

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Feb 2019

Responses

Surveyed Patients: 158

Responses: 52

Survey Results

Feb 2019



Previous Months:

Jan 2019



Dec 2018



Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	33	7	2	1	2	0	45
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	6	1	0	0	0	0	7
Total	39	8	2	1	2	0	52
Total % (rounded)	75	15	4	2	4	0	100%

What was your overall experience of making an appointment?

Excellent	Good	OK	Not Good	Bad	Don't Know
85%	15%				

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 have always found the doctors understanding & very helpful also the receptionists are very friendly & helpful
- ✓ With 2 children their care is paramount. 306 always do their best to ensure we get wonderful care in a timely manner.
- ✓ They were Efficient
- ✓ Helpful advice
- ✓ Professionalism
- ✓ Staff are helpful
- ✓ Dr Mujic always lovely to deal with and great with kids. Reception staff always helpful and very pleasant
- ✓ The friendly and always helpful staff despite keeping me waiting 40mins
- ✓ I was impressed the way Dr Nada Mujic talked to me yesterday
- ✓ The doctor that I saw is always warm and receptive seems to have sound advice. She seems to care and for me that's medicinal in itself.
- ✓ 306 Medical Centre have a nice personal touch to their service and they go out of the way to make sure your needs are met.
- ✓ Always able to see doctors in short notice, great GPs. Reliable staff.
- ✓ Kind and always available for kids emergency
- ✓ Always able to get to see the doctor that I want via the app, all staff are friendly and helpful
- ✓ Rose is lovely and she makes horrible procedures not so bad!
- ✓ Excellent service at this practice
- ✓ Friendly staff
- ✓ I always receive the support I need

Passive – comments

- ✓ Because the practise has to improve in different aspects like appointments with interpreters, appointments are too far to people who doesn't speak english.

Not Recommended

- ✓ My friends and family don't live in the borough
- ✓ Long waiting times, rushed, dismissive appointments
- ✓ Lateness in appointment starting even though I was there 20 mins before and felt the GP just wanted me out the door.

Thematic Analysis of comments

Notes: Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.

Reception Experience: 7





Arrangement of Appointment: 3

Reference to Clinician: 8






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/>