

**Private and Confidential**

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**Friends and Family Test  
Report**

John Ryle Medical Practice

May 2018





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5 June 2018

Dear Ms Orgill

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 50 patient questionnaires in May 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=218977>

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?**

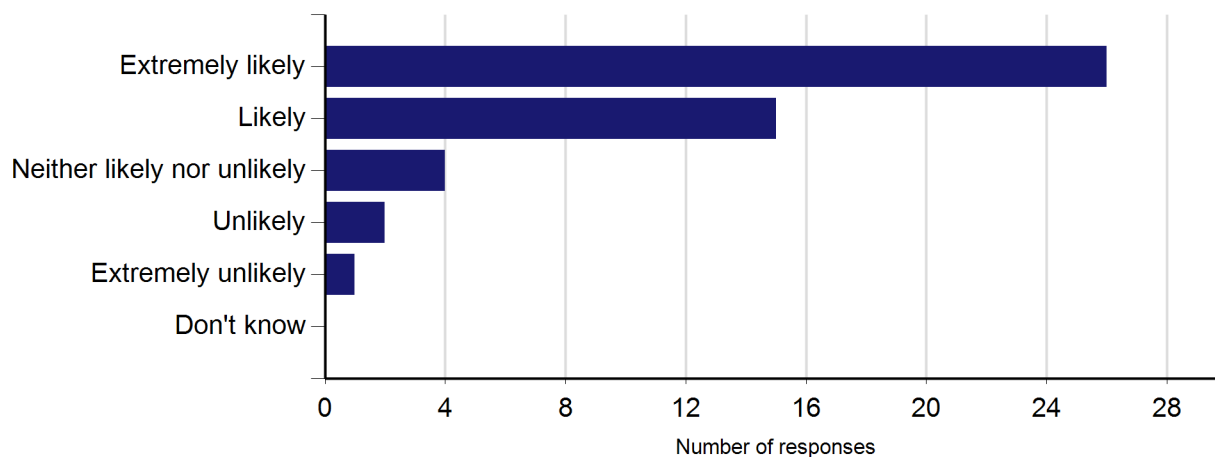
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	26	54%
Passive	Likely	15	31%
Detractors	Neither likely nor unlikely	4	8%
	Unlikely	2	4%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		48	99%

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

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	2
Total number of patients providing feedback	50

Graph 1



**85% 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 48 patients who answered the Friends and Family Test question, 48 (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*	559	92%	302	211	30	8	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).

Month	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
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
Aug-17	49	94%	20	26	2	0	0	1
Jul-17	42	93%	27	12	1	0	2	0
Jun-17	45	89%	32	8	5	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:

- Because the staff are nice, helpful and kind to everyone they serve.
- I've always got on well with the doctors. Find that I'm treated with their best ability. Only thing I find a bit difficult is appointments "limited".
- Staff are friendly and empathetic.
- Staff are friendly, never really had a problem when I've had an appointment at the practice.
- Always found the doctors to be very attentive and thorough.
- Only able to discuss one issue at an appointment. Appointments too short. Prescription arrangements, pharmacy can't order.
- Staff always very helpful can get an appointment very quickly would always recommend new people to your practice an excellent service.
- Staff are very helpful and considerate. They seem to work as a team and considering they are under pressure daily they continue to be of help.
- Because I have always felt as though my health matters to everyone within the centre.
- Lovely, committed service.
- Have always been treated very well. Very nice staff!
- Impossible to get appointments unless it's emergency. Never ever answer the phones takes hours to get through.

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

- When I was really poorly and upset, one of the receptionists discussed with GP and made appointment urgently.
- Time it takes to see GP. 2 weeks is too long.
- Doctors and most staff really helpful. One member of staff always seems to find a problem with anything and sometimes makes it extremely difficult to see a doctor. I have a particular condition which I do not want to discuss with a receptionist but you are always made to feel like you are being a hypochondriac. They need to be more sympathetic.
- It's a great doctors.
- I have always received good care. However appointments seem to take longer to get for non-emergencies.
- Usually service is good.
- All staff and doctors/nurses very friendly and attentive.
- Not quite sure yet have not met new doctors as yet. The general service is still excellent.
- Because it seems like you can never get an appointment straightaway.
- Because I have been with this doctors a long while and had no problems.
- I've been a patient at John Ryle for many years. The doctors and reception are amazing and I would definitely recommend a family member and friend.
- Very good service.
- Very nice.
- Kind GP very helpful and thorough.
- Staff are helpful and friendly.
- Because they're very caring and helpful.
- I find the GP practice quite good and helpful.
- Friendly staff and good service.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	11	22%
Female	35	70%
Blank	4	8%

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

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	2%
16 - 24	4	8%
25 - 34	9	18%
35 - 44	7	14%
45 - 54	5	10%
55 - 64	10	20%
65 - 74	12	24%
75 - 84	2	4%
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	41	82%
Mixed/Multiple ethnic groups	3	6%
Asian/Asian British	4	8%
Black/African/Caribbean/Black British	2	4%
Other ethnic group	0	0%
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	24%
Yes, limited a little	17	34%
No	16	32%
Prefer not say	5	10%
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

