

# NHS Friend & Family Test: 306 Medical Centre

## Monthly Summary: Nov 2019

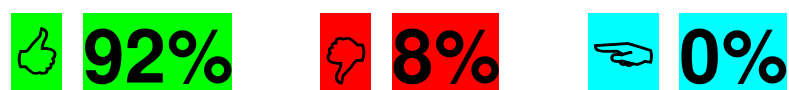
### Responses

Surveyed Patients: 121

Responses: 24

### Survey Results

## Nov 2019



### Previous Months:

#### Oct 2019



#### Sept 2019



## Report Summary

|                          | Extremely Likely | Likely    | Neither likely nor unlikely | Unlikely | Extremely Unlikely | Don't Know | Total       |
|--------------------------|------------------|-----------|-----------------------------|----------|--------------------|------------|-------------|
| SMS - Auto poll          | 11               | 4         | 0                           | 1        | 1                  | 0          | 17          |
| SMS - User Initiated     |                  |           |                             |          |                    |            |             |
| Tablet/App               | 0                | 0         | 0                           | 0        | 0                  | 0          | 0           |
| Web/E-mail               |                  |           |                             |          |                    |            |             |
| Manual Upload            | 7                | 0         | 0                           | 0        | 0                  | 0          | 7           |
| <b>Total</b>             | <b>18</b>        | <b>4</b>  | <b>0</b>                    | <b>1</b> | <b>1</b>           | <b>0</b>   | <b>24</b>   |
| <b>Total % (rounded)</b> | <b>75</b>        | <b>17</b> | <b>0</b>                    | <b>4</b> | <b>5</b>           | <b>0</b>   | <b>100%</b> |

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

| Excellent | Good | OK | Not Good | Bad | Don't Know |
|-----------|------|----|----------|-----|------------|
| 3         | 3    | 1  |          |     |            |

# 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

- ✓ All staff very professional and approachable.
- ✓ Always helpful surgery
- ✓ Friendly & helpful staff & doctors. Make you feel welcome & appointments are never rushed.
- ✓ Two reasons: 1. Receptionist earlier today was really helpful and gave 2. The doctor was lovely and I felt listened to
- ✓ I like that emergency appointments are almost always available.
- ✓ appointments usually easy
- ✓ nice practice and appointments easy to get
- ✓ good caring doctors and staff and appts available online.
- ✓ good all round... happy to be a patient here

## Passive – comments

- ✓ (Nil received)

## Not Recommended

- ✓ Extremely likely

## 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: 4**  
**Arrangement of Appointment: 4**  
**Reference to Clinician: 3**


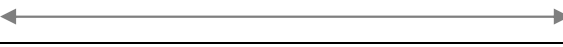



## Survey Details

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.<br>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>  |   |                                   |                          |   |                          |
| <hr/>  |   |                                   |                          |   |                          |
| <hr/>  |   |                                   |                          |   |                          |
| <hr/>  |   |                                   |                          |   |                          |

**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/>