

Private and Confidential

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**Friends and Family Test
Report**

Parklands Medical Practice

February 2017





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6 March 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 February 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=199477>

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

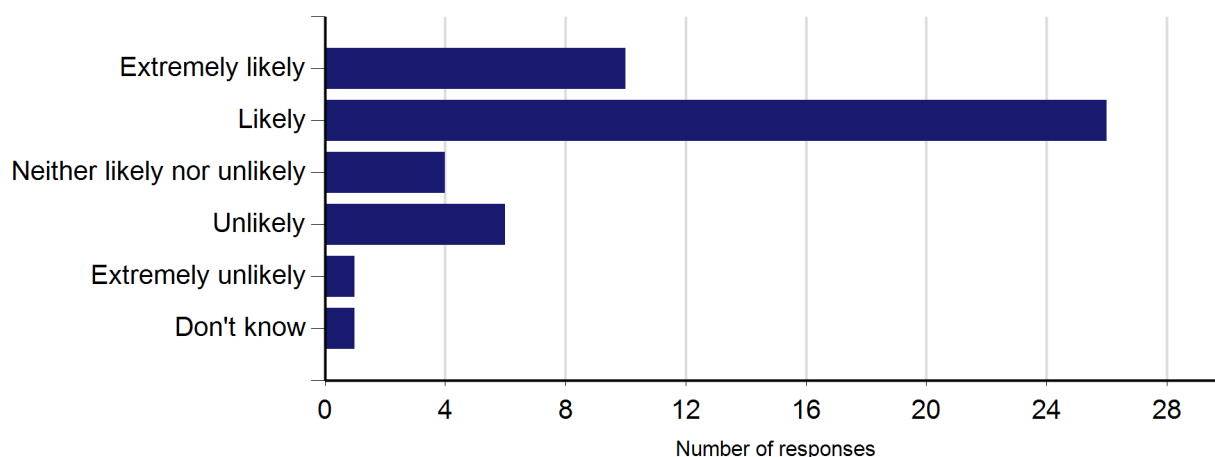
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

| Criteria category for scoring | Response scale | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters | Extremely likely | 10 | 21% |
| Passive | Likely | 26 | 54% |
| Detractors | Neither likely nor unlikely | 4 | 8% |
| | Unlikely | 6 | 13% |
| | Extremely unlikely | 1 | 2% |
| | Don't know | 1 | 2% |
| Total responses to this question | | 48 | 100% |

* May not add up to 100% due to rounding

Graph 1



75% 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* | 590 | 75% | 186 | 254 | 67 | 36 | 29 | 18 |

*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 |
|--------|-----------------------|--|------------------|--------|-----------------------------|----------|--------------------|------------|
| 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 |
| Apr-16 | 46 | 74% | 16 | 18 | 4 | 4 | 1 | 3 |
| Mar-16 | 51 | 61% | 12 | 19 | 11 | 3 | 5 | 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:

- Because we been with the same doctor for years.
- Always had a high level of care, fast and efficient.
- There is always a problem or confusion.
- You don't always get an appointment, even for children when children should come first.
- Can never get appointment, took four days to get one.
- Can never get an appointment.
- Because we are happy coming here.
- Very hard to get appointment, a some doctors not friendly.
- No delay in accessing care.
- I find it suitable.
- As a full-time worker I struggle with phone on the door appointments as I start work at 8.00.
- Friendly and understanding.
- Do not have experience of different practice.

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

- Due to getting appointments, do not always need to come, but when call I always miss appointments or have to call again and again.
- Too long to wait for appointments. Three days.
- Can never get an appointment, but once you're seen to the doctors are brilliant.
- Staff are really helpful and quite attractive.
- Because it's a very good practice and you get all the help, care and treatment needed.
- It is not an emergency and did not warrant A&E and Park Road is a clean and pleasant practice.
- The times I come to the doctors always helpful.
- The practice are very good staff are very helpful and doctors are understanding.
- Although the appointment system is not any good and you sometimes find it difficult to get an appointment, most of the doctors are good.
- The services that are offer, like surgery on Saturday morning.
- The reason is that I get to see the doctor I prefer and I get good diagnosis and treatment.
- Good service and staff.
- Only if they are prepared to stand outside to get an appointment. Early morning.
- Usually it's difficult to get an appointment but the care the doctors give is good.
- Cannot get appointment, waited three days.
- Local for me. Usually get an appointment fairly quickly.

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 | 2 | 4% |
| 16 - 24 | 2 | 4% |
| 25 - 34 | 10 | 21% |
| 35 - 44 | 9 | 19% |
| 45 - 54 | 8 | 17% |
| 55 - 64 | 9 | 19% |
| 65 - 74 | 5 | 10% |
| 75 - 84 | 2 | 4% |
| 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 | 40 | 83% |
| Mixed/Multiple ethnic groups | 0 | 0% |
| Asian/Asian British | 4 | 8% |
| Black/African/Caribbean/Black British | 3 | 6% |
| Other ethnic group | 1 | 2% |
| 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 | 8 | 17% |
| Yes, limited a little | 7 | 15% |
| No | 32 | 67% |
| 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

