

Private and Confidential

Miss Leesa Rogers
John Ryle Medical Practice
Clifton Cornerstone
Southchurch Drive
Clifton
Nottingham
Nottinghamshire
NG11 8EW

**Friends and Family Test
Report**

John Ryle Medical Practice

July 2019





Miss Leesa Rogers
John Ryle Medical Practice
Clifton Cornerstone
Southchurch Drive
Clifton
Nottingham
Nottinghamshire
NG11 8EW

1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

t: 01392 927005
f: 01392 927230

e: enquiries@cfepsurveys.co.uk
w: www.cfepsurveys.co.uk

7 August 2019

Dear Miss Rogers

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 69 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=234261>

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 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?

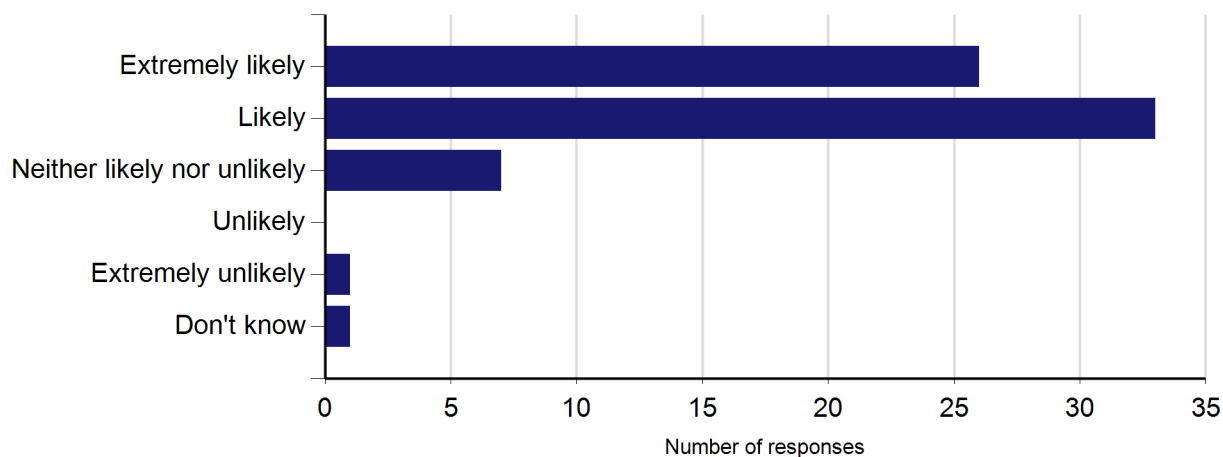
Table 1

| Criteria category for scoring | Response scale | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters | Extremely likely | 26 | 38% |
| Passive | Likely | 33 | 49% |
| Detractors | Neither likely nor unlikely | 7 | 10% |
| | Unlikely | 0 | 0% |
| | Extremely unlikely | 1 | 1% |
| | Don't know | 1 | 1% |
| Total responses to this question | | 68 | 99% |

* 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 | 69 |

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 68 patients who answered the Friends and Family Test question, 68 (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* | 541 | 91% | 287 | 208 | 34 | 4 | 4 | 4 |

*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 | 68 | 87% | 26 | 33 | 7 | 0 | 1 | 1 |
| Jun-19 | 46 | 87% | 18 | 22 | 5 | 0 | 0 | 1 |
| May-19 | 42 | 90% | 32 | 6 | 3 | 0 | 1 | 0 |
| Apr-19 | 41 | 88% | 22 | 14 | 3 | 0 | 1 | 1 |
| Mar-19 | 47 | 89% | 18 | 24 | 4 | 0 | 0 | 1 |
| Feb-19 | 48 | 100% | 28 | 20 | 0 | 0 | 0 | 0 |
| Jan-19 | 45 | 93% | 28 | 14 | 2 | 1 | 0 | 0 |
| Dec-18 | 48 | 92% | 25 | 19 | 3 | 1 | 0 | 0 |
| Nov-18 | 48 | 98% | 32 | 15 | 1 | 0 | 0 | 0 |
| Oct-18 | 78 | 92% | 47 | 25 | 4 | 2 | 0 | 0 |
| Aug-18 | 30 | 90% | 11 | 16 | 2 | 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:

- They do anything they can to help you, they are all very friendly and willing to help.
- OK people there.
- Very friendly.
- My family have been coming here for years and from what I hear about other doctors this is the best in Clifton and best doctors I've used as I was with another doctors for several years.
- Doctors knowledge and assurances. Staff polite.
- The staff are always helpful.
- Very professional and helpful staff. Doctors are thorough and reassuring when examined.
- Not always complacent in answering questions. No empathy.
- Happy with the service I have received so far.
- Not always easy to see a GP when required.
- Friendly. Hard to book appointment sometimes.
- Never had issues getting myself or my children into the surgery. Staff are always helpful.
- Because they are very friendly, and help you with what you need.
- It is where all my family goes and do get what we need.

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

- Always been happy with the service I have received.
- Good doctors.
- Good service.
- Helpful and I like the doctors.
- Very helpful once I'm here, only issue I do have is they're quick to get off the phone.
- Think it's a good practice.
- Pleasant staff and helpful. Doctors responsive and helpful.
- Have always had excellent care and attention from the GPs at John Ryle. My only criticism is the LED display which at times makes no sense because the words don't fit on the screen. Someone should test what they put.
- Two doctors have been great. As has one nurse.
- Because everyone is so helpful at my practice.
- Great service, great GP.
- My experience ranges from really good to quite a poor service. As a working person I have had lots of time waiting for appointments (scheduled but running late - up to an hour) also, one doctor was really great - pity they have left.
- Good service.
- Some GPs better than others. Desk service so so.
- Everyone is friendly and prompt with responding to requests/appointments.
- Almost impossible to get an appointment.

Demographics

Q3: Gender

| | Number of responses | Percentage of responses* |
|--------|---------------------|--------------------------|
| Male | 28 | 41% |
| Female | 40 | 58% |
| Blank | 1 | 1% |

* May not add up to 100% due to rounding

Q4: Age

| | Number of responses | Percentage of responses* |
|---------|---------------------|--------------------------|
| 0 - 15 | 0 | 0% |
| 16 - 24 | 8 | 12% |
| 25 - 34 | 11 | 16% |
| 35 - 44 | 11 | 16% |
| 45 - 54 | 8 | 12% |
| 55 - 64 | 14 | 20% |
| 65 - 74 | 11 | 16% |
| 75 - 84 | 4 | 6% |
| 85+ | 2 | 3% |
| Blank | 0 | 0% |

* May not add up to 100% due to rounding

Q5: Ethnic group

| | Number of responses | Percentage of responses* |
|---------------------------------------|---------------------|--------------------------|
| White | 56 | 81% |
| Mixed/Multiple ethnic groups | 2 | 3% |
| Asian/Asian British | 3 | 4% |
| Black/African/Caribbean/Black British | 3 | 4% |
| Other ethnic group | 3 | 4% |
| Blank | 2 | 3% |

* 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 | 13 | 19% |
| Yes, limited a little | 12 | 17% |
| No | 34 | 49% |
| Prefer not say | 6 | 9% |
| Blank | 4 | 6% |

* 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

