

# NHS Friend & Family Test: 306 Medical Centre

## Monthly Summary: Jun 2019

### Responses

Surveyed Patients: 147

Responses: 43

### Survey Results

## June 2019



### Previous Months:

#### May 2019



#### Apr 2019



### Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	25	9	2	0	1	0	37
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	4	2	0	0	0	0	6
<b>Total</b>	<b>29</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>43</b>
<b>Total % (rounded)</b>	<b>67</b>	<b>26</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>100%</b>

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

Excellent	Good	OK	Not Good	Bad	Don't Know
70%	20%	10%			

# 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

- ✓ Friendly and competent nurse who cared about me being comfortable
- ✓ Everyone at surgery is pleasant
- ✓ Easy to get an appointment whenever needed
- ✓ In my opinion I find Doctors Nurses Receptionists are all very helpful and polite thank you,.
- ✓ Excellent, clean surgery, staff always friendly and helpful, and Dr.Chawdhery is always friendly, caring and thorough.
- ✓ Dr Faizan Chaudery was very helpful
- ✓ 30 min delay on a regular based. Never on time.
- ✓ Friendly staff Efficient service
- ✓ I saw Rose the nurse today and she was extremely helpful with all ml my questions and answers which were well above my expectations and td t
- ✓ Kind and helpful doctor
- ✓ Good care from doctor.
- ✓ Because it is my local doctors near to me ok
- ✓ Thank you for your feedback. To help us improve our service please text back: what is the main reason for the answer you have chosen?
- ✓ Clear advice from the GP.
- ✓ Using the app to book an appointment was really accessible and much easier than calling. The clinic ran on time, and Dr Chowdhery was extremely understanding
- ✓ and listened to what was wrong, and made helpful suggestions. @ons.
- ✓ Overall good service but could be better access to emergency appointments and more routine appointments available
- ✓ Very empathetic and helpful doctor
- ✓ 306 Lordship lane medical centre is a very good clinic.
- ✓ great care
- ✓ very caring
- ✓ nice and clean. friendly and caring
- ✓ Excellent service. Same day appointment and prescription given.
- ✓ Nice Dr and professional staff
- ✓ We were seen promptly and given the medicine that was needed.

## Passive – comments




- ✓ Kept waiting well over appointment time over 35 mins while in the waiting room could hear receptionists talking.

## Not Recommended





## 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/>