

## The NHS Friends and Family Test –November 2018

Below are the results from The NHS Friends and Family Test for November 2018. There was a total of 20 responses, which is a small increase from the previous month.

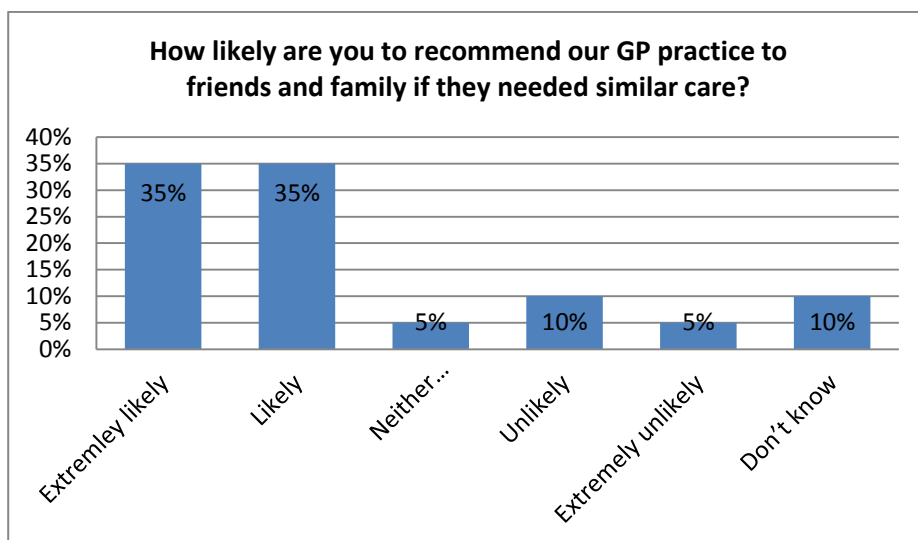


Figure 1

Figure 1 shows the number of people that are willing to recommend the GP Practice to family and friends requiring similar care. The response has been consistently positive throughout the last quarter. The majority responded 'extremely likely' or 'likely'.

In the comments section related to this question, there were positive comments such as 'simple, quick. Dr listened'. Another noted that staff are helpful but appointments are not frequently available. Another patient noted 'I find dealing with constant Locums and G.P. difficult. Reception staff however are great'. 25% of responses noted that staff listen and are helpful. This indicates that the service from staff is at a good level and is consistent and has been maintained for the last quarter.

### **A little bit about you...**

Figures 2-6 suggest that there is a diverse group of respondents in terms of age, ethnicity, disability and so forth. There is almost a 10% increase in the number of people for whom we know these details. Figure 2 shows the number of male and female respondents, with a large proportion of respondents being female compared to 12% for the previous month. This may simply be that more appointments were issued to women this month than previously. There is still a high number of respondents for whom the gender is unknown.

Figure 3 shows the age group of 40% of respondents, a 4% increase. Majority are in the mid-range. There is a discrepancy in the age group tick boxes which needs to be resolved. There is a good spread of ethnic groups, with a broader ethnic group represented although a large proportion is still unknown (see figure 5).

