

**Private and Confidential**

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**Friends and Family Test  
Report**

Sherrington Park Medical Practice

July 2019





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7 August 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 22 patient questionnaires in July 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=234152>

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

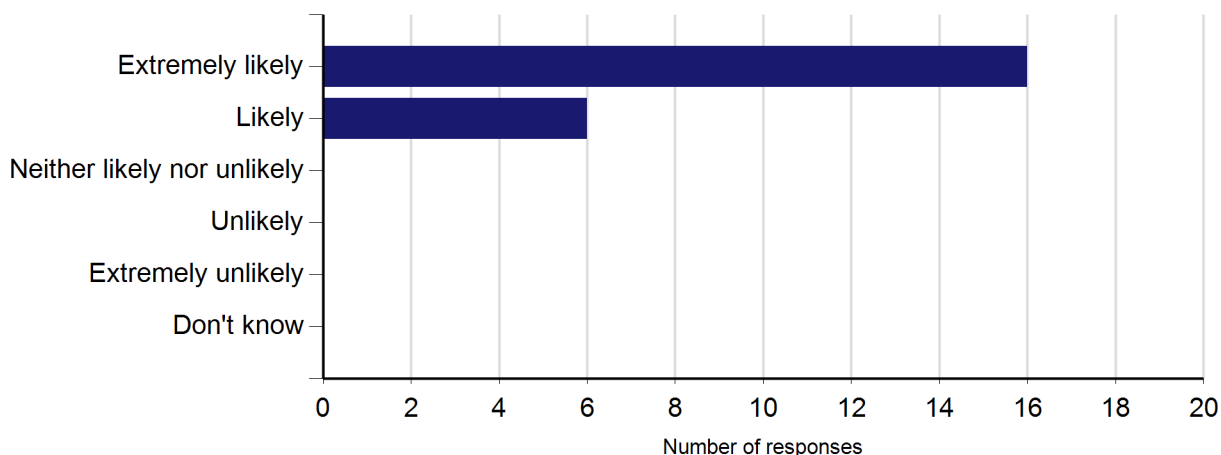
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	16	73%
Passive	Likely	6	27%
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*	327	97%	247	70	8	0	2	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
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
Aug-18	49	98%	40	8	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 place.
- I once would have ticked "Extremely likely" but recently have been frustrated by waiting times for appointments (e.g. booked today and next appointment is in nine days' time).
- Best doctors I have ever been with, so much care and compassion.
- I'm a new patient here and I am already blown away by this place. All staff are lovely and caring. Not had a problem yet.
- Ratings speak for themselves.
- I'm always seen in an acceptable timeframe, the same goes for my daughter. The doctors and nurses are professional, helpful and approachable. My concerns and problems have been dealt with and resolved on many occasions over the past several years.
- Always prompt and friendly service, thoroughly recommended!
- One doctor is the best GP I've had.
- Helpful, efficient, professional and all female!
- Because I always found had a great service with care.
- Doctors and staff always helpful and friendly. Where possible seen quickly. Nothing seems too small.

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

- No long waiting times.
- Courteous service - helpful reception. Prompt appointments (on most occasions!). One doctor's humanistic approach to GP/patient care.
- Excellent doctors, nurses and staff.
- I and my husband get very good treatment whenever necessary. The staff here are wonderful, very helpful. Doctors are very good. This GP is only 10 minutes walking distance from my home and I am happy with the service they provide.
- Always had good care and prompt appointments.
- The one time I needed to see a doctor I saw my designated doctor within 24 hours - we have only been registered here a few years. One of the nurses is excellent at explaining details and makes you feel very relaxed. Excellent, welcoming service.
- My children always get seen very quickly and I like the fact I can see the same doctor.
- Able to book an appointment for when needed. Caring doctor who listened and answered my questions. Gave great medical advice.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	8	36%
Female	13	59%
Blank	1	5%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	5%
16 - 24	1	5%
25 - 34	2	9%
35 - 44	6	27%
45 - 54	6	27%
55 - 64	2	9%
65 - 74	3	14%
75 - 84	0	0%
85+	0	0%
Blank	1	5%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	14	64%
Mixed/Multiple ethnic groups	2	9%
Asian/Asian British	3	14%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	2	9%
Blank	1	5%

\* 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	10	45%
Prefer not say	0	0%
Blank	5	23%

\* 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

