

Private and Confidential

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**Friends and Family Test
Report**

The Microfaculty

January 2015





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Dear Ms Dadabhoy

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 73 patient questionnaires in January 2015.

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=179759>

Please contact the office on 0845 5197493 or 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?

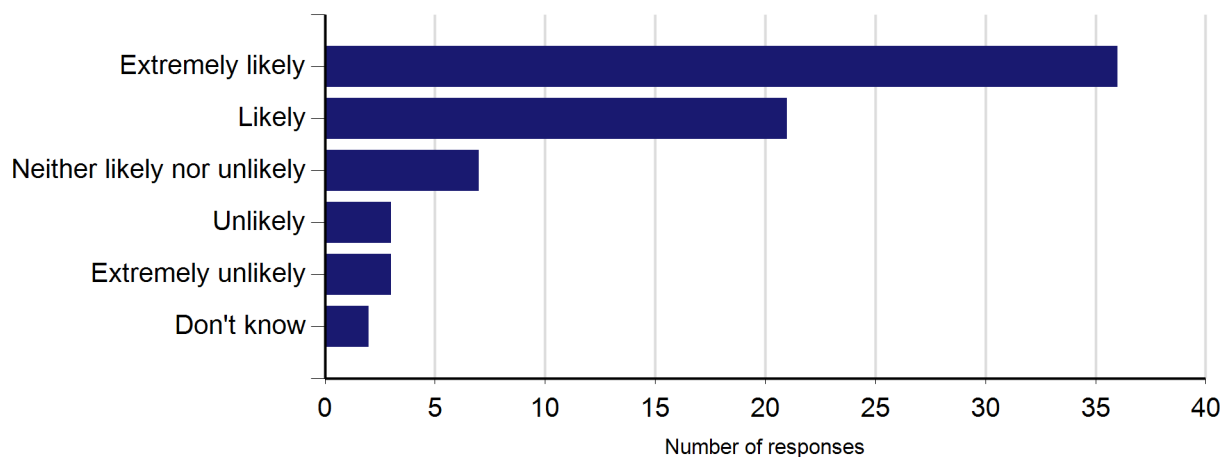
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	36	50%
Passive	Likely	21	29%
Detractors	Neither likely nor unlikely	7	10%
	Unlikely	3	4%
	Extremely unlikely	3	4%
	Don't know	2	3%
Total responses to this question		72	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	73

Graph 1



79% 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 72 patients who answered the Friends and Family Test question, 72 (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*	84	81%	45	23	7	3	4	2
Jan-15	72	79%	36	21	7	3	3	2
Dec-14	12	92%	9	2	0	0	1	0

*This cumulative feedback is based on the sum of the previous months survey data, as below (up to a maximum of 12 months).

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 have been with this GP practice for over 30 years and find them very engaging and no problem is ever too small for them.
- When I book in for an appointment, I don't have to wait too long.
- Excellent service over many years.
- It has a very good and prompt service. The GP here examines their patients very thoroughly.
- Very good GP practice with doctors that seem to take the time to understand customer needs. I leave with a feeling that GP has taken issues/concerns seriously.
- Because I feel relaxed and safe and comfortable with the doctor's suggestions.
- Patients' care and welfare does not exist at this surgery. You have to be a certain colour I am sorry to say.
- Good service.
- Likely as so far we have had good experience although I've only been registered here since last summer.
- Facility and friendly environment.
- I find that it is a very well run surgery and excellent doctors.
- Every time I try to make an appointment it is 'sorry, we cannot fit you in', no matter how ill I am always the same. Do not offer you an alternative, no empathy whatsoever from staff.
- I am never ill, but had a problem and could not go to work as I felt so ill, when I rang the surgery they said no available appointments until Sunday, which was 2 days later. This upset me so much, if you cannot see your doctor who can you see!
- It's very unprofessional, the doctors are not interested in patients other than one, who is amazing. Appointments are always 20-30 minutes behind schedule. If I had more time I'd change GPs.
- To get appointment is very hard.
- Family already registered at this practice.
- This place is good for patient.
- We get appointments very soon.
- It can be difficult to get an emergency appointment, always have to call back to get one for my daughter.
- Always been treated very well and seems much better than others I've heard about.

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

- Extremely professional doctor, very friendly and helpful reception. Doctor will go the extra mile to help.
- Very pleasant. Good patient skills. Spends time discussing your problems.
- Because I am so happy with you.
- I'm very happy with my doctor - I feel listened to and feel cared for.
- Not professional care given. No knowledge at all.
- I am always able to get an appointment whenever I need it with the doctor of my choice.
- Like the doctors.
- Good surgery.
- Like the surgery and staff.
- Sometimes extremely rude receptionists.
- Always been satisfied with the service.
- Happy with surgery.
- Staff helpful, pleasant. Doctor knowledgeable.
- Doctor not pleasant.
- Good, accurate doctors.
- Friendly. Always get the appointment I wanted.
- Because a good service and friendly staff.
- Nice friendly doctors and staff.
- I have been here for over 20 years and haven't got a bad word to say about this practice.
- Good surgery.
- Long time patient always walk out reassured and faith in GP.
- Ok.
- I always find the surgery friendly and I can always get an appointment when needed. Doctors are very thorough.
- Been here years, all good.
- Because it's a good surgery.
- Very good practice.
- Love all the GPs and staff.
- GP good.
- Excellent GP.
- Very friendly staff. Always there to help.
- Staff always very friendly but waited 20 minutes to be seen today.
- Love all the staff.
- Excellent.
- First time, very good impression.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	30	41%
Female	42	58%
Blank	1	1%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	5	7%
25 - 34	14	19%
35 - 44	9	12%
45 - 54	13	18%
55 - 64	14	19%
65 - 74	8	11%
75 - 84	7	10%
85+	1	1%
Blank	2	3%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	31	42%
Mixed/Multiple ethnic groups	4	5%
Asian/Asian British	21	29%
Black/African/Caribbean/Black British	11	15%
Other ethnic group	5	7%
Blank	1	1%

* 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	16%
Yes, limited a little	16	22%
No	40	55%
Prefer not say	3	4%
Blank	2	3%

* 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

