

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Aug 2019

Responses

Surveyed Patients: 199

Responses: 47

Survey Results

Aug 2019



Previous Months:

July 2019



June 2019



Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	32	4	1	2	0	1	47
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	7	0	0	0	0	0	6
Total	39	4	1	2	0	1	53
Total % (rounded)	83	9	2	4	0	2	100%

What was your overall experience of making an appointment?

Excellent	Good	OK	Not Good	Bad	Don't Know
80%	20%				

Patient Free Text Comments: Detail

Notes:

1. Free Text Comment received for current reporting month.
2. Classification based on initial response to Q1 rather than content of message.
3. Where consent withheld comment redacted

Recommended – comments

- ✓ I believe the waiting time is really not productive, I had an appointment at 11.10am and I was called in about 11.50am!! It's not great.
- ✓ I receive excellent treatment from the surgery over the years. My osteopathy sessions are really helping me at the moment as well.. If i need urgent treatment i often get
- ✓ emergency appointments
- ✓ This is the best surgery, reception staff always try to help and are always friendly and polite. GPs are caring and give time. If only people appreciate the hard work as I do
- ✓ love love love this surgery would not go anywhere else
- ✓ Nurse Rose was friendly skilled. The receptionist is always helpful too. The environment is clean and peaceful.
- ✓ Excellent customer care and service as always
- ✓ Service and personal experiences
- ✓ You are all welcoming , we feel free with the doctors, they are encouraging .
- ✓ 9 years of being a patient at this wonderful medical centre would make me definety recommend your practice, every time. They have saved my life
- ✓ I was given a thorough examination by the doctor. I felt that I was being listened to and that the doctor was understanding and empathetic. I have trust and faith in the
- ✓ course of treatment she has recommended..
- ✓ Doctors and nurse are amazing. Receptionists always consistently rude, unapproachable and unaccommodating. They need a big conversation about professionalism.
- ✓ Very good service
- ✓ Caring doctors and nurses and nice receptionists
- ✓ The doctor was amazing, reassuring and very calm
- ✓ I've been a patient at 306 for years and the service has never disappointed. All staff are amazing and a credit to the nhs
- ✓ Caring, thorough, knowledgeable
- ✓ The receptionists are friendly and extremely helpful and the doctors are attentive and professional.
- ✓ Appointment experience - GOOD
- ✓ Helpful GP

Passive – comments

- ✓ (Nil received)

Not Recommended

- ✓ Never go in on time of the appointment always called in late. Doctors seem non interested and very inexperienced
- ✓ The appointments are always very rushed. 10 minutes is very tight. There is no time to express your concerns properly or for the doctor to actually speak to you and see what the potential problems could be. Came out feeling like I was disturbing the doctor, even though I was on time, was seen before my time and rushed out at 10.15 when my appointment was for 10.10.

Survey Details

We surveyed patients who presented in the surgery in the survey month, to seek their views on their recent experience of our service. We used the following NHS Friends & Family Test Survey template:

		The NHS Friends and Family Test			
We would like you to think about your recent experience of our service. How Likely are you to recommend our service to friends and family if they needed similar care or treatment?					
Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					?
What is the main reason for your answer to the question?					
<hr/>					
<hr/>					
<hr/>					

What was your overall experience of making an appointment?

Excellent	Good	OK	Not Good	Bad	Don't Know	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
						?

What is the main reason for your answer to that question?

We provide a choice of Friends and Family Feedback options for our patients, such as SMS (auto or user initiated), Feedback Form (paper form in waiting room) and on surgery website.

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method, as the scoring methodology.

The percentage measures are calculated as follows:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

For information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here: <http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>