

**Private and Confidential**

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**Friends and Family Test  
Report**

Parklands Medical Practice

January 2017





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1 February 2017

Dear Mrs Harris

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 68 patient questionnaires in January 2017.

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=199476>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto: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?**

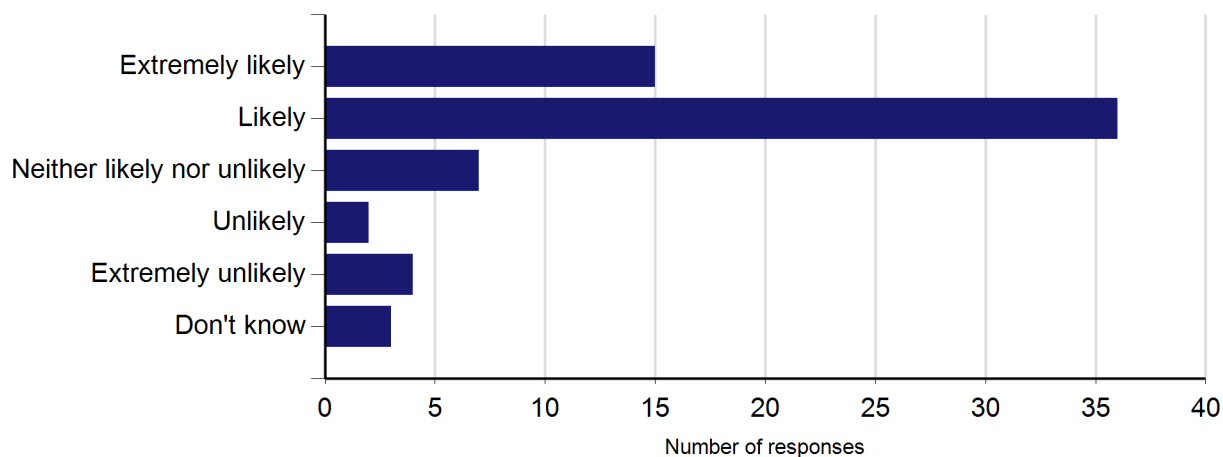
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	15	22%
Passive	Likely	36	54%
Detractors	Neither likely nor unlikely	7	10%
	Unlikely	2	3%
	Extremely unlikely	4	6%
	Don't know	3	4%
Total responses to this question		67	99%

\* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	1
Total number of patients providing feedback	68

Graph 1



**76% 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.

**Of those 67 patients who answered the Friends and Family Test question, 66 (99%), filled out a paper questionnaire and 1 (1%), completed a questionnaire online.**

## 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*	586	74%	184	252	68	35	29	18

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

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Jan-17	67	76%	15	36	7	2	4	3
Dec-16	31	81%	14	11	4	0	1	1
Nov-16	50	68%	14	20	8	2	4	2
Oct-16	52	71%	18	19	8	2	3	2
Sep-16	46	78%	16	20	3	4	2	1
Aug-16	49	78%	23	15	2	6	1	2
Jul-16	48	75%	13	23	6	1	3	2
Jun-16	53	83%	16	28	6	2	1	0
May-16	49	78%	19	19	4	4	3	0
Apr-16	46	74%	16	18	4	4	1	3
Mar-16	51	61%	12	19	11	3	5	1
Feb-16	44	73%	8	24	5	5	1	1

## 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:

- Because the service I receive from the reception staff is atrocious. They are rude and talk down to you as though you are beneath them. My partner cannot visit the doctors until after the work day ends and I explained this to the receptionist and she said "well he needs to be available when we have an appointment, not the other way round". I think that is ridiculous and rude and inconsiderate. This is one of many incidents where the receptionists are incredibly rude and unhelpful.
- In my experience everybody is kind and considerate and very helpful.
- Very good doctors.
- Friendly practice.
- Quite hard to get appointments, not enough information on how to pre book an appointment in advance. Even hard to get an appointment with the nurses and just being to attend a health check clinic on a regular basis.
- Difficult getting appointments when needed.
- At times it takes a long time to make an appointment to see a doctor. To make an appointment via telephone is almost impossible.
- I think its a good practice.
- Because I use it quite often.
- Park Road is usually really good for getting an appointment. Unlike Butterhsaw Lane practice which is closer.

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

- Everyone is usually very helpful and kind. GP and nurses listen.
- Because members of staff on reception are very helpful and will assist with appointment times where possible.
- Because I have had no problems with this GP for the past several years.
- Very difficult to get a quick diagnosis and resolution/treatment plan to ongoing health issues.
- Been with Park Road for a long time and not had too many problems when booking appointments.
- Whilst the service is good, its extremely difficult to get an appointment within a reasonable time frame. It's also very difficult to get through on phone just to speak to someone.
- Easy to contact - talk to. Only problem I have is that I'm always waiting a rather long time for referrals.
- One of the doctors listens - extremely good doctor. Most reception staff very helpful.
- Always been helpful. Never had any problems.
- Been coming here for years no complaints.
- Because they are friendly.
- Good service. Reception always helpful and polite.
- GPs listen and try.
- Fantastic service.
- I have an address only seconds distance away and due to knowing many residences in the area I can recommend the convenience of how central the surgery is alongside good service.
- Always been ok for me and my family. Been with this practice for many years seen doctor come and go but still get a good service I am happy.
- Park Road surgery has poor services. Does not provide best result or send messaging for people with hearing problems.
- Not sure to be honest.
- Because we get appointments without any hassle and the doctors deal with your illness very well.
- Choice of female/male doctors.
- It's a friendly practice.
- Because the staff are really nice and helpful, always greeted with smile. Always listens too. Nurse and doctors so kind and gentle. They always there.
- It's alright.
- Managed to secure an appointment after ringing at 8am. Appointment time was convenient. I was seen within a few minutes of appointment time. Consultation was thorough.
- Never can get an appointment. Waiting for ages in waiting room. Doctors don't listen when I have problems.
- There are two practices so availability for appointments is more flexible. The practice has had the same GPs for many years, so relationships with patients is consistent.
- Issues with getting appointments. Also confusion with the two sites - have gone to the wrong branch - both have "Park" in the name which adds to confusion.
- The doctors are very good.
- Sometimes struggle to get appointments.
- I have always had good service at this practice.
- Patience is virtue/all too busy/empathy/grounded. We will all get along/gracious. Grace of God go I.
- They listen and don't dismiss your concerns.
- Always get seen and listened to.
- Hard to get appointment.
- Midwife made us appointment and we turned up and she went home.
- Appointment at 9, still waiting at 9.30.
- Can never get an appointment.

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

- Sometimes it's hard to get an appointment when needed. That said the doctors do listen to you.
- Waiting times in surgery can be long.
- Been having tests done and it has been quick and effective over the past 6 months.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	23	34%
Female	43	63%
Blank	2	3%

\* May not add up to 100% due to rounding

### Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	1%
16 - 24	3	4%
25 - 34	14	21%
35 - 44	12	18%
45 - 54	16	24%
55 - 64	13	19%
65 - 74	3	4%
75 - 84	4	6%
85+	1	1%
Blank	1	1%

\* May not add up to 100% due to rounding

### Q5: Ethnic group

	Number of responses	Percentage of responses*
White	47	69%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	17	25%
Black/African/Caribbean/Black British	2	3%
Other ethnic group	0	0%
Blank	2	3%

\* 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	10	15%
Yes, limited a little	14	21%
No	37	54%
Prefer not say	3	4%
Blank	4	6%

\* 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

