

**Private and Confidential**

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**Friends and Family Test  
Report**

John Ryle Medical Practice

November 2016





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2 December 2016

Dear Ms Orgill

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 48 patient questionnaires in November 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=196608>

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

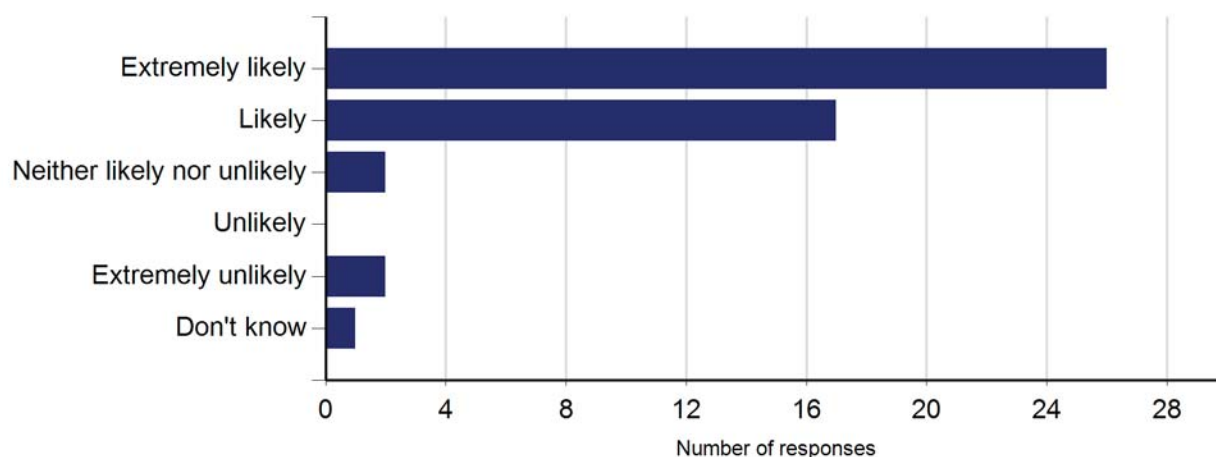
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

| Criteria category for scoring    | Response scale              | Number of responses | Percentage of responses* |
|----------------------------------|-----------------------------|---------------------|--------------------------|
| Promoters                        | Extremely likely            | 26                  | 54%                      |
| Passive                          | Likely                      | 17                  | 35%                      |
| Detractors                       | Neither likely nor unlikely | 2                   | 4%                       |
|                                  | Unlikely                    | 0                   | 0%                       |
|                                  | Extremely unlikely          | 2                   | 4%                       |
|                                  | Don't know                  | 1                   | 2%                       |
| Total responses to this question |                             | 48                  | 99%                      |

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

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 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* | 529                   | 82%  | 211                                   | 225    | 45                          | 20       | 14                 | 14         |

\*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 |
|--------|-----------------------|--|------------------|--------|-----------------------------|----------|--------------------|------------|
| 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          |
| 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          |

## 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:

- I feel I do get reasonable care.
- It's important.
- Good staff, polite and helpful.
- Wonderful attention.
- Always efficient appointments and reception staff are extremely helpful.
- Been trying to get a routine appointment for over 4 weeks, still have not managed to book one. Have called in at surgery and rang numerous times.
- Because I have always received very good care from this practice for many years.
- Cannot get to see doctors. Have to wait 2 weeks when you get through.
- Because I think the practice is very good.
- Great receptionists and doctors.
- I have been with the practice for many years and have always found the GPs and staff very friendly and helpful.
- They take great care of me.
- Got my asthma sorted.

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

- Been with the practice many years. Never had no problems.
- Polite staff, excellent doctors and nurses.
- Because you can never get an appointment when needed much less see a GP of your own choice. Also the GPs do not seem to listen to you so you come away feeling that you have wasted your time.

## Demographics

**Q3: Gender**

|        | Number of responses | Percentage of responses* |
|--------|---------------------|--------------------------|
| Male   | 20                  | 42%                      |
| Female | 25                  | 52%                      |
| Blank  | 3                   | 6%                       |

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

**Q4: Age**

|         | Number of responses | Percentage of responses* |
|---------|---------------------|--------------------------|
| 0 - 15  | 0                   | 0%                       |
| 16 - 24 | 5                   | 10%                      |
| 25 - 34 | 10                  | 21%                      |
| 35 - 44 | 5                   | 10%                      |
| 45 - 54 | 6                   | 13%                      |
| 55 - 64 | 7                   | 15%                      |
| 65 - 74 | 6                   | 13%                      |
| 75 - 84 | 7                   | 15%                      |
| 85+     | 0                   | 0%                       |
| Blank   | 2                   | 4%                       |

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

**Q5: Ethnic group**

|                                       | Number of responses | Percentage of responses* |
|---------------------------------------|---------------------|--------------------------|
| White                                 | 33                  | 69%                      |
| Mixed/Multiple ethnic groups          | 7                   | 15%                      |
| Asian/Asian British                   | 2                   | 4%                       |
| Black/African/Caribbean/Black British | 3                   | 6%                       |
| Other ethnic group                    | 1                   | 2%                       |
| Blank                                 | 2                   | 4%                       |

\* 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    | 6                   | 13%                      |
| Yes, limited a little | 10                  | 21%                      |
| No                    | 26                  | 54%                      |
| Prefer not say        | 4                   | 8%                       |
| Blank                 | 2                   | 4%                       |

\* 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

