

Private and Confidential

Mr Ian Gibson
Petroc Group Practice - Trekenning Road
Trekenning Road
St Columb Major
Cornwall
TR9 6RR

**Friends and Family Test
Report**

Petroc Group Practice - Trekenning Road

December 2014





Mr Ian Gibson
Petroc Group Practice - Trekkenning Road
Trekkenning Road
St Columb Major
Cornwall
TR9 6RR

1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

t: 0845 5197493
f: 01392 824767

e: enquiries@cfepsurveys.co.uk
w: www.cfepsurveys.co.uk

14 January 2015

Dear Mr Gibson

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 44 patient questionnaires in December 2014. Of those 44 patients who responded to this survey, 44 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link: <http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=180529>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your results.

I hope the report forms a useful basis for reflection on the service provided to patients.

Yours sincerely

CFEP UK Reports Team

Your patient feedback

Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1)	P1
Cumulative and previous survey information (table 2)	P2
Patient comments	P2
Patient demographics	D1

Supporting documents

Additional information on the Friends and Family Test
Sample patient questionnaire

Frequency and distribution of ratings for the Friends and Family Test question

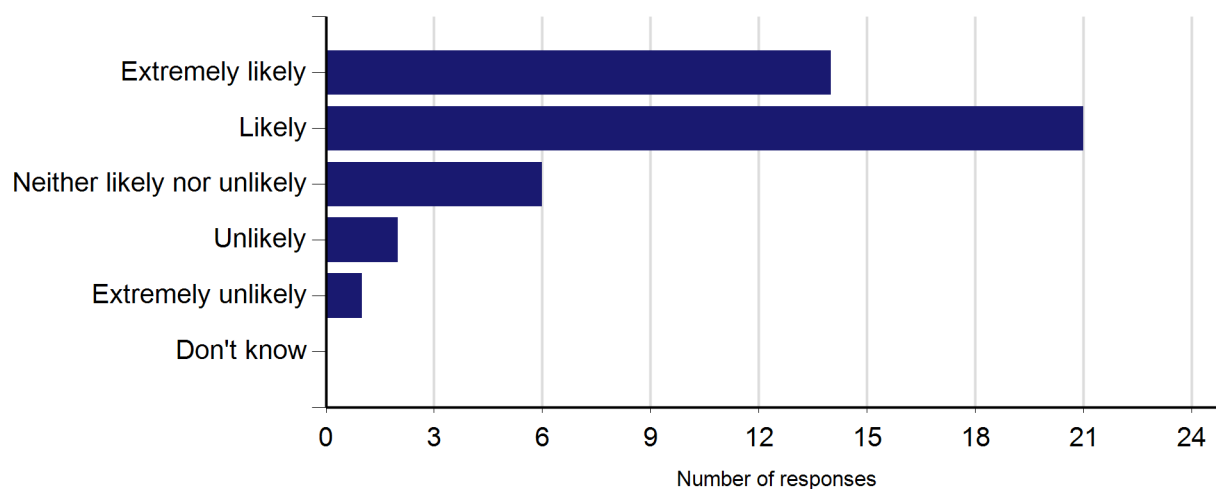
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	14	32%
Passive	Likely	21	48%
Detractors	Neither likely nor unlikely	6	14%
	Unlikely	2	5%
	Extremely unlikely	1	2%
	Don't know	0	0%
Total responses to this question		44	101%

* May not add up to 100% due to rounding

Graph 1



80% of patients who responded to the survey would be either extremely likely or likely to recommend your practice to friends and family if they needed similar care or treatment.

The sum of the 'Extremely likely' and 'Likely' percentage of responses in Table 1 may not equal the percentage in the grey box above due to rounding.

Cumulative and previous survey information

Table 2

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Frequency and distribution of ratings					
			Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Cumulative feedback*	44	80%	14	21	6	2	1	0
Dec-14	44	80%	14	21	6	2	1	0

*This cumulative feedback is based on the sum of the previous months survey data, as below (up to a maximum of 12 months).

Patient comments

The following comments are from patients who indicated that they were happy for these to be made public.

All comments are included in their entirety but all attempts have been made to remove details which could identify specific patients or practitioners.

