

**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

December 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](mailto:enquiries@cfepsurveys.co.uk)  
w: [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

11 January 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 31 patient questionnaires in December 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=196811>

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

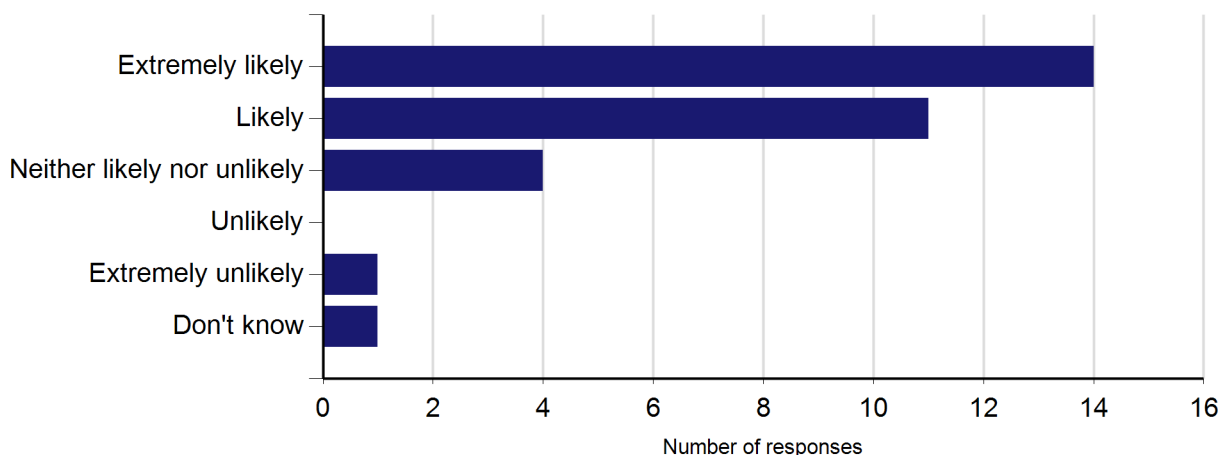
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	14	45%
Passive	Likely	11	35%
Detractors	Neither likely nor unlikely	4	13%
	Unlikely	0	0%
	Extremely unlikely	1	3%
	Don't know	1	3%
Total responses to this question		31	99%

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

Graph 1



**81% 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 31 patients who answered the Friends and Family Test question, 31 (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*	566	75%	184	243	64	33	26	16

\*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-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
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

## 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:

- GP appointments easily made using online system. Nurse appointments can be difficult to make though.
- No problems with the practice. Generally got appointment when asked for.
- Your doctor is the best person of treatment and advice.
- Because I quite like my practice.
- Two of your doctors made early diagnosis and saved my partner from an early death! Cancer then heart.
- Good communication and good internet appointment and prescription service.
- They are polite, listen and I am very happy with the surgery.
- Don't feel get continued care by one doctor and feel your draining NHS by coming to see the doctors and have to make repeated visits.
- The doctors and staff are always helpful and the online booking service is very convenient.
- Staff is very helpful.
- Never had any problems. Always got in when needed.
- I have been very happy with this practice.
- You make appointment and still have to wait 20 minutes later or more. Some do work.

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

- Good service, good doctors who listen.
- A doctor is a doctor. If you are ill it doesn't matter who you see.
- Good service. Appointments available online. Although show up quite late after 12am - 1am! Need to show availability earlier.
- Very difficult to get an appointment with nurse or doctor.
- I feel the care is excellent.
- It easier to get an appointment here than it is elsewhere. Some staff here are more patient friendly.

Demographics

**Q3: Gender**

	Number of responses	Percentage of responses*
Male	13	42%
Female	18	58%
Blank	0	0%

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

**Q4: Age**

	Number of responses	Percentage of responses*
0 - 15	1	3%
16 - 24	2	6%
25 - 34	3	10%
35 - 44	7	23%
45 - 54	6	19%
55 - 64	9	29%
65 - 74	3	10%
75 - 84	0	0%
85+	0	0%
Blank	0	0%

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

**Q5: Ethnic group**

	Number of responses	Percentage of responses*
White	20	65%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	8	26%
Black/African/Caribbean/Black British	2	6%
Other ethnic group	0	0%
Blank	1	3%

\* 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	8	26%
Yes, limited a little	5	16%
No	16	52%
Prefer not say	1	3%
Blank	1	3%

\* 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

