

# THE NHS FRIENDS AND FAMILY TEST

## SURVEY

APRIL 2015 TO MARCH 2016



## **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**

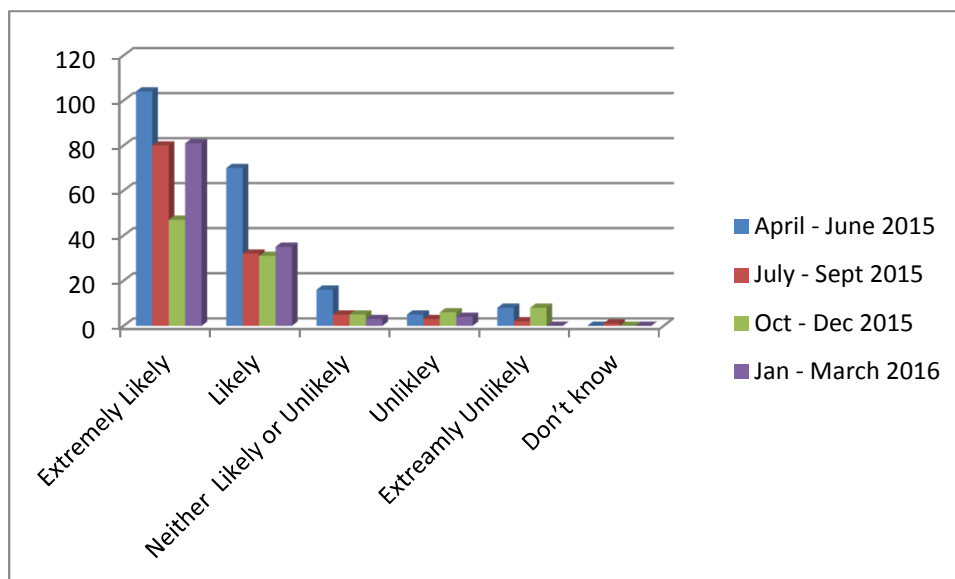
The purpose of the patient survey is to determine if patients are unhappy with the services that the practice is providing and if there are any trends that emerge from the survey that need the partners and patient group to consider implementing.

# RESULTS

During the period April 2015 to March 2016 the Practice received 546 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 **88%** 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 2015	July - Sept 2015	Oct - Dec 2015	Jan - March 2016	Total
Extremely Likely	104	80	47	81	312
Likely	70	32	31	35	168
Neither Likely or Unlikely	16	5	5	3	29
Unlikely	5	3	6	4	18
Extremely Unlikely	8	2	8	0	18
Don't know	0	1	0	0	1
Total	203	123	97	123	546



## **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-JUNE 2015**

#### **Extremely Likely**

- 1 Always good service and always able to get an appointment
- 2 20 years a patient and always received a high standard
- 3 Friendly Drs & receptionists
- 4 The Dr has time to listen and the care is excellent
- 5 We have always found everyone at this practice most helpful and caring
- 6 The reason being I have always had fantastic treatment here from the Drs/Nurses /receptionists especially when I had acute angina
- 7 I have been with the practice for 25 years & wouldn't consider moving. I would recommend my friends  
It's easy to get an appointment with a Dr. All the Drs are very good, helpful and
- 8 genuinely  
concerned with your well-being
- 9 Always got good treatment. Large choice of Drs
- 10 Excellent service. Job well done

#### **Likely**

- 1 Very good Drs
- 2 Have recently moved to the area. Always get an appointment & staff friendly
- 3 Always manage to get an appointment. Doesn't run too late
- 4 The practice offers good quality and reliable service for the local community. The Drs and nurses know their patients well and are always helpful
- 5 First appointment here but staff friendly and helpful
- 6 Attended for nearly 20 years. Always satisfied for whole family
- 7 Appointment requests are quick and efficient. Receptionists are helpful

