

**Private and Confidential**

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**Friends and Family Test  
Report**

John Ryle Medical Practice

**August 2018**





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Dear Ms Orgill

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 August 2018.

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=218980>

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?**

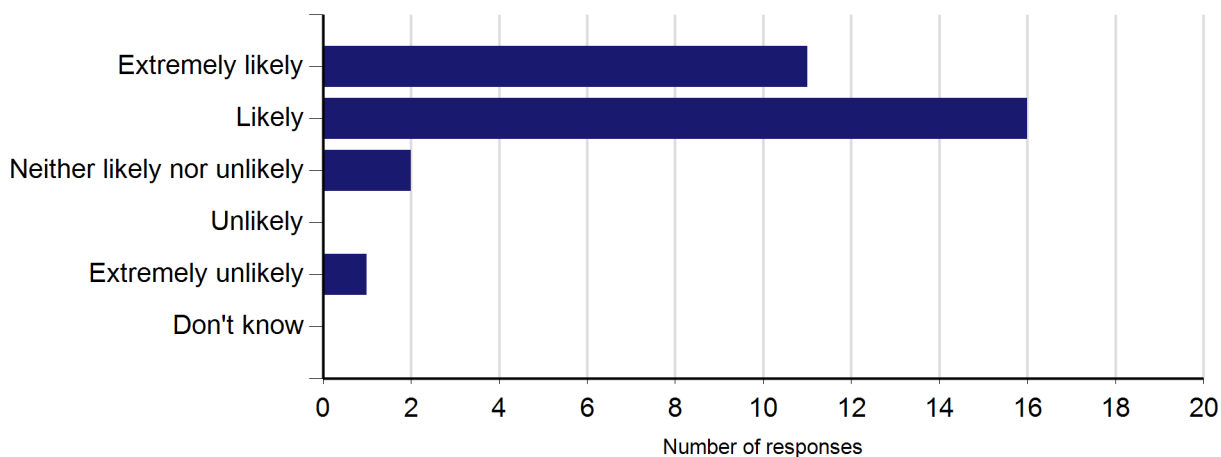
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	11	37%
Passive	Likely	16	53%
Detractors	Neither likely nor unlikely	2	7%
	Unlikely	0	0%
	Extremely unlikely	1	3%
	Don't know	0	0%
Total responses to this question		30	100%

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

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	1
Total number of patients providing feedback	31

Graph 1



**90% 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 30 patients who answered the Friends and Family Test question, 30 (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*	539	91%	279	212	31	9	5	3

\*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
Aug-18	30	90%	11	16	2	0	1	0
Jul-18	46	91%	23	19	4	0	0	0
Jun-18	40	85%	22	12	3	1	1	1
May-18	48	85%	26	15	4	2	1	0
Apr-18	49	100%	28	21	0	0	0	0
Mar-18	50	90%	25	20	4	1	0	0
Feb-18	44	93%	25	16	2	1	0	0
Jan-18	51	98%	31	19	1	0	0	0
Dec-17	48	88%	23	19	4	0	1	1
Nov-17	36	83%	14	16	3	1	1	1
Oct-17	49	98%	27	21	0	1	0	0
Sep-17	48	88%	24	18	4	2	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:

- Best doctors. friendly staff, always able to give emergency appointments.
- Can't complain.
- Always helpful.
- Great staff.
- Because I can't tell anyone which doctor is good for them.
- Very pleased with treatment and doctors.
- Very quick at getting appointment. Friendly helpful staff especially reception staff.
- The doctors are very good, however with all doctors surgery certain receptionists, not all, however think they have a medical degree and become extremely aggressive.
- I find this practice to be very friendly doctors very good at listening. My previous experiences have been with one doctor who has been very understanding of my previous problems. Reception staff friendly and helpful.
- Just lovely.
- Been with practice since born.
- Didn't get any help when I came regarding my daughter.
- All new now, only one doctor I know.

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

- Very good.
- Quality level of doctors has improved, online booking system is great, although not overly suited for the elderly.
- Excellent staff.
- Rude receptionists. Constant errors and inconsistency of protocols. Appointment availability - very difficult to get appointments if working. Need to start at 7am like other practices.
- Appointments are too long.
- Always get an appointment. Good service.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	8	26%
Female	20	65%
Blank	3	10%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	4	13%
25 - 34	7	23%
35 - 44	4	13%
45 - 54	1	3%
55 - 64	7	23%
65 - 74	4	13%
75 - 84	2	6%
85+	1	3%
Blank	1	3%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	23	74%
Mixed/Multiple ethnic groups	4	13%
Asian/Asian British	1	3%
Black/African/Caribbean/Black British	1	3%
Other ethnic group	0	0%
Blank	2	6%

\* 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	6%
Yes, limited a little	3	10%
No	23	74%
Prefer not say	0	0%
Blank	3	10%

\* 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

