

**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

March 2017





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)

4 April 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 49 patient questionnaires in March 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=199478>

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

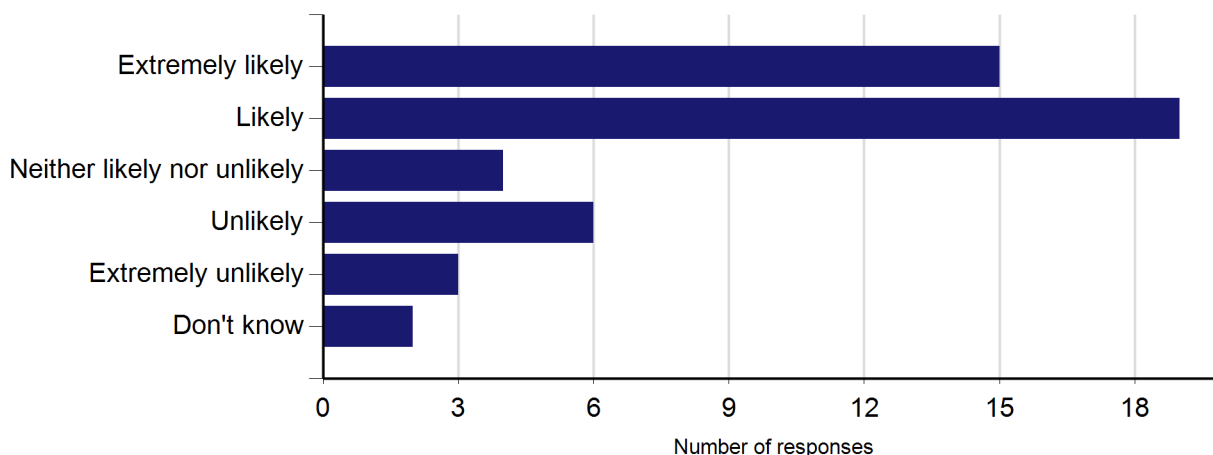
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	15	31%
Passive	Likely	19	39%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	6	12%
	Extremely unlikely	3	6%
	Don't know	2	4%
Total responses to this question		49	100%

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

Graph 1



**69% 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, 49 (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*	588	75%	189	254	60	39	27	19

\*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
Mar-17	49	69%	15	19	4	6	3	2
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

## 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:

- Both receptionists were pleasant and helpful.
- Because most of the doctors know my condition and they try to help in every way.
- Good doctors, just system is a bit crap to be honest. If ring up after 8.30am no appointment that day so got to wait until next day.
- Can never get an appointment when you need one.
- Always find it difficult to get an appointment, i.e. must ring at 8.00am - repeated times - engaged. Then by 8.15am full for day. Can't pre-book over a week. Not open when working people want to come.
- The service has helped to improve my health. Friendly service.
- Too difficult to get appointments. Very bad for parking service from doctors and varies too much. Sometimes good, sometimes very poor. Receptionists' attitudes not good.
- Professional service.
- It's a good surgery, but some of the reception staff think they're God and do not listen to the patients, but don't have no problems at this moment in time.
- Friendly, helpful service.
- Because I found the service to be generally ok.
- It's really hard to get an appointment on a morning.

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

- I'm impressed with the manners and the concerns my doctors have shown me.
- I think the practice is in the same position as other practices, i.e. hard to get appointments. So don't think patients would get a better service at others so would recommend based on that. Don't think it's the best but not the worst either.
- It is a good practice. The receptionists are helpful without appearing nose-y like some other practices. The doctors are always polite and helpful.
- I like the doctors and staff here.
- Because the doctor listens and actually appears to care.
- Excellent doctors.
- Happy with surgery, just getting appointment a problem.
- The doctors are very good especially one of the doctors. He has been my family doctor for over 10 years.
- Happy with doctors and surgery.
- Good doctors.
- Because GP keeps changing. It spoils the friendship, family doctors. It's political. Hard to get an appointment.
- Friendly staff.
- Friendly environment. Pleasant receptionist. Understanding and caring to situation.
- Everyone needs help. Appreciate as little or as much help given.
- Friendly staff. Has recently become easier to make an appointment.
- In terms of the practice and doctors, everything is in the perfect order from facilities to competent people. Disregarding the reception staff, they are arrogant. Not helpful at all. Don't have the right manner to approach patient.
- Because I tried to book an appointment with doctor for many times, had experience in arguments related to it. Find just after three months and personal visit in practice I've got an appointment.
- I've been with doctor for a lot of years and never had any problem whatsoever.
- Fantastic service!
- Because it's a good practice.

Demographics

**Q3: Gender**

	Number of responses	Percentage of responses*
Male	18	37%
Female	28	57%
Blank	3	6%

\* 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	8	16%
35 - 44	11	22%
45 - 54	5	10%
55 - 64	11	22%
65 - 74	7	14%
75 - 84	3	6%
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	37	76%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	3	6%
Black/African/Caribbean/Black British	4	8%
Other ethnic group	0	0%
Blank	3	6%

\* 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	11	22%
No	22	45%
Prefer not say	2	4%
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

