

The NHS Friends and Family Test –December 2018

Below are the results from The NHS Friends and Family Test for December 2018. There is a total of 20 responses, the same as November.

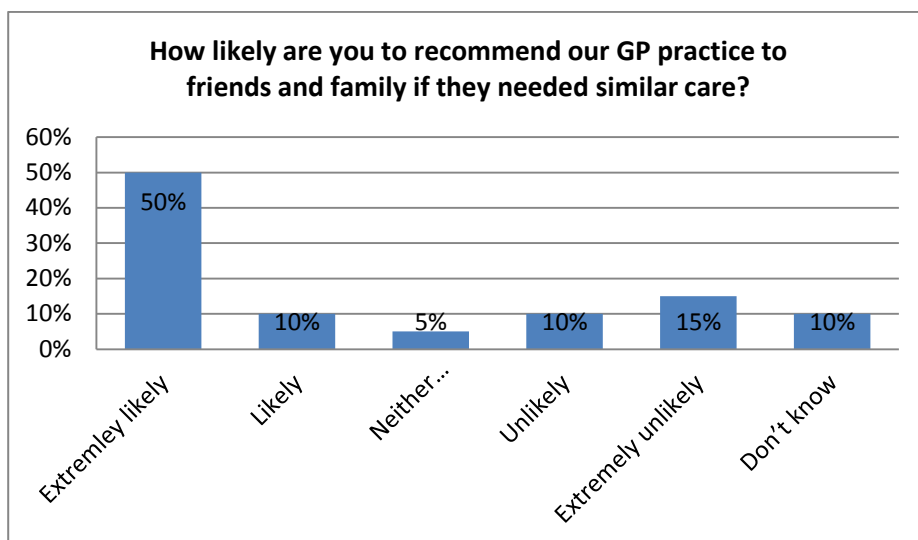


Figure 1

Figure 1 shows the number of people that are willing to recommend the GP Practice to family and friends requiring similar care. The response overall remains positive although when the first two columns are combined (60% extremely likely and likely) this is 10% less than in November. There is a combined 10% increase since the previous month of those that answered extremely likely/unlikely. The busy time of year, with the practice being possibly more busy and less days open could explain this dissatisfaction.

Comments provided in relation to this question were positive;

‘ Appointments can be made online and by phone. Staff are also polite to patients. This is based on my own personal experience’ (patient)

‘Very respectful and polite’ (the parent or carer)

One patient was very dissatisfied with their experience;

‘Very upset the way I have been treated, not nice very horrible. Bad communication and not calling me to let me know anything’. (Patient)

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. Figure 2 shows the number of male and female respondents, with a more equal number of males to females responding to the survey. There is still a high number of respondents for whom the gender is unknown.

Figure 3 shows the age group of 45% of respondents, an increase of 5%. Majority are in the mid-range. There is still a discrepancy in the age group tick boxes which needs to be

resolved. 5% of respondents had a disability. There is a good spread of ethnic groups, with a broader ethnic group represented although a large proportion is still unknown (see figure 5).