#### **Neither Likely or Unlikely**

- 1 Very difficult to book appointments. I can't prebook Drs

### **JULY -SEPT 2015**

#### **Extremely Likely**

- 1 I always receive excellent treatment from this practice
- 2 Lovely staff and good Drs
- 3 Service and staff are very good and you can see a Dr on the same day
- 4 Excellent staff, I always leave here with a solid & correct diagnosis. I have every confidence in the staff here
- 5 I can usually get an appointment same day if I ring at 8am. Or 2pm.. The Drs spend time listening
- 6 There are many Drs to choose from and I feel they always listen
- 7 All staff are very helpful supportive and make time

8 Love my Drs and get great care and treatment from them

**Likely**

- 1 Good service and local to drop in blood tests and xrays
- 2 Can always get an appointment. Drs very nice and friendly
- 3 Friendly helpful Drs

**OCT -DEC 2015**

**Extremely Likely**

- 1 Excellent treatment for emergency appointments
- 2 Excellent service lovely Drs
- 3 Very good Drs who really take their time to listen
- 4 Happy with emergency and ongoing care
- 5 We use the online prescriptions and appointments, which work well. Having nurses on site has been a great help & having blood tests next door helps too

**Likely**

- 1 Dr polite and helpful
- 2 Standard of care received involvement in treatment and GPs willing to listen
- 3 Consistently helpful, never had trouble getting an appointment, easy to get in touch with Drs are good

**JAN - MARCH**

**2016**

**Extremely Likely**

- 1 I've been caring here since the opening and despite having lived away for many years, I've never found a better practice
- 2 Excellent Care!
- 3 Always get appointment straight away and great Dr's & staff
- 4 I've always had a positive experience. Friendly staff and well run practice. Plenty of parking and space in waiting room
- 5 Professional practice: always willing to listen, timely appointments, caring staff and offers options of care/ treatment
- 6 Exceptional service, friendly and caring staff. I like the online booking service
- 7 Friendly staff. Nice and clean practice
- 8 A first class surgery

**Likely**

- 1 Doctors and staff always very helpful
- 2 Friendly, helpful and efficient Drs and nurses
- 3 Always good about appointments for children

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 2015**

##### **Extremely Unlikely**

- 1 Services
- 2 The surgery is rarely able to provide appointments
- 3 Can never get an appointment
- 4 Extremely difficult to see the same doctor
- 5 Can never get an appointment
- 6 Extremely difficult to see the same doctor

##### **Unlikely**

- 1 Difficult to see a GP if not an emergency
- 2 Too many folks and not enough doctors
- 3 Hard to book appointments
- 4 Sometimes hit and miss with treatment
- 5 Long wait for appointment

#### **JULY -SEPT 2015**

##### **Extremely Unlikely**

- 1 Arrived 20 minutes early and 10 patients in front of me still to be seen

##### **Unlikely**

- 1 Always running late
- 2 I was not asked how are you.

#### **OCT -DEC 2015**

##### **Extremely Unlikely**

- 1 Cannot get an appointment
- 2 Cannot get an appointment
- 3 Will not be seen if late for appointment
- 4 Long delays for appointment
- 5 Will not be seen if late for appointment
- 6 Never appointments in advance to book
- 7 Doctors often run late

##### **Unlikely**

- 1 Long delays for appointment
- 2 Can never see the same doctor
- 3 Booking appointments
- 4 Parking problems

#### **JAN - MARCH 2016**

##### **Extremely Unlikely**

- 1 Booking appointments

##### **Unlikely**

- 1 Very difficult to see a doctor on the same day
- 2 Many of the reception staff are very unfriendly and unhelpful

3 Extremely difficult to see the same doctor

### **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 88% 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.

With the practice being a member of a Federation called BB Healthcare Solutions who offer patients an appointment with a GP seven days a week, this should hopefully allow those patients who stated that they could not get to see a GP on the same day the opportunity of using this service.