

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

November 2016





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
w: www.cfepsurveys.co.uk

6 December 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 51 patient questionnaires in November 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=196810>

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?

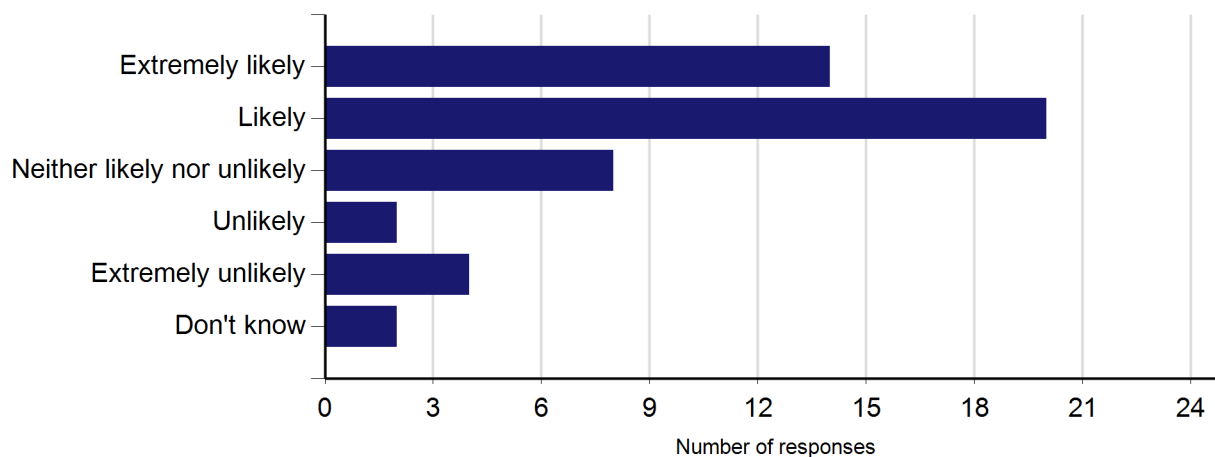
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	14	28%
Passive	Likely	20	40%
Detractors	Neither likely nor unlikely	8	16%
	Unlikely	2	4%
	Extremely unlikely	4	8%
	Don't know	2	4%
Total responses to this question		50	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	51

Graph 1



68% 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 50 patients who answered the Friends and Family Test question, 49 (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*	535	75%	170	232	60	33	25	15

*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
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
Feb-16	44	73%	8	24	5	5	1	1
Jan-16	47	89%	15	27	3	0	1	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:

- Very poor service. And impossible to get in to see a GP.
- Because I think the staff and doctors are nice friendly and very helpful, I didn't mark extremely likely because I feel there could be improvement on appointment availability.
- Because I am well looked after by all doctors nurses and all other staff. Have been with this practice for a number of years and I am happy.
- Long periods of time before you can get appointment.
- Because most times you can't get through to book an appointment by phone, sometimes receptionist also very rude, and you need to make it clear that the only time you can book an appointment is in the morning.
- Very friendly, and never had any problems.
- Our family have been with Parklands Medical for many years and we received best service all the time.
- Can usually get appointments if you ring up at 8. Not usually waiting too long to be seen.
- I don't know anyone else in the catchment.
- Never had problems or (issues haven't been left unresolved).
- I have only been to this practice once so cannot comment much. It appears friendly.
- It is getting harder to get an appointment when you need it.
- Best the best.

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

- I've been with Parklands for many years and have always been treated with respect, kindness and made to feel human and welcome at both practices.
- Appointment system ridiculous and frustrating. Not enough time (doctors and appointment).
- Receptionist always kind and polite, helpful.
- Generally a good and professional practice.
- Provide good service.
- Family been here many years.
- More doctors available than other surgery. However, need to improve appointment system. Difficult to get through over the phone between 8-8.30am. Phone constantly remains engaged.
- Difficult to get appointments - none available. Confusion when having an appointment at Buttershaw Lane - shows as "Parklands Medical Practice", rather than Buttershaw Lane!
- One of the doctors.
- Very happy with service.
- Good surgery. Hard to get appointments.
- Because there is always Saturday morning appointments available when I am working all week.
- I found the doctors really listen to you.
- The treatment I am receiving is very good.
- Hard to get appointments to suit my day to day life!
- Some of the doctors not really good, but some of them do like to help.
- Very polite and always patient.
- Hard to get appointments. If in work very hard to ring at opening times.
- I find it very difficult to get an appointment.
- Most of my friend can get an appointment at their doctor on the day. Most have walk-in clinics, when you phone up here it normally takes three weeks before you can get an appointment. You have to come into the doctors before 8am to get an appointment.
- I have been a patient at this practice for many years and always had good care.
- Myself and family have been coming to this practice for many years, the last several years have been horrendous trying to get an appointment. Having to come down here at 7.30am when you are not well!
- It's quite easy to get appointment and doctors are friendly and helpful as are reception staff!

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	22	43%
Female	27	53%
Blank	2	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	2	4%
25 - 34	8	16%
35 - 44	6	12%
45 - 54	12	24%
55 - 64	13	25%
65 - 74	6	12%
75 - 84	3	6%
85+	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	40	78%
Mixed/Multiple ethnic groups	3	6%
Asian/Asian British	4	8%
Black/African/Caribbean/Black British	4	8%
Other ethnic group	0	0%
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	5	10%
Yes, limited a little	12	24%
No	29	57%
Prefer not say	2	4%
Blank	3	6%

* 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?

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

