

Private and Confidential

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**Friends and Family Test
Report**

John Ryle Medical Practice

August 2016





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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 53 patient questionnaires in August 2016.

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=190021>

Please contact the office on 01392 823766 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

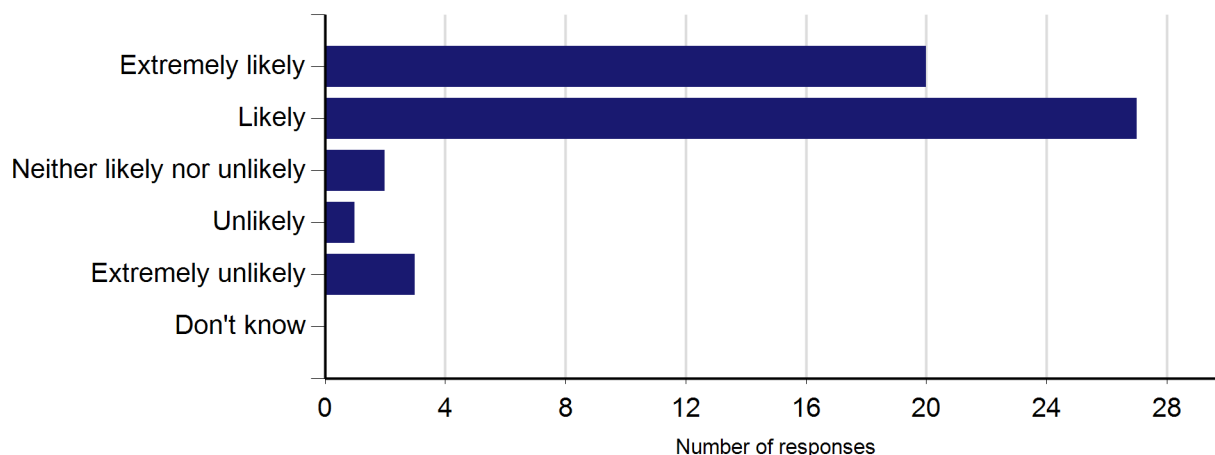
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	20	38%
Passive	Likely	27	51%
Detractors	Neither likely nor unlikely	2	4%
	Unlikely	1	2%
	Extremely unlikely	3	6%
	Don't know	0	0%
Total responses to this question		53	101%

* May not add up to 100% due to rounding

Graph 1



89% 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 53 patients who answered the Friends and Family Test question, 53 (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*	519	82%	197	229	44	25	12	12

*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-16	53	89%	20	27	2	1	3	0
Jul-16	41	93%	18	20	2	0	0	1
Jun-16	46	78%	16	20	4	3	1	2
May-16	29	66%	8	11	6	3	0	1
Apr-16	44	80%	13	22	6	1	1	1
Mar-16	45	89%	22	18	2	1	1	1
Feb-16	45	71%	19	13	2	6	2	3
Jan-16	45	78%	13	22	5	2	2	1
Dec-15	41	78%	13	19	7	2	0	0
Nov-15	41	80%	17	16	5	0	2	1
Oct-15	50	90%	22	23	1	3	0	1
Sep-15	39	87%	16	18	2	3	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:

- It's ok.
- Online appointments. Can also see the nurse if nothing too bad.
- I found doctor alright.
- Although a challenge to get an appointment on occasions - staff lovely. Doctor fab - not their fault system is rubbish.
- It's a good practice and doctors nice.
- Staff and doctors are really nice and helpful.
- Empathetic and listen as well as diagnose.
- I am visiting the nurse for injections and have been given a first class service.
- Always room for improvement, but I've always been satisfied so far.
- Great doctors, staff fairly good.
- I have only been here twice and been seen on time.
- Hard to get in without a sit and wait and then have to wait over an hour with babies, toddlers in pain upset crying, no prioritising but like the doctors.
- The staff are very helpful when you need to see a doctor. All the doctors take really good care of you with your health problems. I think it is a very good service.

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

- Always get an appointment for when I want and the appointment is brilliant.
- I like one of the doctors, she's lovely, listens and is very polite. Just wish you didn't have to wait so long to see her!
- Doctors, nurses and staff are normally very helpful. The only thing is when the doctors refer you to the hospital, etc. I find I have to keep chasing them up. Very slow.
- Great doctors.
- Good doctors.
- It a very friendly surgery. The doctors are very nice seen by the same doctor which is good as I don't have to repeat myself, knows my medical history.
- As I have always been satisfied.
- Better medical practice than my last one caring GPs.
- Because I feel that I get seen quite quickly even though you have to wait a fortnight for an appointment, and also the staff act very professionally and pleasant to speak to.
- I like the doctors and they are really good at sorting out my problems. But, the receptionists are not very good. When you phone for an appointment they interrogate you sometimes if you have been asked to call the doctor they don't let you through. One in particular always interferes even when the doctor has asked to be called by you.
- Because you can never get to see the GP of your choice or when you need an appointment you are told nothing for two weeks.
- Receive a good GP/healthcare service.
- Family doctor all my life.
- Always get an appointment when needed.
- The waiting to get an appointment.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	15	28%
Female	37	70%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	1	2%
25 - 34	9	17%
35 - 44	8	15%
45 - 54	9	17%
55 - 64	13	25%
65 - 74	4	8%
75 - 84	8	15%
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	48	91%
Mixed/Multiple ethnic groups	1	2%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	3	6%
Other ethnic group	1	2%
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	12	23%
Yes, limited a little	13	25%
No	25	47%
Prefer not say	2	4%
Blank	1	2%

* 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?

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

