

THE NHS
FRIENDS AND FAMILY TEST
SURVEY

APRIL 2016 TO MARCH 2017



Introduction

The Friends and Family Test 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 feedback should be used to improve services for patients. The approach is to be as flexible and inclusive as possible, while minimising the burden on providers and on patients who want to provide feedback.

The Friends and Family Test asks if people would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the Friends and Family Test provides a mechanism to highlight both good and poor patient experiences. The free text comments are a rich source of information, which provide staff with a greater depth of understanding about the experience of their patients. The results are available much more quickly than traditional survey methods, which enables providers to take swift action where required. The Friends and Family Test results are also one useful source of information which can help to inform choice for patients and the public.

The information is collated throughout the month by the practice and results are available on the practice website as well on NHS Choices which is updated every month by NHS England.

How can patients complete the form

The Friends and Family Test forms are available in the waiting room on the Patient Participation Group table as well as patients having the opportunity to complete the form online via the practice website.

Purpose of the Survey

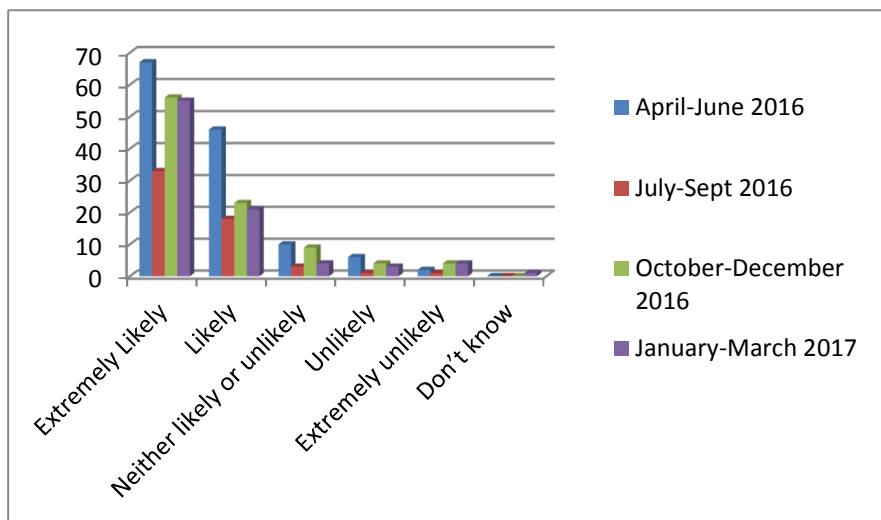
The purpose of the patient survey is to determine if patients are unhappy with the services that the practice is providing and if there are any trends that emerge from the survey that need the partners and patient group to consider implementing.

RESULTS

During the period April 2016 to March 2017 the Practice received 371 replies from patients from either on-line or by completing the form while in the waiting room.

The results are very encouraging showing that we are providing a service that the vast majority of our patients appreciate with **93%** of patients stating that they would be extremely likely or likely to recommend the practice to a member of their family or to a friend with only 6% stating that they were extremely unlikely or unlikely to recommend the practice.

	April – June 2016	July – Sept 2016	Oct – Dec 2016	Jan – March 2017	Total
Extremely Likely	67	33	56	55	211
Likely	46	18	23	21	108
Neither likely or unlikely	10	3	9	4	26
Unlikely	6	1	4	3	14
Extremely unlikely	2	1	4	4	11
Don't know	0	0	0	1	1
Total	131	56	96	88	371



How we looked at the results

Although every result that is received by the practice is read to ensure that the patient does not want the practice to contact them or indeed if we need to take any immediate action on any comment that had been received, for the purpose of the survey we took a 10% sample from each of the categories and the comments received are shown below.

