

Private and Confidential

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**Friends and Family Test
Report**

Sherrington Park Medical Practice

January 2019





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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 22 patient questionnaires in January 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=218594>

Please contact the office on 01392 927005 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

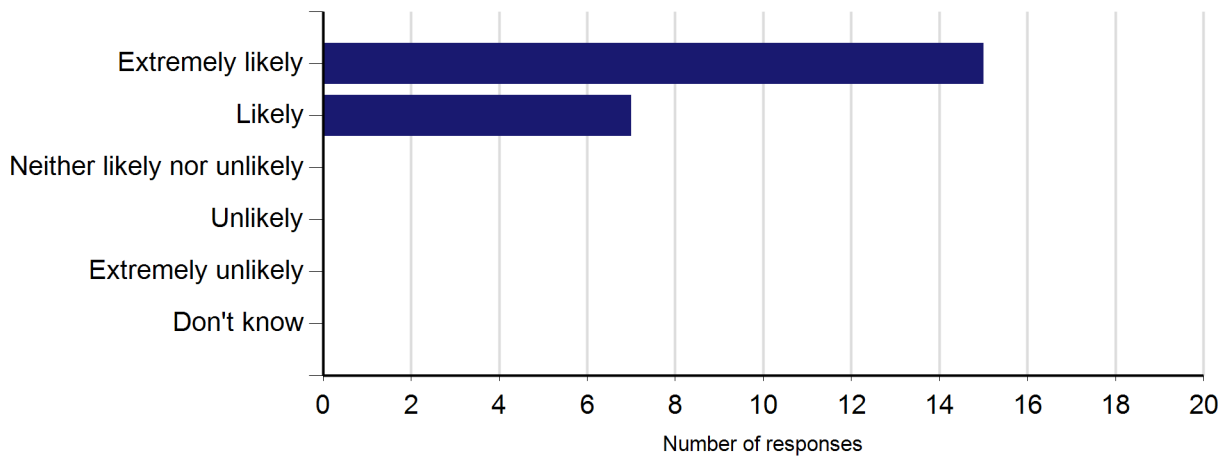
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	15	68%
Passive	Likely	7	32%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		22	100%

* May not add up to 100% due to rounding

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 22 patients who answered the Friends and Family Test question, 22 (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*	245	96%	178	57	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).

Month	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
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
Mar-18	11	82%	8	1	2	0	0	0
Feb-18	23	100%	20	3	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:

- Very friendly, helpful, efficient, listen.
- One doctor is an excellent doctor - great manner with patients, very approachable and puts you at ease. Receptionists very friendly and helpful, really good doctors surgery.
- I have a good relationship with my GP. I can get appointments quicker when I need them. Additionally my GP goes above and beyond to call if I can't make it in to the practice. Very accommodating.
- Really kind and approachable doctor, nice reception staff and quick to get an appointment.
- Staff always helpful, appointments on the day system is really helpful. One doctor is truly one in a million. I do truly appreciate how fortunate we are to have this surgery.
- Good doctors. Friendly reception staff. Easy to get appointment.
- It is easy to get appointments. No waiting time. Pleasant, efficient staff.
- Excellent service and care for myself and family.
- Always been satisfied with service provided.
- They have extended hours and I am usually able to book an appointment with ease.
- Easy to get appointments. Friendly staff. Like that you're assigned to the same doctor when possible.
- Waiting time.
- Always kind, caring and helpful.

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

- It's a very good, clean practice and you get your own doctor not like other surgeries.
- It's reasonably easy to make an appointment to see a doctor/nurse (except Monday morning when you can never get through by phone). Professional and pleasant staff. Usually we see the same doctor/nurse which is great.
- One doctor is absolutely fantastic, I nearly left this surgery until this doctor arrived.
- Always on time with appointments, no waiting.
- Good, prompt.
- Always had good and prompt service. Able to get appointments at short notice.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	8	36%
Female	14	64%
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	1	5%
25 - 34	4	18%
35 - 44	4	18%
45 - 54	3	14%
55 - 64	5	23%
65 - 74	5	23%
75 - 84	0	0%
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	21	95%
Mixed/Multiple ethnic groups	1	5%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
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	3	14%
Yes, limited a little	4	18%
No	15	68%
Prefer not say	0	0%
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

