

NHS Friend & Family Test: 306 Medical Centre

Monthly Summary: Jan 2020

Responses

Surveyed Patients: 118

Responses: 38

Survey Results

Jan 2020



Previous Months:

Dec 2019



Nov 2019



Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	20	6	1	2	0	0	29
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	6	3					9
Total	26	9	1	2	0	0	38
Total % (rounded)	68	24	3	5	0	0	100%

What was your overall experience of making an appointment? Responses

Excellent	Good	OK	Not Good	Bad	Don't Know
6	2	3			

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

- ✓ Very efficient receptionist and doctor referral thank you
- ✓ I was in extreme pain and was seen at short notice and given painkillers which is an enormous relief.
- ✓ About 25% of image of any practice is portrayed by the admin staff/ receptionist they have (as first contact before seeing GP. Some people changed GP just for poor admin interpersonal relations. To have real humans not just a human being is a plus for good client experience.
- ✓ Really like the Doctors at 306. I feel listened to and prioritised. The level of care is fantastic. My wife has moved from a surgery nearby as I praised the level of care. She much prefers 306 too.
- ✓ Fri pm receptionists are great
- ✓ receptionists helpful and appointments easy
- ✓ Appointments easy and doctor experience good
- ✓ appointments easy and service is very good experience to get to see a doctor is positive
- ✓ appointment experience very good you can see a GP in 5 days which is great my last surgery in the area had between 3-6 week wait and tel appointments were a two week wait. So appreciate the service here much more
- ✓ Great service - they pulled all the stops out to help me Thank you to practice manager, reception and Dr Chawdhery (Box of chocolates in Reception - enjoy)
- ✓ Doctor very knowledgeable and professional and supportive
- ✓ Efficient, personalised and professional care
- ✓ Good service. Good expertise.
- ✓ Excellent Reception Staff Online Booking. Great doctors Can usually get an appointment same day
- ✓ Response from the surgery was exemplary, practice manager Mr Dawood came over to place of work to find me straightaway and was immediately sent to A&E King's.
- ✓ Brilliant surgery
- ✓ Good services Good location and excellent medical team.

Passive – comments

- ✓ Often have to wait up to an hour after scheduled appointment. GP wouldn't take a quick look at my son's eczema as the appointment was for my other son. Can't make time to come back again. Should have been an easy thing to look at quickly.

Not Recommended

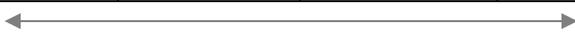
- ✓ Not getting cured

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?					

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/>