

**Private and Confidential**

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**Friends and Family Test  
Report**

John Ryle Medical Practice

March 2017





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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 45 patient questionnaires in March 2017.

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=200291>

Please contact the office on 01392 823766 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?**

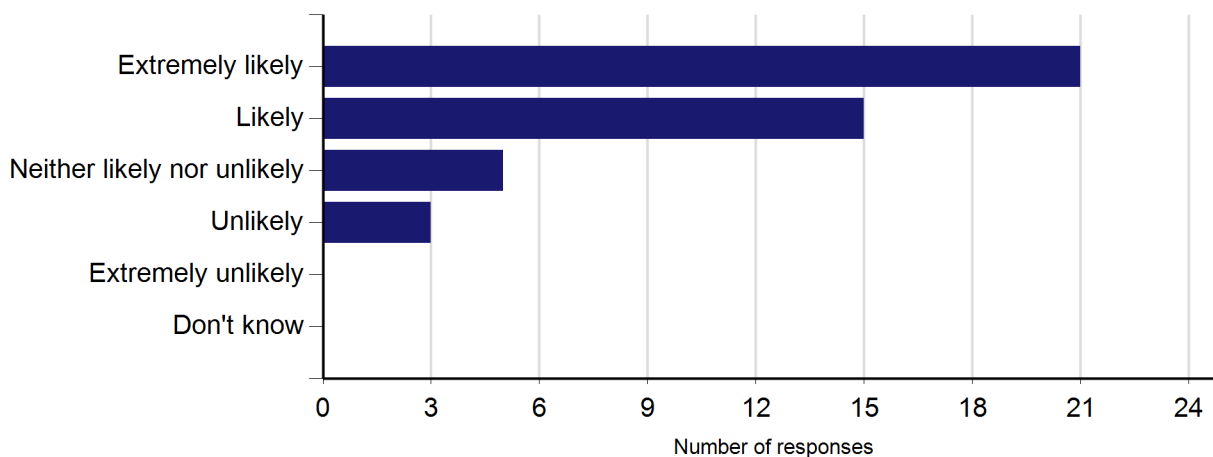
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	21	48%
Passive	Likely	15	34%
Detractors	Neither likely nor unlikely	5	11%
	Unlikely	3	7%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		44	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	45

Graph 1



**82% 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 44 patients who answered the Friends and Family Test question, 44 (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*	534	85%	231	224	42	18	10	9

\*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
Mar-17	44	82%	21	15	5	3	0	0
Feb-17	47	91%	25	18	2	2	0	0
Jan-17	47	89%	25	17	2	3	0	0
Dec-16	43	86%	16	21	4	1	1	0
Nov-16	48	90%	26	17	2	0	2	1
Oct-16	42	79%	18	15	4	0	2	3
Sep-16	50	92%	25	21	3	1	0	0
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

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:

- Really hard to get appointments with a doctor who has already been dealing with you.
- Services good.
- I have always been well seen to whenever I have attend for treatment.
- Don't like sit and wait for emergency appointments. Staff are great!
- Because the advice and treatment are excellent advice given. The only downside is the long wait between appointment and visit.
- No serious disappointments yet.
- After calling to make appointment and continual ring for about 20 minutes, when you do get through all appointments are taken. Some members of staff are very curt and lack empathy.
- Because I've had a word with doctor and not got what I wanted.
- I generally get good help, although sometimes I've had to wait in excess of an hour for a scheduled appointment.
- I have always received very good service and have no complaints whatsoever.
- Never had any concerns - always satisfied with service.
- Never had any trouble getting in to see doctor.
- From experiences received from the staff.

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

- Appointments are rushed. They want you in and out as soon as possible - never seem to listen.
- Good service, good doctors.
- You have to be dying to get an actual appointment and some of the reception staff can be very rude.
- It's hard to get an appointment for that day unless you say it's an emergency.
- Great GPs that know what they are doing.
- I have never had a problem with my GP practice. They are extremely helpful, polite and friendly. I would recommend them 100%.
- Having experience vast difficulties with a different practice, have realised just what a first class doctor and practice this is.
- Whenever I have some questions or I desperately need to know about my and my family's condition the GPs tell me clearly and organised for our health condition with hospital.
- Waiting times for appointments are the only problem.
- It is a pain trying to get to see the doctors but all staff are friendly and helpful when they can.
- Never had any problems.
- Because the doctor is the best I've ever seen.
- I usually get all of the help I need within one visit and staff and doctors are usually polite and easy to talk to.
- Always very helpful and always get an appointment.
- Always get an appointment when needed.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	16	36%
Female	28	62%
Blank	1	2%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	6	13%
25 - 34	5	11%
35 - 44	5	11%
45 - 54	4	9%
55 - 64	10	22%
65 - 74	8	18%
75 - 84	6	13%
85+	1	2%
Blank	0	0%

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

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	38	84%
Mixed/Multiple ethnic groups	3	7%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	2	4%
Other ethnic group	2	4%
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	8	18%
Yes, limited a little	12	27%
No	24	53%
Prefer not say	1	2%
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