APRIL-JUNE2016

Extremely Likely

- Friendly, welcoming surgery and prompt efficient treatment
- Always very helpful. Can always get an appointment
- We have had excellent care from this practice over the last 28 years. There are 5 family members and have always found access to a Doctor relatively easy. The standard and manner of the Doctors and practice nurses are excellent, without exception.
- Very good service from all the staff and exceptional service from a medical point of view
- I have always been very satisfied with any of the Doctors I have seen over the last eight years.
- I have also recently recommended a neighbour
- Very helpful, informative and effective

Likely

- Very friendly Doctors who take the time to listen to you and will see you consistently throughout your prognosis etc.
- Previous Doctors I have been registered with only made on the day appointments I like the booking system here as I can make appointments in advance and there is lots of availability
- Doctor was efficient and helpful
- Because you can almost always get an appointment to see a Doctor that same day
- I am happy with the service offered. Easy to get an appointment. Nice atmosphere

Neither Likely or Unlikely

- Good Doctors. Sometimes hard to get appointment.

JULY-SEPT 2016

Extremely Likely

- Very helpful and extremely professional service
- The receptionists are always helpful, ready to listen to your requests. The Doctors are unfailing nice!
- Friendly and professional. Good explanations given as well as time to ask questions.
- Not hurried.
- Very good treatment as always
- Always impressed by the service offered, the explanation and knowledge and patient manner

Likely

- On time, useful advice
- Excellent treatment

OCT-DEC 2016

Extremely Likely

- Always very helpful and understanding. Reception always extremely helpful
- Brilliant, helpful Doctors and Nursing Staff
- I can always get an appointment on time. Staff and Doctors are lovely and helpful
- Always helpful. Receptionists always polite
- Professional, and reasonable time keeping
- On time appointment. Thorough Doctor, who will follow up treatment

Likely

- Reliable, friendly staff and Doctors
- Prompt availability of appointment this morning-informative appointment with Doctor
- Always happy with the service provided

Neither Likely or Unlikely

- Difficulty in getting an appointment. Care and treatment excellent

JAN-MARCH 2017

Extremely Likely

- The GP was excellent, friendly and informative. I got an appointment on the day
- All staff at this practice are very helpful and they do their best in difficult circumstances
- Very efficient, easy parking
- Always very helpful and understanding, never rushed
- Extensive consultation and understanding of issue
- Exceptional service

Likely

- Good service. Comprehensive and informative GP
- Nice friendly staff

As the number of extremely unlikely and unlikely forms received are very low if we took the 10% example rule for these results then there would be only one or two comments to show in the report. Therefore for transparency and to identify if there are any trends emerging we decided to analyse the majority of the comments received from patients where they made a comment that they would be extremely unlikely and unlikely to recommend the practice to a friends or member of their family

APRIL-JUNE 2016

Unlikely

- Can never get an appointment.
- Cannot get through on the phone
- The receptionists are extremely rude
- Cannot see the same Doctor
- Cannot get through on the phone
- Cannot see the same Doctor
- Cannot get through on the phones
- Cannot get an appointment
- Cannot see the same Doctor

Extremely Unlikely

- Cannot get an appointment
- Cannot get through on the phones
- Cannot get an appointment

JULY-SEPT 2016

Unlikely

- Cannot get an appointment

OCT-DEC 2016

Extremely Unlikely

- Never seen on time
- Appointments run very late
- Cannot see the same Doctor

Unlikely

- Difficult to get an appointment
- Appointment very late
- Difficulty getting an appointment
- Getting appointment with Doctor of your choice

JAN-MARCH 2017

Extremely Unlikely

- Difficult to get an appointment
- Hard to get an appointment
- Problem getting an online appointment

Unlikely

- Difficult to make an appointment
- Long wait for appointment
- Takes a long while to get through on the phone

Summary and action plan

The Friends and Family Test results are discussed with the Patient Participation Group at the committee meetings as well as at the open meetings when all patients are welcome to attend. With 92% of patients stating that they are extremely likely or likely to recommend the Practice to a member of their family or to a friend and only 6% stating they would not recommend the practice the only action plan we have agreed is to keep reviewing the forms on a month by month basis to ensure that we are keeping up the high levels of service and care that our patients receive.

The one trend that did appear from the 6% of patients who would not recommend the practice was the problem of getting an appointment.

Since April 2017 the practice has employed two Nurse Practitioners and in August 2017 a new Salaried GP will be starting, working two days a week.

With the employment of the three new clinicians and the continuation of the Practice being a member of BB Health Care Solutions Federation, who Provide Out of Hours appointments, this will created additional appointments for patients to book, in advance and on the day.