

Private and Confidential

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**Friends and Family Test
Report**

Parklands Medical Practice

June 2016





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4 July 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 53 patient questionnaires in June 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=190109>

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

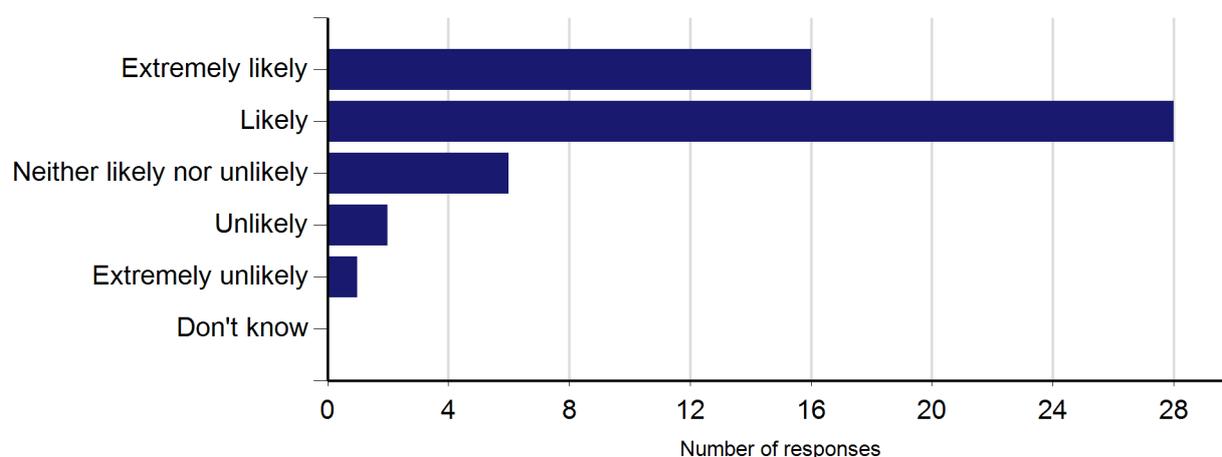
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	16	30%
Passive	Likely	28	53%
Detractors	Neither likely nor unlikely	6	11%
	Unlikely	2	4%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		53	100%

* May not add up to 100% due to rounding

Graph 1



83% 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 53 patients who answered the Friends and Family Test question, 52 (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*	554	81%	202	249	45	29	21	8

*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
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
Aug-15	24	88%	6	15	1	2	0	0
Jul-15	28	89%	16	9	2	1	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:

- Trying to get an appointment is very difficult. I can call every day at 8am and don't get through until 8.20am or after only to get told they have nothing. I now have to wait outside surgery 7.45 just to get an appointment. Also, we are able to book appointments in two weeks advance, even that is taken up. It's very difficult to get an appointment - when you get seen your symptoms get worse.
- Receptionists, GP, nurses are very helpful.
- The assistant or staff are friendly. Since I am register here I have any problem with prescription on order or any order appointment.
- I think that the receptionists are extremely helpful and I received very good people skills from a receptionist in May 2016.
- I think it is a really good practice and all the staff and doctors are very nice.
- Practice seems ok so far.
- Good practice/very helpful.
- You get good service.
- Good service.
- Happy with the service this practice provides. Sometimes difficult to get a quick appointment especially on the day.
- Yes.
- Very helpful and efficient when booking appointments. Pleasant environment.

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

- Because most doctors make you feel if there's nothing wrong with you.
- Usually a good service.
- Always good service.
- I would recommend Parklands to friends or family.
- Because the GPs are excellent but working in difficult circumstances due to the demands on the service.
- When ringing for appointment at 08.00 you can't get through until after 08.40 by that time walk-ins have got appointments. Some receptionist I find are rude.
- It's a practice sometimes under pressure, but I find you always try to do your best. Staff at reception get a hard time but remain professional.
- Shortage of GPs and although surgery is busy at times the service is excellent, from reception to GP and attention and service from GP is excellent in my treatment.
- Always friendly, caring. The receptionist always try their best to accommodate your appointments.
- Never had any problems.
- Because it is bad to get a appointment these days.
- I have been with this practice for many years and the receptionists do their very best to help you as do the doctors.
- I am likely to recommend this GP because when I require an appointment I usually get one quickly, especially if I call in the mornings.
- I'm currently suffering extreme pain, also having extreme problems with my bowels which has been going on for over a year now. The pain has affected my everyday life including all night in and out of pain. I experienced times where I've been in agony to doctors and not able to see a doctor, told to come back early next morning, also my medication never lasts me I end up suffering. Further tests ongoing. Still not sure what diagnosis I have.
- Good reception services. Very friendly, doctors are very good.
- Don't receive the right care or treatment. Problems getting an appointment. Horrible attitudes of some of the reception staff is appalling.
- Good staff. Clean building.
- Repeat visits to clarify my condition.
- Everyone is friendly and are always happy to help.
- Although I am always happy with the consultation once I get an appointment, the difficulty in getting an appointment particularly with the practice nurse is very frustrating.
- Because you get to see the GP quicker.
- Very helpful and professional service. This practice have provided me with help at short notice on many occasions.
- Because the help from all the staff.
- Because that is what I think.
- Pretty good service.
- The practice is a good practice. Doctors and staff are very nice and professional.
- Because most of times you stay on line for long but don't get an appointment even for kids?
- Because when I phone up and ask for appointment I always get very good help.
- Excellent service from GPs and staff.
- Competition, helpful.
- Because I am pleased with the service most of the time. The only downfall is that it is sometimes extremely hard to get an appointment.
- Have too long to wait for appointment.
- I don't feel that it's a bad practice but trying to get an appointment is hard but I think when you do the doctors do take the time to listen.
- Always received sufficient care/advice, also in comparison to other surgeries the doctors do value patients here.
- Very difficult to book appointments, however when you get to see a doctor the advice/treatment is very good.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	20	38%
Female	31	58%
Blank	2	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	3	6%
25 - 34	10	19%
35 - 44	9	17%
45 - 54	8	15%
55 - 64	12	23%
65 - 74	5	9%
75 - 84	3	6%
85+	1	2%
Blank	2	4%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	36	68%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	5	9%
Black/African/Caribbean/Black British	5	9%
Other ethnic group	3	6%
Blank	2	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	7	13%
Yes, limited a little	12	23%
No	28	53%
Prefer not say	6	11%
Blank	0	0%

* May not add up to 100% due to rounding

Supporting documents

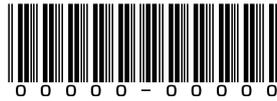
Additional information on the Friends and Family Test

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

