

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Jan 2019

Responses

Surveyed Patients: 164

Responses: 54

Survey Results

Jan 2019



Previous Months:

Dec 2018



Nov 2018



Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	31	15	0	1	1	0	48
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	6	0	0	0	0	0	6
Total	37	15	0	1	1	0	54
Total % (rounded)	69	28	0	2	2	0	100%

What was your overall experience of making an appointment?

Excellent	Good	OK	Not Good	Bad	Don't Know
75%	25%				

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 not had any problems with the doctors are there now I have seen them both . Female doctor very pleasant listens to what you have to say and is very helpful
- ✓ I like seeing her thank you Dr Chawdhery
- ✓ Nice Doctor who listened to me and was helpful
- ✓ Wonderful staff but I feel like it's hard fitting everything that needs to be said in the time available
- ✓ Overall helpful/friendly/caring surgery
- ✓ Mahreen Chawdhery is wonderful: so kind and patient and attentive.
- ✓ Always extremely helpful
- ✓ Thorough and caring treatment.
- ✓ A very serious med condition. At times assistance conversation care is needed. Along with a very good pharmacy. Thank you.
- ✓ Not too long to wait for appointments and good communication
- ✓ Good care service and front desk
- ✓ Treated with respect and without judgement. Given all information required and advice on how to make improvements in my life. Not simply fobbed off with tablets.
- ✓ Above all listened to me and heard me. Great Doctor, knowledgeable, empathetic and caring. Thank you.
- ✓ Kind and friendly staff
- ✓ Great service
- ✓ The kindness of GP
- ✓ I found the service provided to be very friendly and courteous and a genuine interest in helping with my problem
- ✓ Very good GP, relatively easy to get appointment, good preventative care.
- ✓ I called today to book an appointment to see the nurse, not only was I able to see her but also the professional way by which I was attended to & advised by her. Even the way I was attended to by the receptionist was terrific. The appointment was kept to time. I didn't have to sit there on end. The addition of the modern technology whereby patients can check in themselves, names, whom to see, floor / room to go been displayed on the screen made the visit a worthwhile experience. It was a great improvement generally at the practice. Nice.
- ✓ Once finally seen there was a thoughtful analysis the problem and action to take it forward
- ✓ Empathetic GP who gives lots of time
- ✓ Very Good - Getting appointments - GOOD
- ✓ BRILLIANT
- ✓ Love this surgery - helpful staff
- ✓ easy to get appointments
- ✓ good....appointments are quick to get
- ✓ Anne the receptionist is unfailingly pleasant and professional. Dr Mujic has a wonderful bedside manner especially with children.
- ✓ Because the service and attention are always first class and the doctors are of the highest quality in my opinion giving wonderful treatment and care always
- ✓ Staff are friendly and helpful

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/>					

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/>