

# NHS Friend & Family Test: 306 Medical Centre

## Monthly Summary: Oct 2019

### Responses

Surveyed Patients: 120

Responses: 37

### Survey Results

#### Oct 2019



#### Previous Months:

##### Sept 2019



##### Aug 2019



### Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	22	10	3	0	2	0	37
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	0	0	0	0	0	0	0
<b>Total</b>	<b>22</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>37</b>
<b>Total % (rounded)</b>	<b>59</b>	<b>27</b>	<b>8</b>	<b>0</b>	<b>5</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
50%	10%	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 receptionist, waiting time less than 10 minutes, helpful GP
- ✓ Accommodated a late appointment for my son
- ✓ Listened to my concerns and acted efficiently on them.
- ✓ I have received more advice and consultation than I expected.
- ✓ 30 min waiting time
- ✓ A quick appointment system and seeing the same doctors. No locums
- ✓ Quick appt. No wait time. Excellent service
- ✓ Back, the GP is as atmosphere that is welcoming people, friendly and the Doctor is very welcoming and ready to listening to you their patient and ready to help you to get well with your condition, so that patient will know your health comes first before anything. As the saying says health is wealth.
- ✓ Got my appointment quickly and when I was seen it felt very thorough.
- ✓ The doctor I saw today was very informative and really helped me. Thanks
- ✓ Good service all round
- ✓ I love my doctor, Doctor Chawdhery, she is professional
- ✓ Today i went to see Osteopath for the second time she was very calming patient and extremely informative. Made me felt i was mo6bing in the right direction from
- ✓ the first visit. Made me feel optimistic for the future. Also saw Dr M Chawdhery who I haven't seen for some years she made me feel at ease and expained all in detail.
- ✓ Very good
- ✓ Great served

## Passive – comments

- ✓ (Nil received)

## Not Recommended

- ✓ I was badly spoken to by the receptionist. She wasn't helpful at all.

## 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: 2**





**Arrangement of Appointment: 3**

**Reference to Clinician: 6**






## 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/>