

**Private and Confidential**

Ms Lynda Soubry  
Sherrington Park Medical Practice  
402 Mansfield Road  
Nottingham  
NG5 2EJ

**Friends and Family Test  
Report**

Sherrington Park Medical Practice

December 2019





Ms Lynda Soubry  
Sherrington Park Medical Practice  
402 Mansfield Road  
Nottingham  
NG5 2EJ

1 Northleigh House  
Thorverton Road  
Matford Business Park  
Exeter  
EX2 8HF

t: 01392 927005  
f: 01392 927230

e: [enquiries@cfepsurveys.co.uk](mailto:enquiries@cfepsurveys.co.uk)  
w: [www.cfepsurveys.co.uk](http://www.cfepsurveys.co.uk)

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Dear Ms Soubry

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 26 patient questionnaires in December 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=235063>

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 Surveys 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

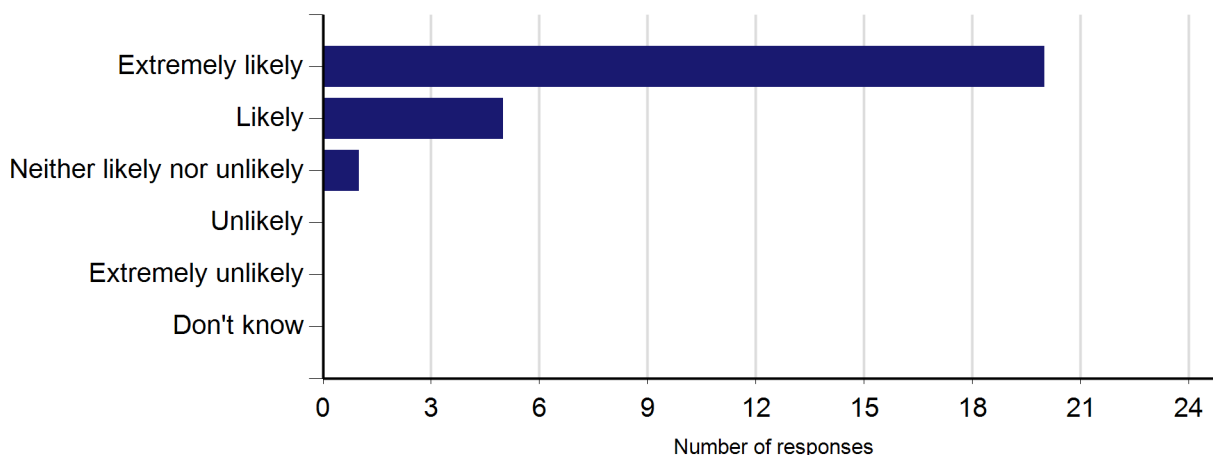
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	20	77%
Passive	Likely	5	19%
Detractors	Neither likely nor unlikely	1	4%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		26	100%

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

Graph 1



**96% 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 26 patients who answered the Friends and Family Test question, 26 (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*	304	97%	226	68	7	1	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
Dec-19	26	96%	20	5	1	0	0	0
Nov-19	31	87%	20	7	2	1	1	0
Oct-19	26	100%	21	5	0	0	0	0
Sep-19	22	100%	13	9	0	0	0	0
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

## 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 treatment is sufficient and always able to get a same day appointment in urgent cases.
- I have recently received excellent care from both my GP and the practice nurses. Everyone is very helpful, caring and professional.
- Staff are helpful; nurse has made appointments for me outside of clinic times to ensure I received urgent treatment. I can't speak highly enough of one doctor's approach - they are an excellent, thoughtful, approachable and knowledgeable GP.
- Nice local atmosphere, not too busy, don't have to wait too long to book appointments in advance.
- Great doctors, all staff are lovely.
- I have recently registered and I am already overwhelmed with the care and support given. A+ doctors.
- Nice staff, always friendly and welcoming.
- I will never register elsewhere now I have found this place! Staff are outstanding and always lovely.
- Friendly, punctual, efficient.
- Compared to previous GP surgeries I have found that I have had general consistency with my GP who has been supportive I have found it is easy to get an emergency appointment and to speak to someone on the phone. I did once find that the nurse who did my baby's vaccinations came across as slightly impatient and rude on one occasion.
- All staff are very good and nurses are too.

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

- The practice operates with commendable efficiency.
- Unable to get appointments if not "urgent" unless willing to wait over a week. There should be appointments for "non-urgent-but-can't-wait-ages" levels of urgency.
- Good service and advice I have confidence in.
- Friendly staff and welcoming atmosphere.
- Doctor very good and easy to talk to.
- Always friendly helpful service. One doctor has been an excellent doctor to both myself and my children for various medical needs.
- GP and other staff are always really helpful and supportive, and generally we can get appointments.
- Because of the general experience. Cleanliness and environment. Professionalism of staff. Care and attention. Not being rushed, given ample time to explain, talk or find out.
- Because every time we have been, over the last year, everyone at this practice has always been so very polite, happy and very efficient. This surgery is amazing.
- The service has always been first class.
- Ease of bookings, helpful and friendly practice staff!

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	11	42%
Female	14	54%
Blank	1	4%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	2	8%
25 - 34	6	23%
35 - 44	5	19%
45 - 54	3	12%
55 - 64	3	12%
65 - 74	4	15%
75 - 84	2	8%
85+	1	4%
Blank	0	0%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	23	88%
Mixed/Multiple ethnic groups	1	4%
Asian/Asian British	1	4%
Black/African/Caribbean/Black British	1	4%
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	2	8%
Yes, limited a little	4	15%
No	17	65%
Prefer not say	2	8%
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

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

