

Private and Confidential

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**Friends and Family Test
Report**

Parklands Medical Practice

September 2016





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5 October 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 47 patient questionnaires in September 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=190112>

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?

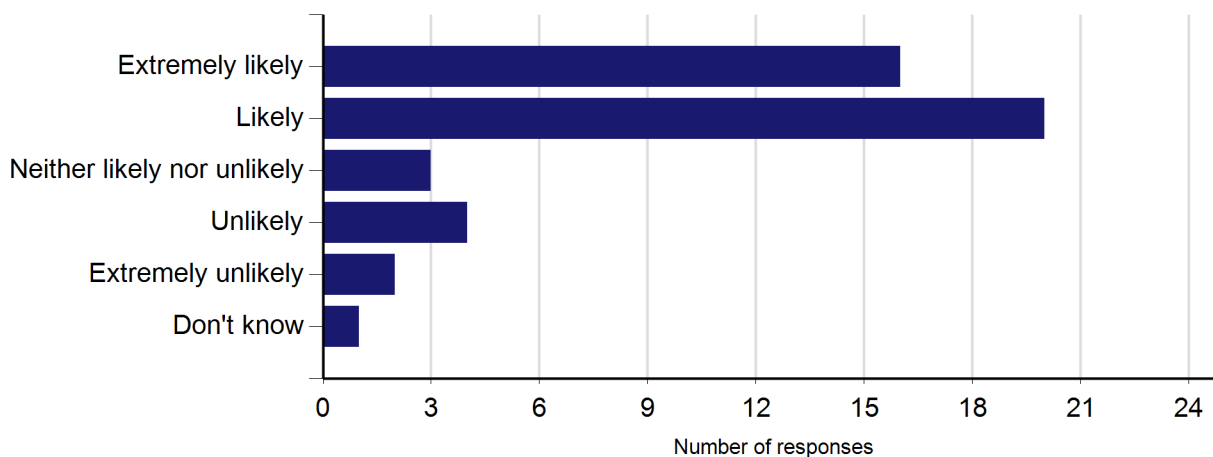
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	16	35%
Passive	Likely	20	43%
Detractors	Neither likely nor unlikely	3	7%
	Unlikely	4	9%
	Extremely unlikely	2	4%
	Don't know	1	2%
Total responses to this question		46	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	47

Graph 1



78% 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 46 patients who answered the Friends and Family Test question, 46 (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*	597	80%	214	262	52	33	24	12

*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
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
Oct-15	96	90%	53	33	4	2	3	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:

- The doctor was very helpful and polite.
- I can always get an appointment mainly online when I need one.
- Good service.
- This is a good GP service.
- Doctors I have seen have been very good with me and family.
- I am happy with my treatment, etc. Would like to have appointments more readily available. Just had one problem with a receptionist who raised her voice and was getting out of patience with me. But otherwise doctors and receptionists are good.
- Good, quick, efficient service. Helpful.
- Helpful, responsive reception staff. GPs listen and try to respond to issues.
- Friendly staff and doctors, only downside is appointment availability sometimes but that's the same everywhere. Option to book online is a good thing.
- Been here for many years and happy.
- Friendly, helpful.
- Good practice.

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

- The doctors listen to the patient and not focus on their computer screen until it's necessary. Their advice and time is very much appreciated by this particular patient.
- Never get help when really needed.
- Good doctors service, they listen to your health problems and you don't feel rushed.
- Friendly staff who have looked after my son brilliantly. Best doctors surgery.
- Because they hardly got appointments for own patients.
- Good practice.
- Yes our GP practice is very good.
- Nearly impossible to get a doctors appointment. Even when appointments are available you are advised to contact at 8am on the day and when you eventually get through all appointments have gone.
- It's a good GP surgery.
- The practice is obviously under pressure to see current patients.
- Because you can't get in to see the GP. If you phone at 8am still no appointment.
- Very helpful with mental health.
- Have to walk to GP surgery to be able to get an appointment, unable to get one by ringing. Impossible for patients who are elderly, live a distance or don't drive.
- Trying to get an appointment is very difficult.
- Usually prompt.
- You are a good doctors.
- Find all GPs very caring. Don't rush you. Listen well. Always able to get an appointment.
- Because there is hardly ever any late appointments for workers that finish work around six. One day a week they should close later than six.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	16	34%
Female	30	64%
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	2	4%
25 - 34	7	15%
35 - 44	6	13%
45 - 54	8	17%
55 - 64	11	23%
65 - 74	7	15%
75 - 84	5	11%
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	37	79%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	8	17%
Black/African/Caribbean/Black British	1	2%
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	7	15%
Yes, limited a little	7	15%
No	28	60%
Prefer not say	4	9%
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

