

Private and Confidential

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**Friends and Family Test
Report**

Parklands Medical Practice

October 2016





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2 November 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 52 patient questionnaires in October 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=190113>

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

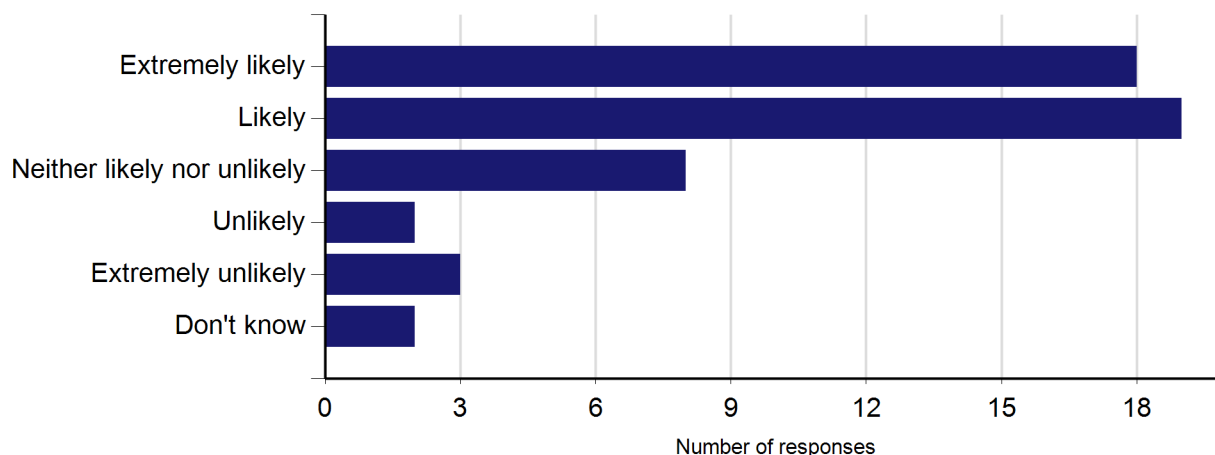
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	18	35%
Passive	Likely	19	37%
Detractors	Neither likely nor unlikely	8	15%
	Unlikely	2	4%
	Extremely unlikely	3	6%
	Don't know	2	4%
Total responses to this question		52	101%

* May not add up to 100% due to rounding

Graph 1



71% 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, 50 (96%), filled out a paper questionnaire and 2 (4%), 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*	553	77%	179	248	56	33	24	13

*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
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
Nov-15	68	87%	23	36	4	2	3	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:

- Can never get an appointment when you want one or make one in advance.
- No particular reason.
- It takes too long to get an appointment.
- First time as new patient. Where I was before we had to stand outside the practice from 7:30am in all weathers. Reception sometimes didn't open the doors until 8:15am, so on that alone being able to sit inside and wait until 8am to make an appointment, I would recommend this GP.
- The doctors here are so nice and some have helped my family through a very difficult time recently. We as a whole are extremely grateful for their care and attention.
- Always been good to me.
- Been living in this area many years, not let me down once.
- Got me an appointment asap.
- Not sure would suggest any surgery at the moment. GPs, etc. are under too much pressure and it is showing. They don't listen as much and more errors are happening. Worried about future of NHS.
- Depends on what treatment/care, etc. they needed (or even for advice) if for say it was something serious then no. Miracles come in great timings.
- Because I don't know.
- All the staff are really friendly and good.

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

- Convenient location.
- It can be difficult to obtain an appointment on the day. Have to wait a fortnight and it can be too long a wait.
- I have depression and need to see a doctor for reviews and similar things.
- Been here many years.
- Receptionists extremely helpful and polite.
- Friendly staff. Efficient appointments.
- Clinic and staff are very good.
- Great online service to book appointments. Good availability of doctors/appointments. Friendly/professional staff.
- Because the doctors are really helpful and can treat the patients really well. They're really understandable.
- There is very little delay.
- Because every time I am here I am always likely to get the help required.
- I have always been satisfied with my health and wellbeing here.
- This surgery never can get appointment when needed. Good staff and doctor but appointments bad.
- It takes too long to get an appointment no matter what age you are who need seeing to.
- Too long to see a doctor.
- Really difficult to get appointments. Had to book a day off work today to bring my daughter down at 8am to get an appointment. You cannot just call and see doctor 2-3 days after your illness.
- Always had good professional service.
- Good service, friendly staff.
- A lot more waiting than Park Road. Appointments used to be available online but none available at midnight as before.
- I have always had first class treatment from the doctors.
- I didn't know you had much choice. I thought you had to live in the catchment area.
- Because I have always looked after well.
- Friendly staff at the reception have set a good image of the GP practice.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	20	38%
Female	29	56%
Blank	3	6%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	2	4%
16 - 24	3	6%
25 - 34	8	15%
35 - 44	9	17%
45 - 54	15	29%
55 - 64	4	8%
65 - 74	8	15%
75 - 84	2	4%
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	32	62%
Mixed/Multiple ethnic groups	2	4%
Asian/Asian British	15	29%
Black/African/Caribbean/Black British	1	2%
Other ethnic group	1	2%
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	16	31%
Yes, limited a little	8	15%
No	24	46%
Prefer not say	4	8%
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

