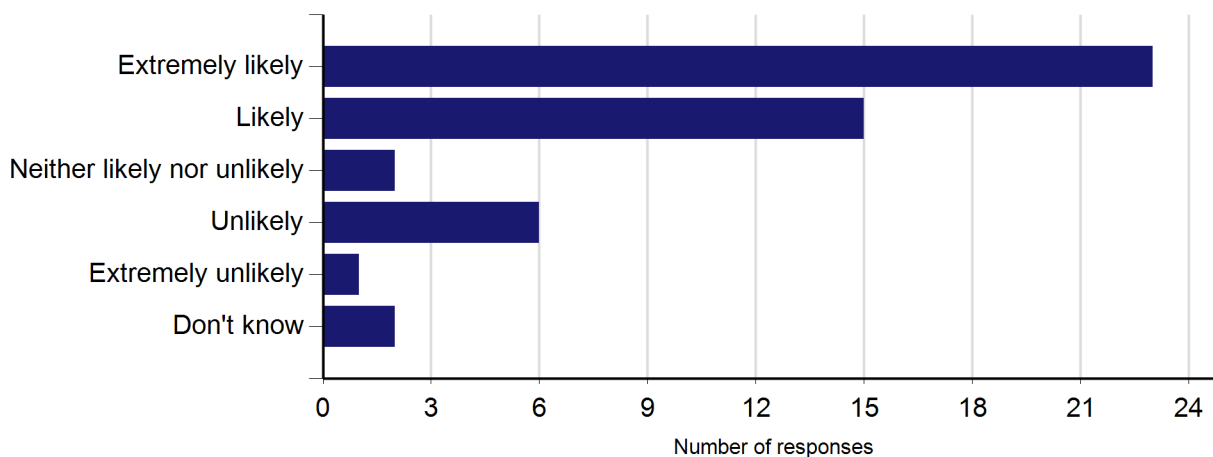
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	23	47%
Passive	Likely	15	31%
Detractors	Neither likely nor unlikely	2	4%
	Unlikely	6	12%
	Extremely unlikely	1	2%
	Don't know	2	4%
Total responses to this question		49	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	50

Graph 1



78% 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 49 patients who answered the Friends and Family Test question, 48 (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*	599	80%	216	263	50	33	25	12

*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
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
Apr-16	46	74%	16	18	4	4	1	3
Mar-16	51	61%	12	19	11	3	5	1
Feb-16	44	73%	8	24	5	5	1	1
Jan-16	47	89%	15	27	3	0	1	1
Nov-15	68	87%	23	36	4	2	3	0
Oct-15	96	90%	53	33	4	2	3	1
Sep-15	48	81%	18	21	1	4	3	1

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:

- My family and I have been patients with the surgery for many years and have had fantastic care.
- Having to wait a week or more for an appointment.
- Depends on whose area the person lives in.
- Because I got told to come to this practice by numerous people.
- When you come to the doctors I always get the right answers I am looking for.
- I've never been able to make an appointment by phone. Never heard anything as ridiculous!
- I am the only in this practice I would recommend to friends.
- It has taken me a long time to get an appointment and had to keep ringing over a period of a few months.
- I have always had good care.
- Not bad service.
- My GP was quick to help me in my situation, I was so low I was seen the same day. That's brilliant for GP to act so rapid.
- Have experienced doctors, however some of the junior doctors need to be more informative when discussing a problem.
- I think the GP is good but they never hardly have appointments and half the time you come with a problem and you still leave with it.

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

- Lack of appointments for working people.
- This practice has been my doctors since I was born. All my family are with Parklands and I have never had a problem with the doctors.
- Very good every people.
- Only come here when I can't get into Buttershaw Lane Practice.
- Because I think service is awful. You have to come early to make an appointment and also the doctors are not very good at solving issues.
- Sometimes you can get to see doctor when you need to.
- Always get right answer when I ask.
- Every time I come it's a different doctor (granted, I don't come that often).
- Because I don't come that often.
- Limited time with practice but so far so good.
- The service is excellent.
- Everyone here fantastic get seen asap when needed.
- Staff and doctors always friendly and helpful.
- Flexible appointment. Service. Good GP.
- I have been a patient with this practice since birth and have always received a high level of treatment and service.
- Have been with the practice many years and satisfied.
- Good service.
- Because it's really good at what it does.
- I think it is the best one.
- All doctors considerate and hardworking as well as all staff.
- Because I've been coming here for years and I've always been treated good and friendly.
- No reason not to.
- I get seen when I need to.
- Because my doctor is alright and treat me well and the nurse. I hope they carry on help me with the weight problems to lose. I hope my condition cool down too but everyone is ok.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	20	40%
Female	28	56%
Blank	2	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	4	8%
25 - 34	9	18%
35 - 44	8	16%
45 - 54	10	20%
55 - 64	7	14%
65 - 74	8	16%
75 - 84	2	4%
85+	1	2%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	40	80%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	9	18%
Black/African/Caribbean/Black British	1	2%
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	15	30%
Yes, limited a little	11	22%
No	23	46%
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

