

# NHS Friend & Family Test: 306 Medical Centre

## Monthly Summary: Mar 2020

### Responses

Surveyed Patients: 30

Responses: 15

### Survey Results

## Mar 2020



### Previous Months:

#### Feb 2020



#### Jan 2020



## Report Summary

	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Auto poll	7	2	0	0	2	0	11
SMS - User Initiated							
Tablet/App	0	0	0	0	0	0	0
Web/E-mail							
Manual Upload	4	0	0	0	0	0	4
<b>Total</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>15</b>
<b>Total % (rounded)</b>	<b>73</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>13</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
4	2	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

- ✓ Friendly staff, quick referrals and never too much of a long wait!! Great service. Thank you :)
- ✓ Extremely pleasant all ways A very good listening ear Thank you very much
- ✓ I was seen on time and managed to get a flu jab without appointment
- ✓ Very impressed with all the care I've received over the past 4 appointments
- ✓ The nurse is outstanding and the practice seems very organised and well run. I really the GPs there too. They are also outstanding.
- ✓ Great staff in hard times, nothing to much trouble

## Passive – comments

## Not Recommended

- ✓ GP didn't really listen to what I was saying, patronising, rushed

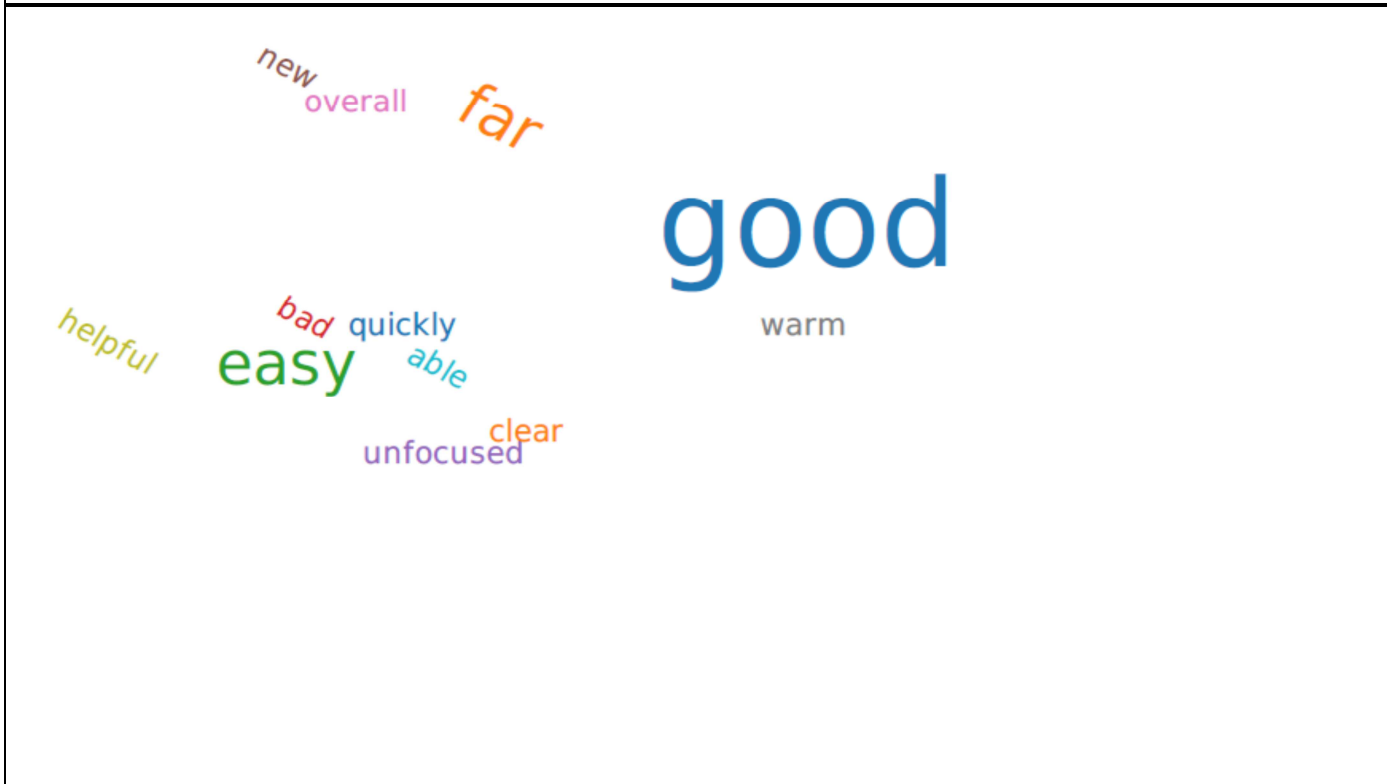
## Thematic Analysis of comments

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: 2

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. 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/>