

**Private and Confidential**

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**Friends and Family Test  
Report**

Sherrington Park Medical Practice

August 2019





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10 September 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 August 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=234153>

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

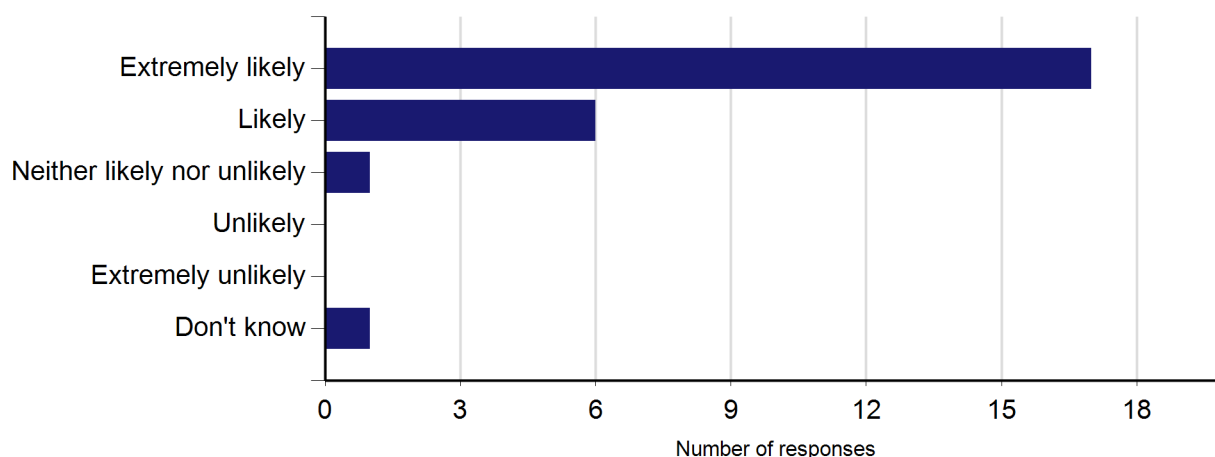
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	17	68%
Passive	Likely	6	24%
Detractors	Neither likely nor unlikely	1	4%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	1	4%
Total responses to this question		25	100%

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

Graph 1



**92% 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 25 patients who answered the Friends and Family Test question, 25 (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*	303	96%	224	68	9	0	1	1

\*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-19	25	92%	17	6	1	0	0	1
Jul-19	22	100%	16	6	0	0	0	0
Jun-19	29	97%	21	7	1	0	0	0
May-19	24	100%	19	5	0	0	0	0
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

## 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:

- One doctor always tries to fit me in where possible and will call if they can't fit me in at the surgery. They listen and always seem like they empathise with what's happening. They have been fabulous in getting me the correct treatment and medication for my condition and its associated problems.
- Seems friendly, efficient and trust GPs.
- Our treatment has always been excellent and we appreciate the ease of booking appointments.
- Great service, communication. Great GPs!
- Friendly and quick.
- Staff at reception are always very polite, kind and professional. My experience with the doctors, nurses and all staff has always been a pleasant experience.
- Doctors helpful and offer good suggestions, reception staff polite and helpful.
- Great care.
- I love it here. Can always get an appointment with the doctors and nurses.
- New here, happy with the service. Doctors are friendly, reception are nice!
- I like this doctors, feel comfortable when I come.
- Friendly atmosphere, caring doctors. Overall a top service.

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

- Because I have been coming for years! My kids now come here, it's friendly and staff are very welcoming.
- It is a very good surgery and I get appointments when needed.
- Quality of care/customer service. Ability to get an appointment as required.
- As a patient of many years visiting, I have always been seen without a long wait. One of the doctors is a good listener and makes you feel relaxed.
- Would have answered "Extremely likely" but had to chase up some scan results several times. Scan done but couldn't get results until later in the year then had to have another scan.
- Doctors and other staff are very professional and kindly. Doctor always explain me really good everything.
- Always able to get an appointment, don't have to wait long. Friendly staff, homely environment.
- Usually quick appointments and good care.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	12	48%
Female	13	52%
Blank	0	0%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	3	12%
25 - 34	7	28%
35 - 44	5	20%
45 - 54	2	8%
55 - 64	3	12%
65 - 74	3	12%
75 - 84	1	4%
85+	0	0%
Blank	1	4%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	19	76%
Mixed/Multiple ethnic groups	2	8%
Asian/Asian British	1	4%
Black/African/Caribbean/Black British	3	12%
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	1	4%
Yes, limited a little	3	12%
No	19	76%
Prefer not say	1	4%
Blank	1	4%

\* 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

