

Private and Confidential

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**Friends and Family Test
Report**

Sherrington Park Medical Practice

November 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 31 patient questionnaires in November 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=235062>

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 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

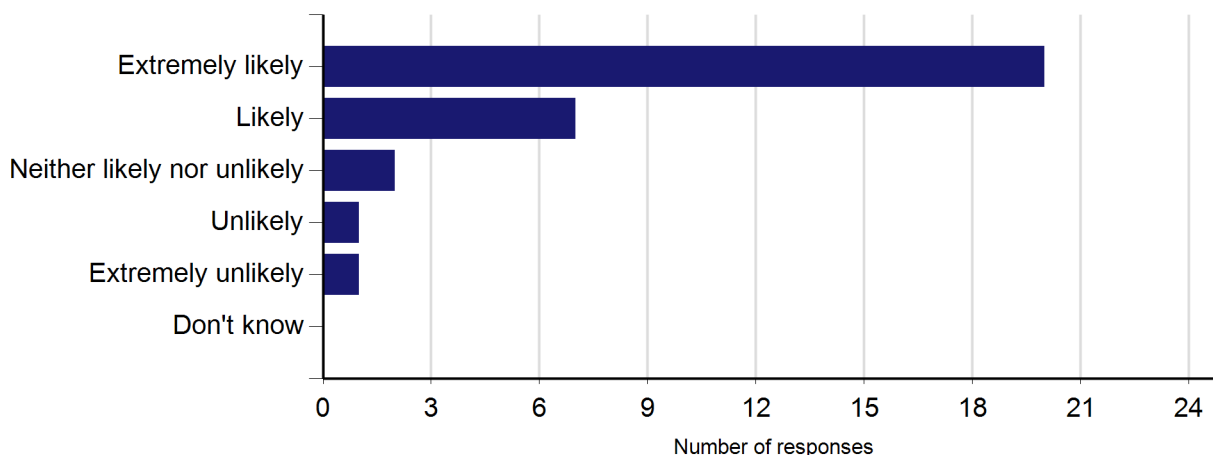
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	20	65%
Passive	Likely	7	23%
Detractors	Neither likely nor unlikely	2	6%
	Unlikely	1	3%
	Extremely unlikely	1	3%
	Don't know	0	0%
Total responses to this question		31	100%

* May not add up to 100% due to rounding

Graph 1



87% 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 31 patients who answered the Friends and Family Test question, 31 (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*	298	96%	222	65	8	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
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
Dec-18	20	90%	16	2	2	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:

- All the staff try very hard to help me especially as my life has been hard recently.
- Since the change in my GP the service has improved for me by 100%.
- I have been with this practice for many years. The doctors have always been very caring and efficient when managing my health concerns and ailments. However access has been an issue on multiple occasions. Where I have been unable to make emergency appointments on the day if a child/adult was unwell and routine appointments waiting times have been two to three weeks.
- Service received is OK. Reception could be more friendly sometimes although I realise they may be under pressure.
- This is my first time at the practice so I do not have experience in what it's like.
- Satisfied with the service!
- Not been with the practice very long, but good service so far.
- Because it's been great so far.
- One of the staff is dedicated and attentive and provides the assurance that a patient needs.
- I've always found the staff to be extremely caring and helpful.
- I've always been able to get an appointment when needed.
- Friendly helpful staff and never a problem accessing the service or advice of a doctor or nurse when required.

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

- Very pleasant, helpful staff. Great GP. Appointments system straight forward, no waiting. Convenient - walking distance.
- Small and friendly, easy to get an appointment.
- Friendly, helpful service. Nothing is too much trouble.
- One doctor is very approachable and I always leave appointments confident in their diagnosis. The reception staff are always helpful when trying to book appointments. The early morning appointments are very helpful.
- Always had great service.
- Also there to help, can always get an appointment. Lovely staff.
- Never had any issues, everyone is lovely and always seen on time.
- Doctors always take their time to get to the bottom of the problem, and the admin staff are always helpful.
- The care I and my family have received has been very good.
- Availability of appointments and services. Professionalism of staff and speed of diagnosis/treatment.
- I can always get to see a doctor on the day. Everyone is very professional and friendly.
- Struggle to register new patients.
- Friendly and professional. Always ready to listen and discuss.
- As they are very welcoming helpful. Great GPs and receptionists.
- The staff are friendly and helpful.
- Very poor mental health support. Can never get through on the phone. Always told to phone at 8:00am for an appointment even when not an emergency.
- Welcoming. Always on time. One doctor is lovely.
- Everybody from the receptionist, nurses and doctors are friendly and will try everything possible to help.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	12	39%
Female	19	61%
Blank	0	0%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	3%
16 - 24	3	10%
25 - 34	6	19%
35 - 44	8	26%
45 - 54	4	13%
55 - 64	2	6%
65 - 74	5	16%
75 - 84	2	6%
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	26	84%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	3	10%
Black/African/Caribbean/Black British	1	3%
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	10	32%
No	21	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

