**Greet Medical Practice**

**Friends & Family Test Report**

**THE NHS FRIENDS & FAMILY SURVEY REPORT**

**April 2018 –March 2019**

Greet Medical Centre aims to provide the best possible care to its patients and undertakes patient surveys regularly and uses the patient feedback views as a way to monitor its performance which are discussed with the patient group.

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 P3

Patient demographics D1 Supporting documents Additional information

on the Friends and Family Test Sample patient questionnaire P4

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

**Table 1**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Extremely likely** | **likely** | **Neither likely or unlikely** | **Unlikely** | **Extremely unlikely** | **Don’t know** |
| **April 2018-2019** | **193 = 52%** | **151= 41%** | **15 = 45** | **3 = 1%** | **3 = 1%** | **2 = 1%**  |
| **April 2017-2018** | **117 = 39%** | **129= 42%** | **30 = 10%** | **13 = 4%** | **7 = 2%** | **7 = 2%** |

**52%** 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.

Cumulative and previous survey information Table 2

Frequency and distribution of ratings

Total responses to Q1

**April 2018 - 2019**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely likely  | likely | Neither likely or unlikely | Unlikely  | Extremely unlikely | Don’t know |
| 193 | 151 | 15 | 3 | 3 | 2 |

**April 2017 - 2018**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely likely  | likely | Neither likely or unlikely | Unlikely  | Extremely unlikely | Don’t know |
| 117 | 129 | 30 | 13 | 7 | 7 |

**COMMENTS AND FEEDBACK**

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:

|  |
| --- |
| * my doctor is very good. Appointments are given too late. Waiting time way to long sometimes
 |
| * good services outstanding staff and doctors
 |
| * I was happy with the service received
 |
| * Service is good however there is room for improvement. Having to call 100 times to get appointments
 |
| * I got the appointment when I require. They are helpful. Staff are friendly
 |
| * cant often get appointment. Had a problem because couldn’t get hold of injection to Pakistan.
 |
| * I like it
 |
| * friendly service
 |
| * I have received appointments when needed and got the help I need
 |
| * good and friendly service provided by the staff and surgery at all times
 |
| * cant often get appointments. I have to wait weeks. However they do try to when you call be helpful
 |
| * always provide a good service
 |
| * good service and very efficient
 |

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.