

**Private and Confidential**

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**Friends and Family Test  
Report**

Sherrington Park Medical Practice

August 2018





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6 September 2018

Dear Ms Soubry

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 50 patient questionnaires in August 2018.

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=218589>

Please contact the office on 01392 927005 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?**

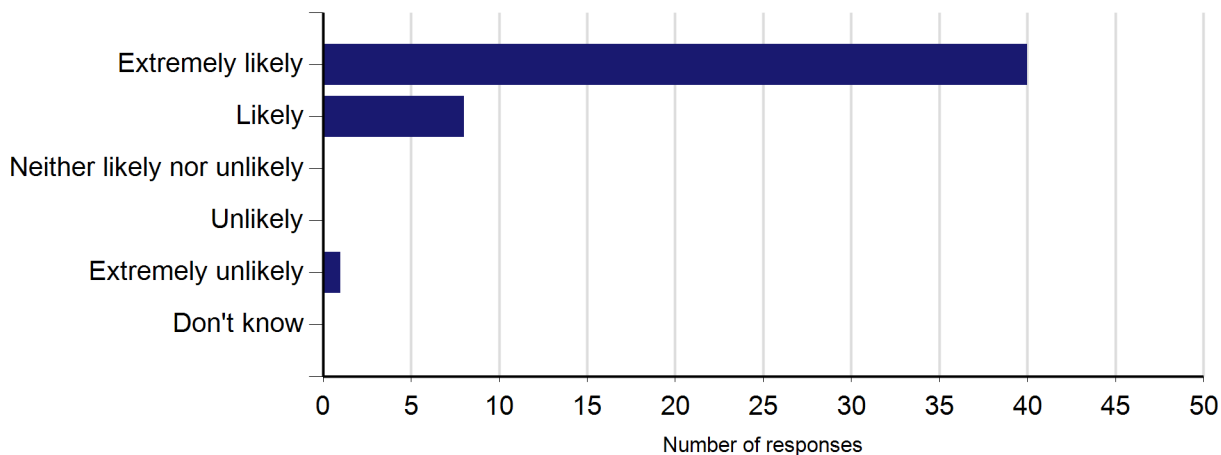
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	40	82%
Passive	Likely	8	16%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	0	0%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		49	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	50

Graph 1



**98% 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*	174	94%	128	35	5	1	5	0

\*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
Aug-18	49	98%	40	8	0	0	1	0
Jul-18	6	100%	4	2	0	0	0	0
Jun-18	6	100%	3	3	0	0	0	0
May-18	24	96%	16	7	0	0	1	0
Mar-18	11	82%	8	1	2	0	0	0
Feb-18	23	100%	20	3	0	0	0	0
Jan-18	15	93%	11	3	0	0	1	0
Dec-17	13	92%	8	4	0	1	0	0
Nov-17	6	83%	4	1	0	0	1	0
Oct-17	10	100%	8	2	0	0	0	0
Sep-17	11	64%	6	1	3	0	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:

- I have had really good service.
- Warm, kind, organised and efficient.
- Appointment easy to get. Doctor is very caring. Staff are helpful.
- I have always been happy with all my treatment received here.
- Never had any problems with service.
- Always extremely satisfied with the care given. Receptionists are always helpful and friendly too.
- Great service and always help you that bit extra.
- Appointments always available. Courteous staff. Caring, effective doctoring.
- Doctor listens to the patient. Receptionists are polite and helpful.
- Have been with the practice for many years and never had any problems. Staff and doctors are great.
- Never had any problems.
- Very friendly, very trustable GP, nurse and staff.
- The doctor has provided excellent treatment for me.
- Person I saw was so caring and took time to hear me out rather than shooing me out.
- Don't normally wait long to get an appointment. Waiting in surgery time is about normal. Everyone is pleasant.

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

- Really impressed with the doctor. Great practice. Can always get in when I need to. Very friendly, helpful staff.
- Because it's a great surgery.
- Everybody and everything is perfect!
- The doctor very good at diagnosing issues affecting me e.g. problem with shoulder that was getting physio treatment for.
- The doctor is by far the best doctor I've ever had. I was about to leave and find another doctor but they arrived just in time. I'm so pleased I have them.
- Extremely pleased with the service, very professional.
- Friendly staff, good care.
- It's good to know GP and, more importantly, they know you. It's definitely easy to get an appointment. My GP is happy to refer me on!
- Ease of getting an appointment. Understanding doctor.
- Very good caring.
- As all the staff are great and treatment is always exceptional. I have been a patient here since I was born and I would never change practice.
- Fast, efficient and caring surgery.
- Usually don't have difficulty getting an appointment, even if I ring on the day.
- Never been let down by the surgery!
- Helpful staff and easy to make an appointment.
- Get seen on the same day when ringing at 8am.
- Always try and get me in when ring up, sometimes late but not offered so that's good, and my doctor is lovely.
- Always put patients first.
- Good service.
- Always had a good experience.
- Been here a long while. Staff all lovely.
- Very good service from reception, both face to face and on the telephone. The doctors are friendly/approachable and professional. You can usually get an appointment without waiting for too long.
- Do their best to get appointment. Doctor very helpful and thorough. Receptionists always polite and cheerful.
- I have been a patient of this medical practice for many years and have enjoyed a very kind and professional service.
- All the staff are really friendly and it's usually really easy to get an appointment on the same day. I really like my doctor and nurse. They are very helpful and listen to what concerned about.
- Easy to get appointments, kind staff, GP very helpful and caring. Good with long-term conditions. Nurses also lovely.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	27	54%
Female	21	42%
Blank	2	4%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	1	2%
25 - 34	10	20%
35 - 44	9	18%
45 - 54	8	16%
55 - 64	10	20%
65 - 74	7	14%
75 - 84	4	8%
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	39	78%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	5	10%
Black/African/Caribbean/Black British	2	4%
Other ethnic group	2	4%
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	4	8%
Yes, limited a little	14	28%
No	31	62%
Prefer not say	1	2%
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

