

# NHS Friend & Family Test: 306 Medical Centre

## Monthly Summary: July 2019

### Responses

Surveyed Patients: 172

Responses: 53

### Survey Results

## July 2019



### Previous Months:

#### June 2019



#### May 2019



## Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	33	9	1	0	3	1	47
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	5	1	0	0	0	0	6
<b>Total</b>	<b>38</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>53</b>
<b>Total % (rounded)</b>	<b>72</b>	<b>19</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>100%</b>

### What was your overall experience of making an appointment?

Excellent	Good	OK	Not Good	Bad	Don't Know
60%	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

- ✓ Because my GP is reliable and competent of her job , she will advices, encourage and and explains to you about your daily diet and weights loosen.
- ✓ The doctors are excellent
- ✓ I think it is great surgery & staff helpful & friendly
- ✓ Friendly, informative service. I never feel rushed and the doctors and nurses show a genuine interest.
- ✓ This surgery has gone above and beyond to help me with incredibly difficult life situations that have impacted my health. I have received help from 3 different Doctors all of whom have been amazing and even the reception/admin staff were amazing when I needed to check my medical records. Today the Dr, was very thorough with checking my heart, going through tests and arranging for hospital tests to be carried out. He showed me how to self-refer for my PTSD. He showed empathy and patience throughout. Took me seriously and sent me a text message after the appointment with further help. Excellent service!
- ✓ Was seen to, quickly, and in a professional way
- ✓ Doctor was patient kind polite and helpful
- ✓ I've always been courteously treated by reception, doctor Chawdhery & nurse Melrose 2day who greeted me straight upon entry 2day. Regards (named redacted)
- ✓ Outstanding treatment, and support given.
- ✓ Got a speedy appointment for my son when needed.
- ✓ My appointment was delayed 30 minutes but when I did see the Dr she was good
- ✓ It's an efficient and polite service. The staffs are also all very nice.
- ✓ The main reason for the answer given. I cannot see a doctor when I need one.
- ✓ Appointment on time. Pleasant Doctor, clear information
- ✓ Kind to and many years comfortable bless thank you
- ✓ Because the level of care and advice I was given was very reassuring.
- ✓ All of the staffs are fantastic.
- ✓ appoints very easy to get compared to my last surgery
- ✓ nice friendly service
- ✓ caring and nice GPs who listen to you
- ✓ best surgery and friendly
- ✓ caring and appointments easy to get
- ✓ nice and helpful always
- ✓ Quick, good with the children, go what we came for! (Jabs)

## Passive – comments

- ✓ (Nil received)

## Not Recommended

- ✓ The majority of the receptionists are rude and abrupt. The main doctor is very nonchalant and not efficient - she gives generic advice and doesn't seek to fully understand your problem. Lastly, the waiting time for appointments is outrageous although i hear this issue spans across the NHS board



## 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?					
<b>Extremely Likely</b>	<b>Likely</b>	<b>Neither likely or unlikely</b>	<b>Unlikely</b>	<b>Extremely Unlikely</b>	<b>Don't Know</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					?
<b>What is the main reason for your answer to the question?</b>					
_____					
_____					
_____					

**What was your overall experience of making an appointment?**

<b>Excellent</b>	<b>Good</b>	<b>OK</b>	<b>Not Good</b>	<b>Bad</b>	<b>Don't Know</b>	
<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/>