Please tell us why you answered as you did in question 1:

- Depends which doctor you see for the level of service. One receptionist has a loud voice which travels throughout the waiting area, therefore privacy can be an issue.
- The service is quick and nothing is too much trouble, although at times it can be difficult to get an appointment as the phone line is often busy.
- We appear to get much better service than we read about in the papers about other areas.
- Very friendly, takes time to listen and gets you sorted.
- Can get an appointment quickly, good out of hours service, friendly and professional doctors. Can see the doctor on the day in case of emergency.
- I have never had a bad result from coming here before.
- It's slow and have to go down town to get prescription when should be allowed to collect prescription from practice! When feeling ill should not be made to walk a mile to get prescription.
- As you serve 2 areas, St Columb and St Columb Road, it's handy. We can usually get an appointment when needed and usually get a satisfactory diagnosis.
- Your receptionists are always extremely helpful and polite and doctors listen to what I say.
- There are some very good GPs who are understanding and experienced in their field. Staff (receptionists) are always helpful and efficient. Communication with chemist could be better as often information is not passed on.
- Difficulty to get appointment with specific doctor. Parking difficulties.
- Because everyone is kind and friendly.
- All my family are registered.
- Always able to see a doctor if urgent, appointments seen available okay friendly team of doctors and nurses. Reception staff always polite.
- Close to home, helpful.
- Pleased with the service provided.
- Very friendly doctors and a lovely atmosphere.
- Generally good. Missed diagnosis resulting in 4 day hospital stay. Need to listen more.
- Never had any problem here.
- It's extremely difficult to get an appointment when you need it.
- Because they are very good.

Please tell us why you answered as you did in question 1:

- I have never had a problem seeing a doctor when needed.
- Close, prompt, professional, fine.
- Good but long waiting times and hard to get an appointment.
- Fairly basic, although reception staff weren't the most happiest.
- I've always found the surgery and doctors very helpful.
- Always helped with my illness.
- Find it difficult to get appointment when it suits me.
- To date I have always been very pleased with the way that I have been treated.
- Always helpful receptionists. Don't have problems seeing a doctor.
- Depends where they live, but I find the GP practice very good.
- Very satisfied.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	10	23%
Female	33	75%
Blank	1	2%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	4	9%
25 - 34	8	18%
35 - 44	5	11%
45 - 54	8	18%
55 - 64	8	18%
65 - 74	9	20%
75 - 84	2	5%
85+	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	41	93%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	1	2%
Other ethnic group	1	2%
Blank	1	2%

* May not add up to 100% due to rounding

Q6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses*
Yes, limited a lot	8	18%
Yes, limited a little	11	25%
No	23	52%
Prefer not say	2	5%
Blank	0	0%

* May not add up to 100% due to rounding

Supporting documents

Additional information on the Friends and Family Test

The Friends and Family Test (FFT) is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services. It is not a traditional survey. It is a continuous feedback loop between patients and practices.

Practices can use the feedback gathered through the FFT to celebrate successes and to support staff to make improvements where the experience of service does not live up to expectations. FFT results are also one useful source of information which can help to inform choice for patients and the public.

More information and guidance about the use of the FFT in the NHS can be found at <http://offlinehbpl.hbpl.co.uk/NewsAttachments/PGH/FFT.pdf> and <http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-14.pdf>.

Friends and Family Test



Example

You can help this general practice improve its service

- This practice would welcome your honest feedback
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included in their entirety but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

We would like you to think about your recent experience of our service

1 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Please tell us why you answered as you did in question 1

Please select this box if you DO NOT wish your comments to be made public

3 Are you:

Male Female

4 What age are you?

<input type="checkbox"/> 0 – 15	<input type="checkbox"/> 16 – 24	<input type="checkbox"/> 25 – 34	<input type="checkbox"/> 35 – 44	<input type="checkbox"/> 45 – 54
<input type="checkbox"/> 55 – 64	<input type="checkbox"/> 65 – 74	<input type="checkbox"/> 75 – 84	<input type="checkbox"/> 85+	

5 What is your ethnic group?

<input type="checkbox"/> White	<input type="checkbox"/> Mixed/Multiple ethnic groups	<input type="checkbox"/> Asian/Asian British
<input type="checkbox"/> Black/African/Caribbean/Black British	<input type="checkbox"/> Other ethnic group	

6 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age)

Yes, limited a lot Yes, limited a little No Prefer not to say

Thank you for your time and assistance