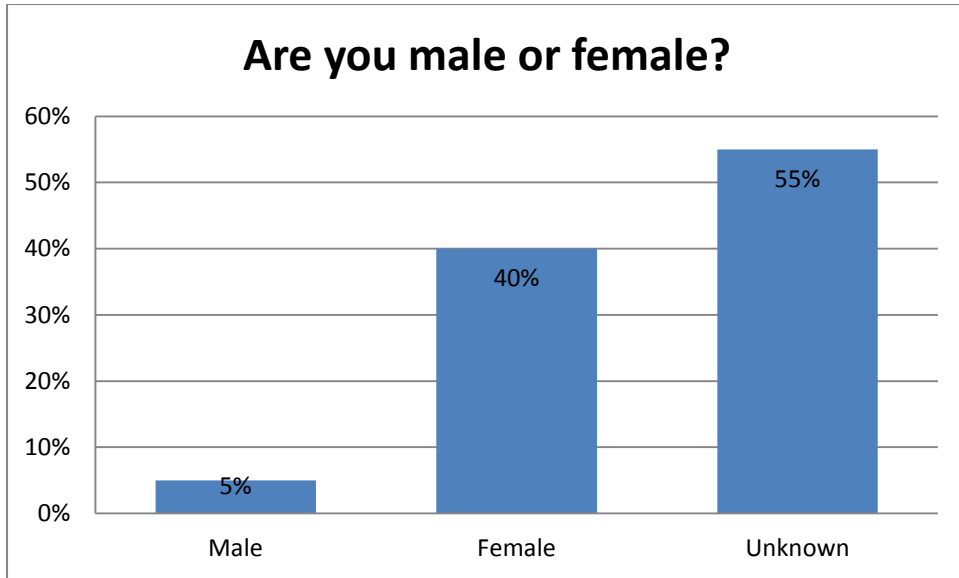


Figure 2

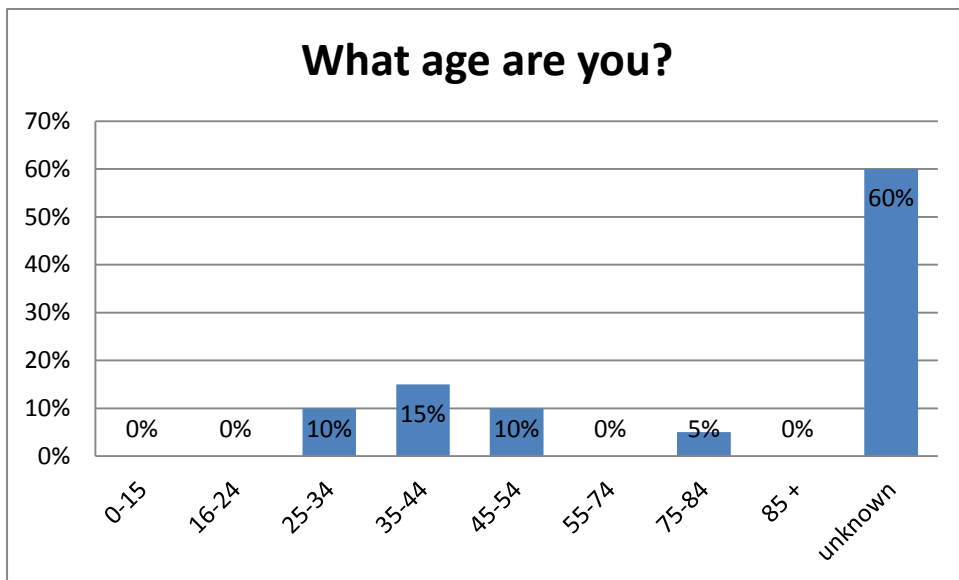


Figure 3

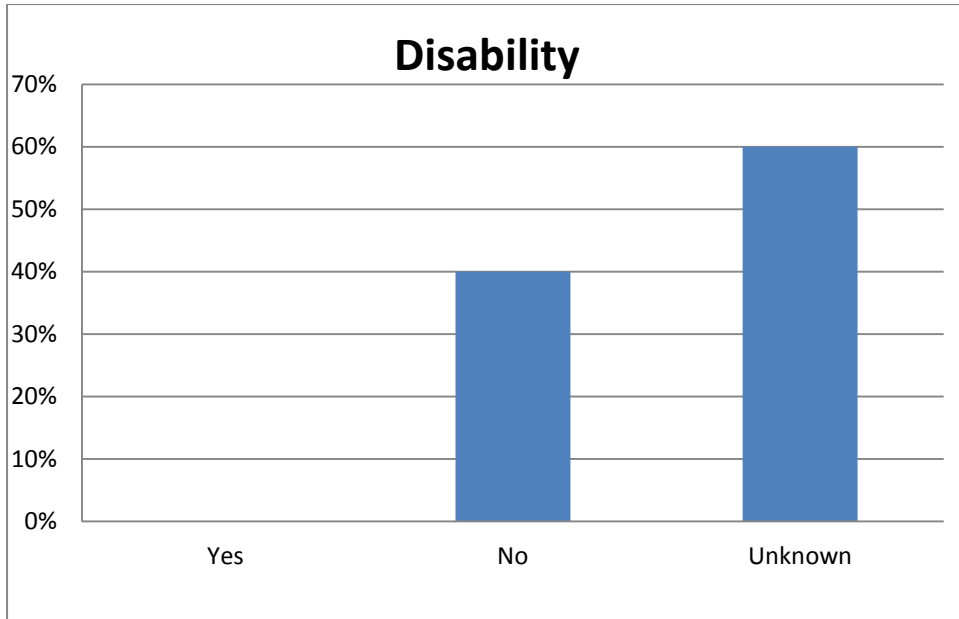


Figure 4

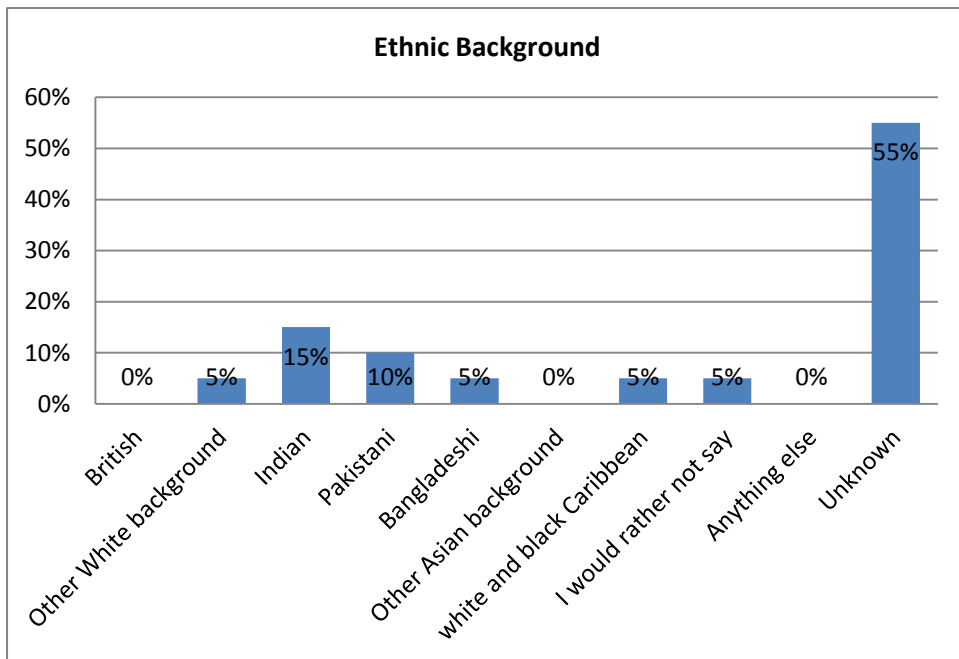


Figure 5

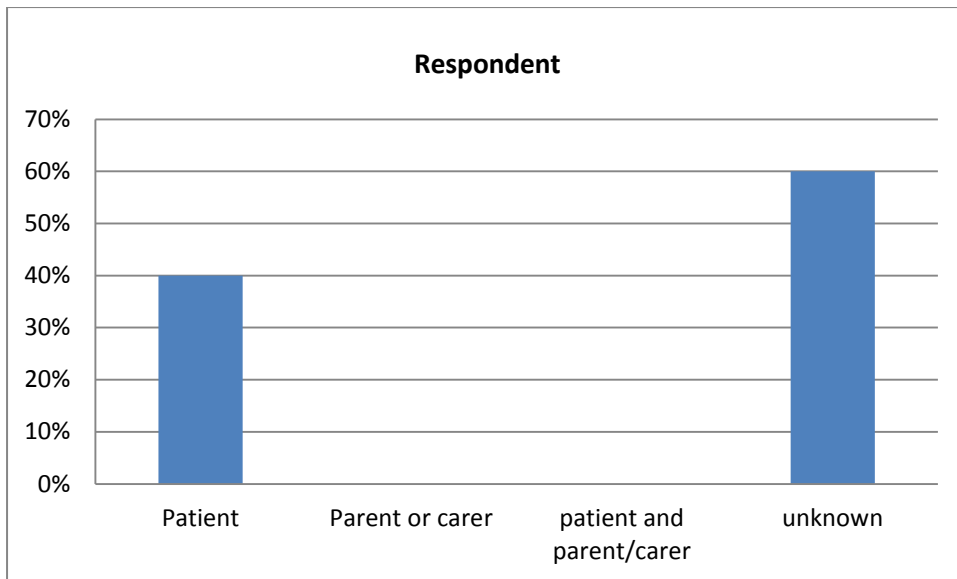


Figure 6

Figure 6 shows 40% of the respondents were patients. We do not have this data available for 60% of respondents.

### **Suggestions and recommendations**

1. To increase responses month on month and encourage those completing the survey to provide comments in the comments box for question one.
2. To find a way to record the details under 'A little Bit About You' when respondents use the automated system to complete the survey.
4. To include a tick box for the age group 65-74.