

**Private and Confidential**

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**Friends and Family Test  
Report**

Parklands Medical Practice

July 2016





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8 August 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 49 patient questionnaires in July 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=190110>

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?**

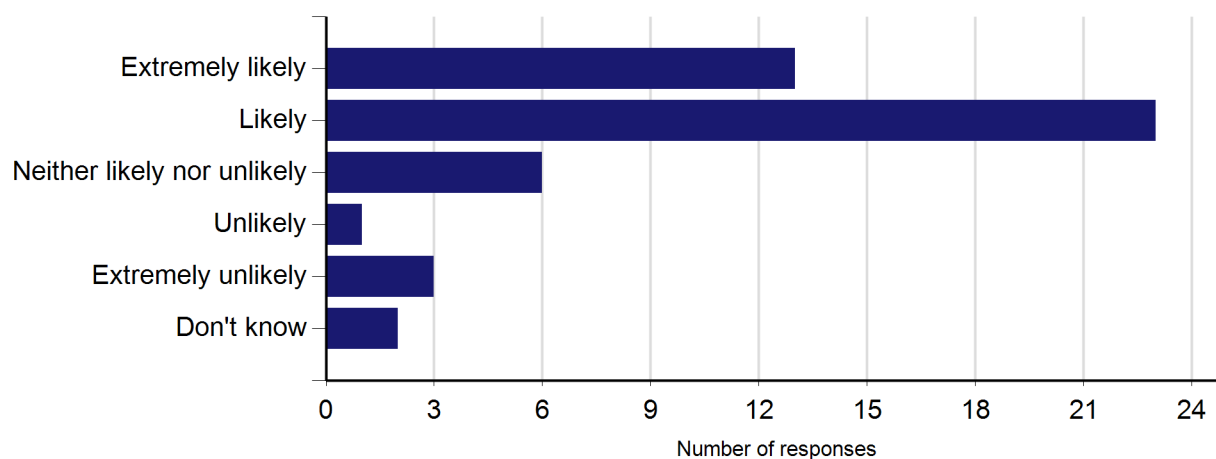
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	13	27%
Passive	Likely	23	48%
Detractors	Neither likely nor unlikely	6	13%
	Unlikely	1	2%
	Extremely unlikely	3	6%
	Don't know	2	4%
Total responses to this question		48	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	49

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*	574	80%	199	263	49	29	24	10

\*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
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
Aug-15	24	88%	6	15	1	2	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:

- Communication can be hit and miss. Unfortunately this can lead to me personally becoming extremely anxious over my overdue medication.
- Good doctors, only complaint is the number of appointments available.
- I think staff helpful, only part hard is getting an appointment! You after go to surgery or all go! Nurses appointment are bad too after wait because never no appointment.
- It is very difficult to get an appointment to see a doctor at times!
- I have been registered with the practice many years without any problems.
- I admire the doctors and nurses.
- Online appointment system.
- It's hard to get an appointment sometimes waiting times in the practice can be long.
- Can't get prescription right. Practice badly organised.
- Because they are usually good.
- Can't get appointments.
- Doctors at the surgery are thorough and friendly and professional, I am able to get an emergency appointment if I ring on the day, the only downside is having to wait two weeks for routine appointments and appointments run over a lot, having to wait longer in surgery to be seen.

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

- Because sometimes they are a really good practice but when they busy you get overlooked or forgotten about.
- Times when you can never get appointment.
- Find it hard to get appointments that suit us, but have no problems with the care or staff.
- It's an ok practice it's just a shame you cannot get an appointment over the phone one has to queue outside at 8am if you're at the back of the queue you've no chance. I came five times in a week on crutches so not very good service.
- I have always been able to get an appointment on the same day or a few days after however the service on the phones on a morning can be quite poor.
- Appointments are hard to book!
- Getting an appointment with a doctor is like getting an appointment with the Queen! Doesn't happen!
- Good doctors, reliability, friendly service.
- I always have an appointment when I needed. I am happy with doctors and nurses. Thanks.
- Because I can never get an appointment.
- Very good.
- Very difficult to get an appointment for the next day when fastest finger first has failed. To secure an appointment.
- 1) Waiting time and appointments never on time. 2) Hard to get appointments. 3) Staff friendly.
- Friendly bunch.
- Because I am satisfied.
- Because I have been with this practice for a long time now and I have no complaints.
- Got no problem with the service.
- Generally good doctors and I like the easy to use online booking system, much easier than having to ring at 8am and 2pm which is generally during work hours.
- It can be difficult to get an appointment but overall I'm happy with the care I receive.
- Usually always get an appointment on the day or day after.
- Appointments can be booked when required. Good amount of time given to patients during appointments. Friendly staff appropriate waiting room area.
- I am very happy with my doctor.
- Because if you don't ring dead on at 8.00am there's no doctor to see you.
- Very hard to book an appointment. Appointments never available. Staff can be very rude on the phone. Always left waiting ages for appointment.
- Can be long waiting for an appointment, has ring on the day fills up quickly.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	16	33%
Female	32	65%
Blank	1	2%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	4	8%
25 - 34	13	27%
35 - 44	9	18%
45 - 54	7	14%
55 - 64	7	14%
65 - 74	7	14%
75 - 84	0	0%
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	41	84%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	4	8%
Black/African/Caribbean/Black British	2	4%
Other ethnic group	0	0%
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	14	29%
Yes, limited a little	10	20%
No	22	45%
Prefer not say	2	4%
Blank	1	2%

\* 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

