

Private and Confidential

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**Friends and Family Test
Report**

Parklands Medical Practice

May 2017





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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 May 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=203655>

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?

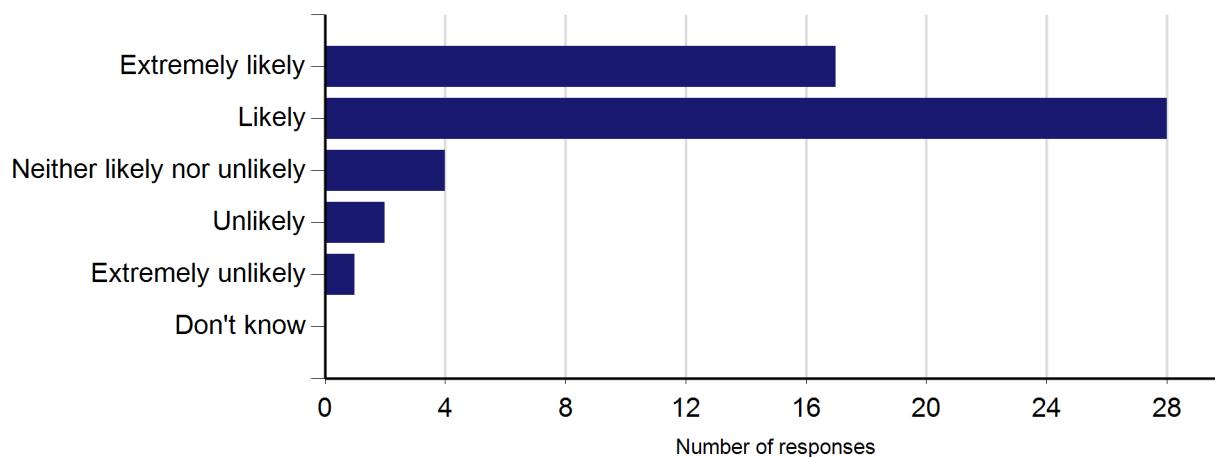
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	17	33%
Passive	Likely	28	54%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	2	4%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		52	101%

* 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	53

Graph 1



87% 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 52 patients who answered the Friends and Family Test question, 52 (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*	592	76%	182	267	61	39	26	17

*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
May-17	52	87%	17	28	4	2	1	0
Apr-17	47	70%	11	22	5	6	2	1
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

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:

- Always get an appointment quickly, also as I work, reception fit me in when it is convenient for me after work.
- Lack of appointments available.
- Have not been with this doctors long, but find the staff to be kind and helpful.
- Difficult to get appointments.
- No family close by except those already registered here. Friends at other practices and would not wish to change.
- Very good service.
- Because when I come sometimes I don't always get the full help I require but I still get polite service from all staff.
- Services are better than most other surgeries.
- Because the doctors are good and helpful. The have helped me and my family through hard times.
- This practice is very nice and appointments always on time. Lovely reception.
- Can be quite difficult to get appointments but reception do try their best when emergencies. Nice and friendly.
- Good practice.
- Not perfect but fine.
- Because it's too hard to get an appointment.

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

- Never had any issues with GP get appointments when needed - have elderly parents who get home visits no problems.
- The doctors are very good, but you have great difficulty in getting an appointment.
- When you need an appointment you don't have to wait. Staff are very polite and helpful.
- An infant with chicken pox was advised by receptionist cannot come in with the infant as contagious. Receptionist not a doctor or qualified to advise. Need more training in customer care and empathy. After my discussion I got a GP appointment immediately.
- Convenience only in the area I live and maybe others.
- Good service in all areas, always friendly and easy to talk to.
- Service very good.
- Good treatment and friendly efficient doctors and staff.
- Very polite staff, not very long waiting times in queues and appointments.
- Some of the doctors are fantastic, however it's very difficult to get an appointment.
- The majority of the doctors are good and treat patients with respect.
- Staff and GPs so helpful.
- Due to the practice having good doctors and nurses, although appointments are very hard to get.
- Never had any problems, been with you since been born.
- Very good practice and are always helpful.
- More time to talk to your doctor about your illness.
- Go the extra mile to care for us as patients. Had a letter sent home as my phone was disconnected, don't feel neglected.
- If you need an appointment you don't have to wait long.
- Because I feel that the practice is too overwhelmed with patients already.
- It's a good practice but limited appointments even if you book online and hard to keep to the same doctor.
- Family doctors for years.
- Great helpful staff.
- Based on the good treatment I've received from the practice and good impression made on me, I recommend the practice to others.
- Friendly service, choice of clinicians who understand needs of people. Saturday clinics are a blessing for working people.
- It is hard to get appointments, my partner has been in the surgery at 7.50 and there was no appointments left. Otherwise the doctors are so good.
- Good doctors. You can make appointment with either female or male doctor.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	16	30%
Female	35	66%
Blank	2	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	2	4%
16 - 24	7	13%
25 - 34	8	15%
35 - 44	11	21%
45 - 54	8	15%
55 - 64	5	9%
65 - 74	6	11%
75 - 84	5	9%
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	34	64%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	13	25%
Black/African/Caribbean/Black British	3	6%
Other ethnic group	2	4%
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	15%
Yes, limited a little	12	23%
No	30	57%
Prefer not say	3	6%
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

