

**Private and Confidential**

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**Friends and Family Test  
Report**

Sherrington Park Medical Practice

April 2019





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8 May 2019

Dear Ms Soubry

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 25 patient questionnaires in April 2019.

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=230571>

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?**

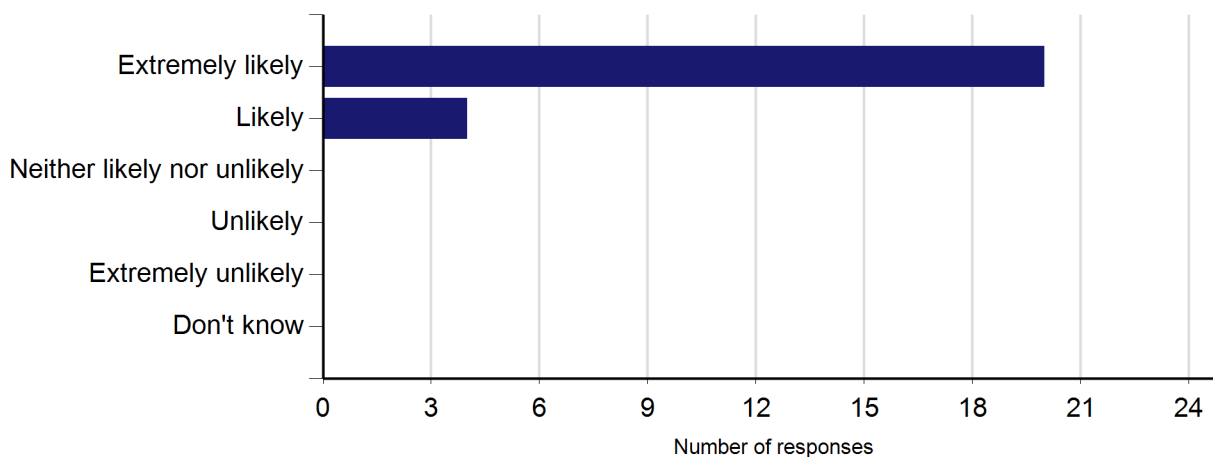
Table 1

| Criteria category for scoring    | Response scale              | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters                        | Extremely likely            | 20                  | 83%                      |
| Passive                          | Likely                      | 4                   | 17%                      |
| Detractors                       | Neither likely nor unlikely | 0                   | 0%                       |
|                                  | Unlikely                    | 0                   | 0%                       |
|                                  | Extremely unlikely          | 0                   | 0%                       |
|                                  | Don't know                  | 0                   | 0%                       |
| Total responses to this question |                             | 24                  | 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   | 25 |

Graph 1



**100% 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 24 patients who answered the Friends and Family Test question, 24 (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* | 288                   | 97%  | 214                                   | 64     | 7                           | 0        | 3                  | 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 |
|--------|-----------------------|--|------------------|--------|-----------------------------|----------|--------------------|------------|
| Apr-19 | 24                    | 100%   | 20               | 4      | 0                           | 0        | 0                  | 0          |
| Mar-19 | 27                    | 96%  | 23               | 3      | 1                           | 0        | 0                  | 0          |
| Feb-19 | 26                    | 96%  | 21               | 4      | 1                           | 0        | 0                  | 0          |
| Jan-19 | 22                    | 100%   | 15               | 7      | 0                           | 0        | 0                  | 0          |
| Dec-18 | 20                    | 90%  | 16               | 2      | 2                           | 0        | 0                  | 0          |
| Nov-18 | 27                    | 93%  | 18               | 7      | 2                           | 0        | 0                  | 0          |
| Oct-18 | 27                    | 96%  | 16               | 10     | 1                           | 0        | 0                  | 0          |
| Sep-18 | 30                    | 97%  | 22               | 7      | 0                           | 0        | 1                  | 0          |
| 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          |

## 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:

- Good.
- I can understand why this place got outstanding, care is beyond that which is expected.
- Love this place, amazing doctors and all staff are lovely!
- Great practice.
- Can usually get appointments quite soon - no long waits.
- Usually easy to get an appointment. Staff are very friendly and helpful.
- Doctor takes time to listen to you. Receptionists are friendly. Quick appointments.
- Convenient, usually can get an appointment quickly.
- Always had great care given by doctor and nurse. Have already recommended to my parent who is now a patient.
- People tend to go to doctors local to them - so I think it's more of a personal choice, but I would also recommend.
- Been at this surgery for many years. Best service and attention to patients, wouldn't go anywhere else.
- Reception staff are friendly and helpful. I don't feel rushed when talking to the doctor. It is very easy to get an appointment - especially if it is urgent and I need a same day appointment. Pleasant waiting area.
- Excellent family care.

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

- I am English, I enjoy coming.
- My GP has been particularly supportive during my many year battle with my illness. My GP has been proactive in ensuring I get the medication and hospital appointments I have regularly needed. The staff on reception are always welcoming and extremely helpful.
- Polite staff and good doctors. Excellent advice given with care and consideration.
- Quick, easy and reliable.
- Always had excellent treatment and support.
- Never had any problems with this practice.
- Very pleasant and polite receptionists. Always get an appointment when needed. Nurses and doctors are professional and patient.
- Excellent care, understanding and practical support. Easy to get an appointment.
- Very accommodating and would try their utmost to oblige if you are working.
- Appointments always available. One doctor gives person-centred care and they listen! Professional, friendly staff.

## Demographics

### Q3: Gender

|        | Number of responses | Percentage of responses* |
|--------|---------------------|--------------------------|
| Male   | 9                   | 36%                      |
| Female | 14                  | 56%                      |
| Blank  | 2                   | 8%                       |

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

### Q4: Age

|         | Number of responses | Percentage of responses* |
|---------|---------------------|--------------------------|
| 0 - 15  | 0                   | 0%                       |
| 16 - 24 | 4                   | 16%                      |
| 25 - 34 | 3                   | 12%                      |
| 35 - 44 | 4                   | 16%                      |
| 45 - 54 | 5                   | 20%                      |
| 55 - 64 | 3                   | 12%                      |
| 65 - 74 | 5                   | 20%                      |
| 75 - 84 | 1                   | 4%                       |
| 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                                 | 17                  | 68%                      |
| Mixed/Multiple ethnic groups          | 3                   | 12%                      |
| Asian/Asian British                   | 3                   | 12%                      |
| Black/African/Caribbean/Black British | 0                   | 0%                       |
| Other ethnic group                    | 2                   | 8%                       |
| 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    | 1                   | 4%                       |
| Yes, limited a little | 5                   | 20%                      |
| No                    | 18                  | 72%                      |
| Prefer not say        | 1                   | 4%                       |
| 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

