

**Private and Confidential**

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**Friends and Family Test  
Report**

Sherrington Park Medical Practice

June 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 29 patient questionnaires in June 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=232447>

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

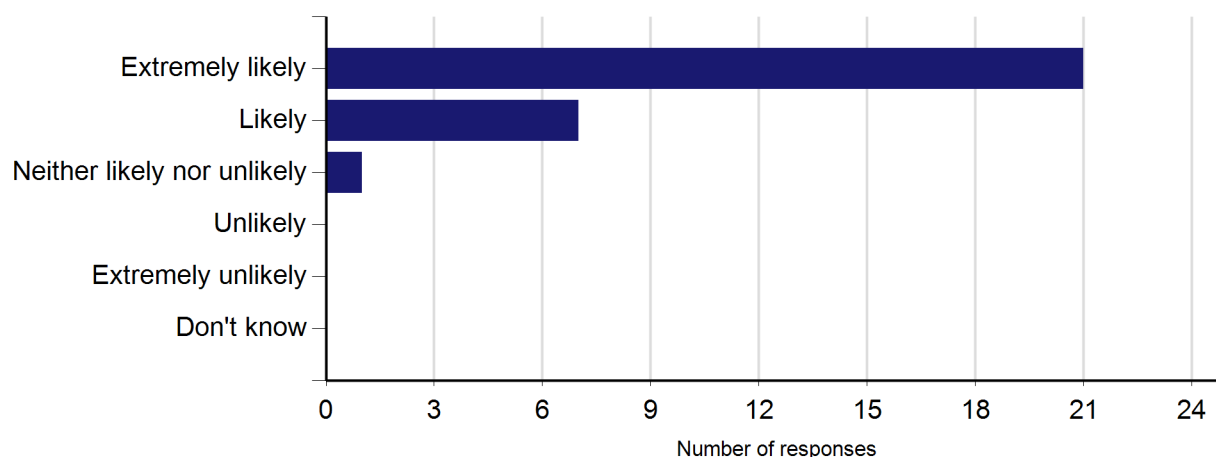
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	21	72%
Passive	Likely	7	24%
Detractors	Neither likely nor unlikely	1	3%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		29	99%

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

Graph 1



**97% 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 29 patients who answered the Friends and Family Test question, 29 (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*	311	97%	235	66	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
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
Jul-18	6	100%	4	2	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:

- I recommend this practice a lot! The waiting times are short and the reception staff are kind and accommodate in finding a good appointment for you. This is also the first practice where I've felt really listened to and my issues are proactively investigated. Thank you!
- Friendly - appointment easy to book in.
- The practice provides excellent care - could not wish for any better!
- Good service, been with one doctor for many years - and can usually get an appointment relatively easily.
- Because I am very, very pleased to be in this practice.
- Because it's not a question I'm asked.
- One doctor is a great doctor.
- Great service, great staff, no complaints.
- Many of my friends have experienced poor customer service at their GP surgeries, e.g. apathetic staff, 45 minute waiting time on arrival, only being seen for five minutes no matter how serious the issue. In contrast, my experience at Sherrington Park has always been very positive. All the staff are friendly and helpful.
- Very good and friendly service. We always get appointments, when required.
- Lovely place and people.

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

- Very friendly and efficient. Never overcrowded. Caring staff.
- Friendly and efficient staff.
- Already have done for several years. The surgery is, in my opinion, best that I have experienced in many years. The level of care and the attitude of all staff is first rate.
- Total confidence/faith in one doctor. Prompt appointments. Generally get in when needed. Good service at reception.
- Always good service. Great staff. Efficient!
- I have been registered here for quite a few years now and have found it to be one (if not the) most accommodating and caring practices I have ever used. Excellent care and service. Thank you.
- Best doctor I have ever had.
- Really happy with the service.
- CQC rating speaks for itself.
- Friendly, helpful, always easy to get hold of.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	11	38%
Female	18	62%
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	10%
25 - 34	9	31%
35 - 44	3	10%
45 - 54	9	31%
55 - 64	1	3%
65 - 74	4	14%
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	19	66%
Mixed/Multiple ethnic groups	3	10%
Asian/Asian British	3	10%
Black/African/Caribbean/Black British	3	10%
Other ethnic group	1	3%
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	0	0%
Yes, limited a little	4	14%
No	22	76%
Prefer not say	3	10%
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