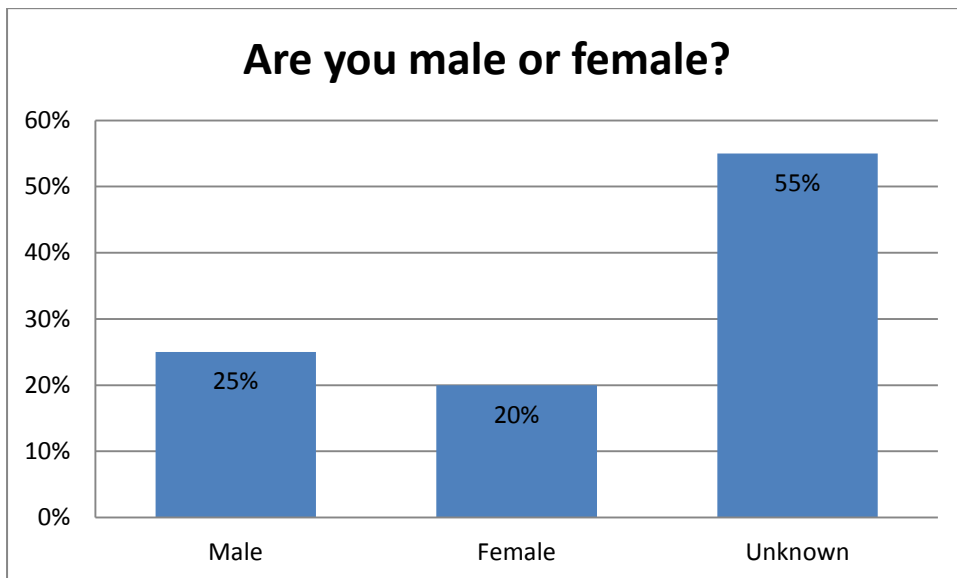


Figure 2

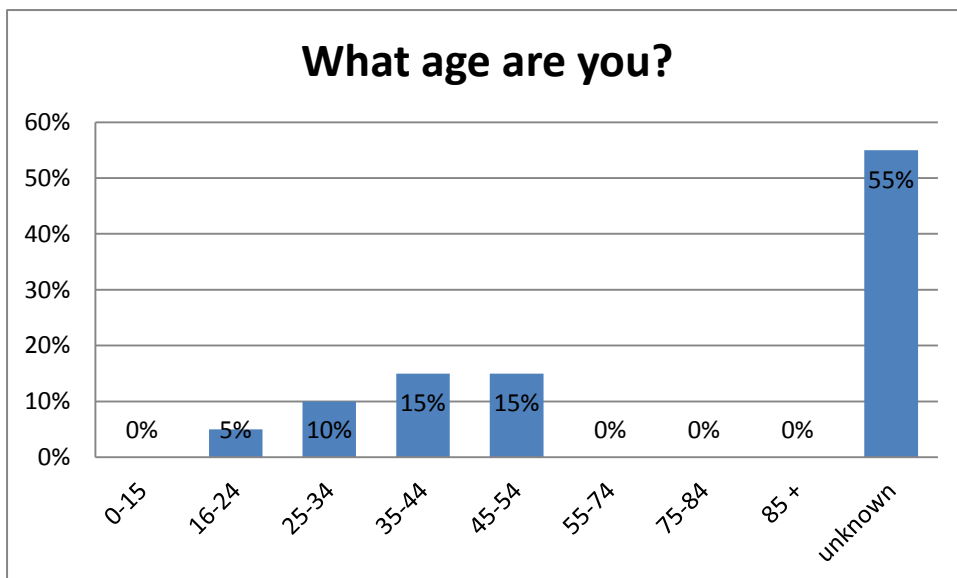


Figure 3

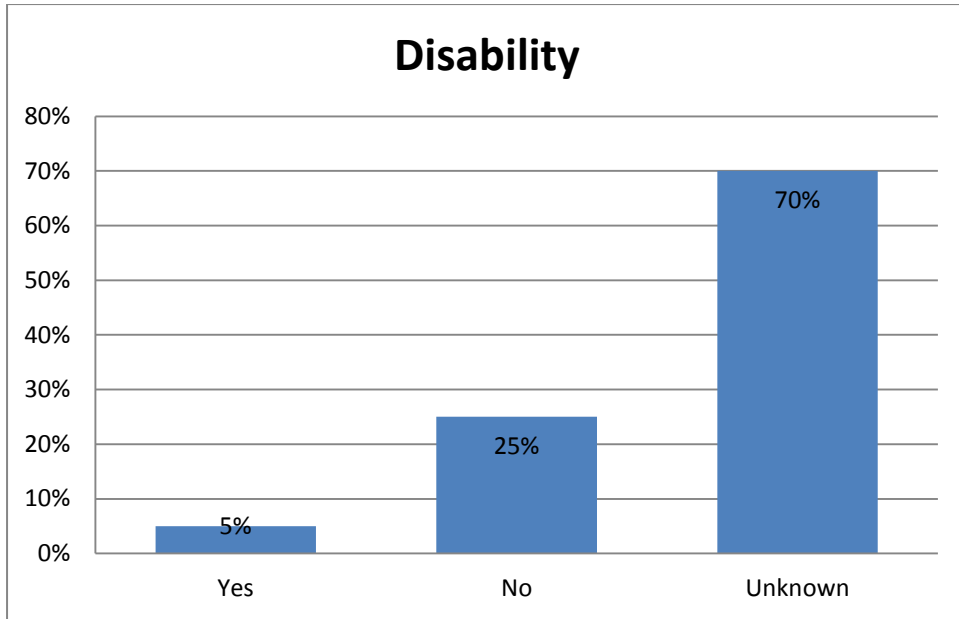


Figure 4

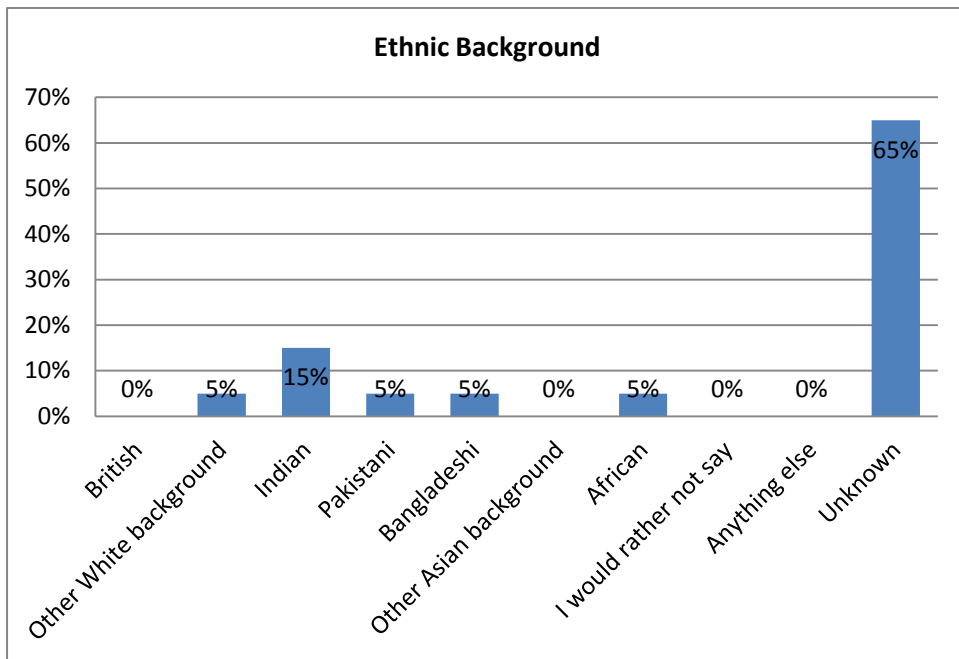


Figure 5

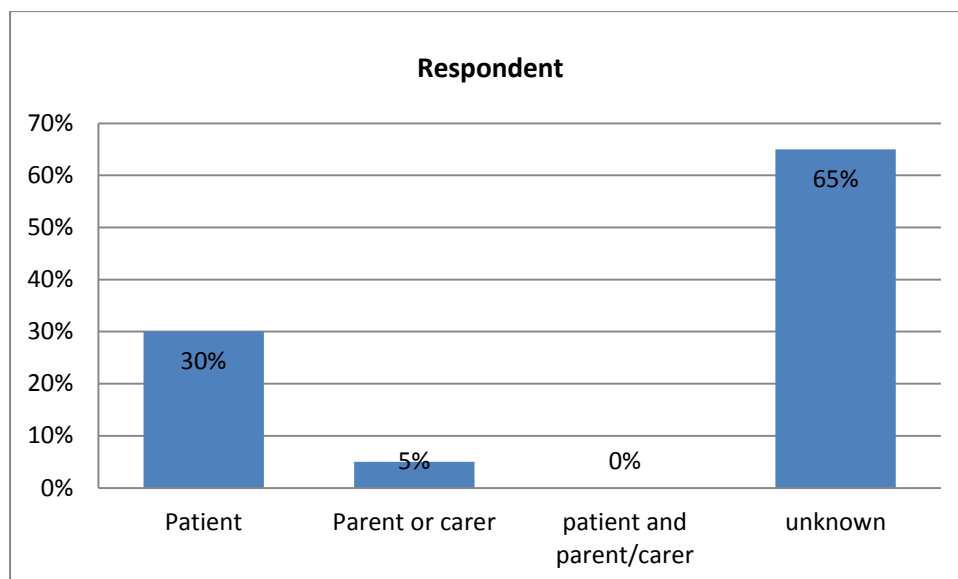


Figure 6

Figure 6 shows 30% of the respondents were patients and 5% parent or carer. We do not have this data available for 65% 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 and to encourage respondents to complete survey in full.
4. To include a tick box for the age group 65-74.
5. A 10% increase in those that were dissatisfied with the service. This should be monitored to ensure that this does not increase. December is a challenging month in general with less days that the practice is open in the month and more appointments needed.