

The NHS Friends and Family Test –October 2018

Below are the results from The NHS Friends and Family Test for October 2018. There was a total of 17 responses (which is the same number as the previous month), of which 11 were received from the automated system.

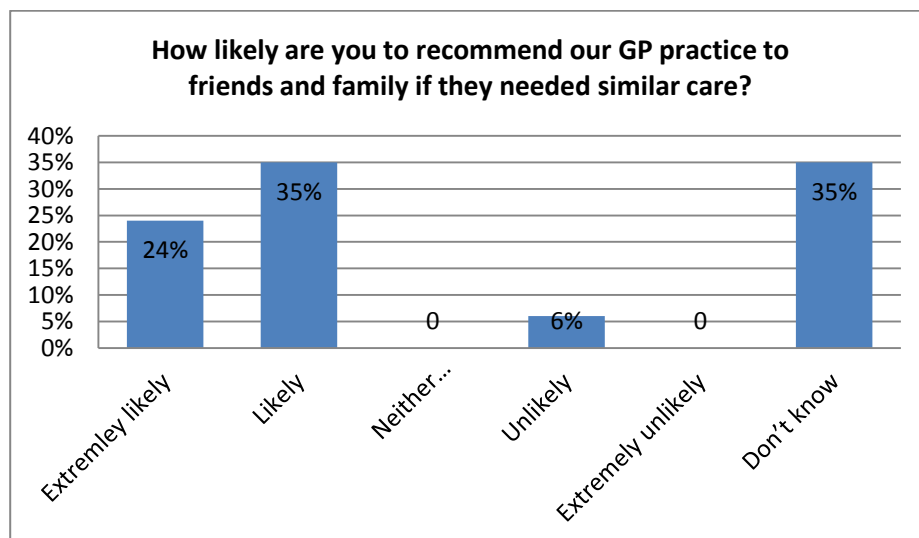


Figure 1

Figure 1 shows the number of people that are willing to recommend the GP Practice to family and friends requiring similar care. Overall the response is positive with the majority saying that they are extremely likely or likely. This is in line with the positive responses from September 2018.

There was a mixed response to why respondents responded to the above question in the way they did. Overall responses were positive and consistent with those from September which suggests that the service continues to be at a good level. 18% of respondents made reference to the caring and friendly nature of staff at reception, noting they went out of their way to help. Another mentioned that the Doctor was caring and listens to concerns. 6% of respondents suggested the need to have 'more experienced and specialist doctors' for medical issues such as diabetes, eye and heart related diseases.

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. Similarly to responses from September, there is a low number of respondents for whom we know these details. Figure 2 shows the number of male and female respondents. There is a high number of respondents for whom the gender is unknown. In relation to this survey, it would be useful to know the gender of respondents to ensure that the service is catering for both in the same way.

Figure 3 shows the age group of 36% of respondents. These are in the mid-range. There is a discrepancy in the age group tick boxes. Please refer to the questionnaire and you will

see that the tick boxes go from 55-64 and then 75-84. This leaves 9 years between 65-74 not accounted for. This needs to be rectified. For the purpose of the responses, I have included a bar in figure 3 for 55-74. The age group for majority of the respondents is unknown. Figure 5 shows the ethnic background for some respondents. Of the 36% that is known, there is a good spread of different ethnic groups.

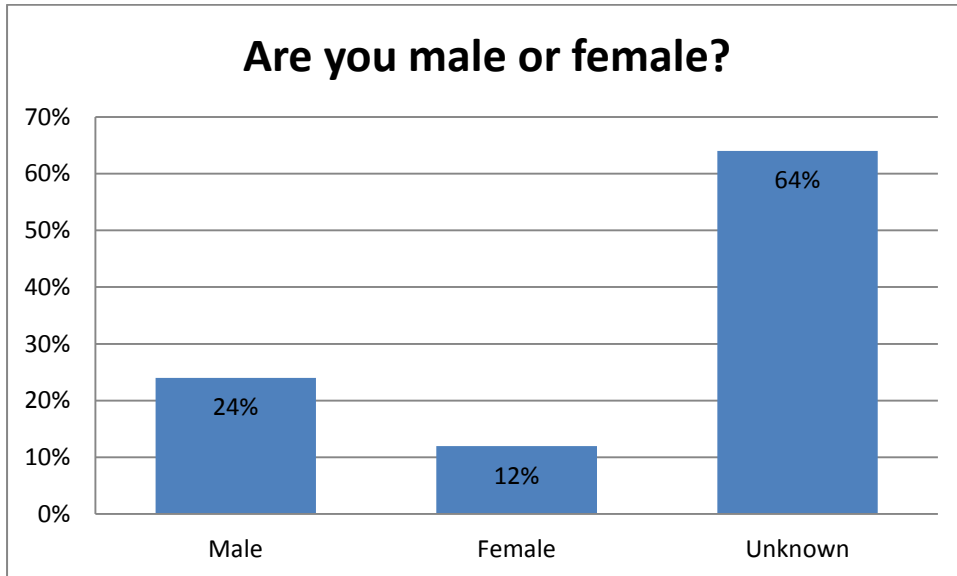


Figure 2

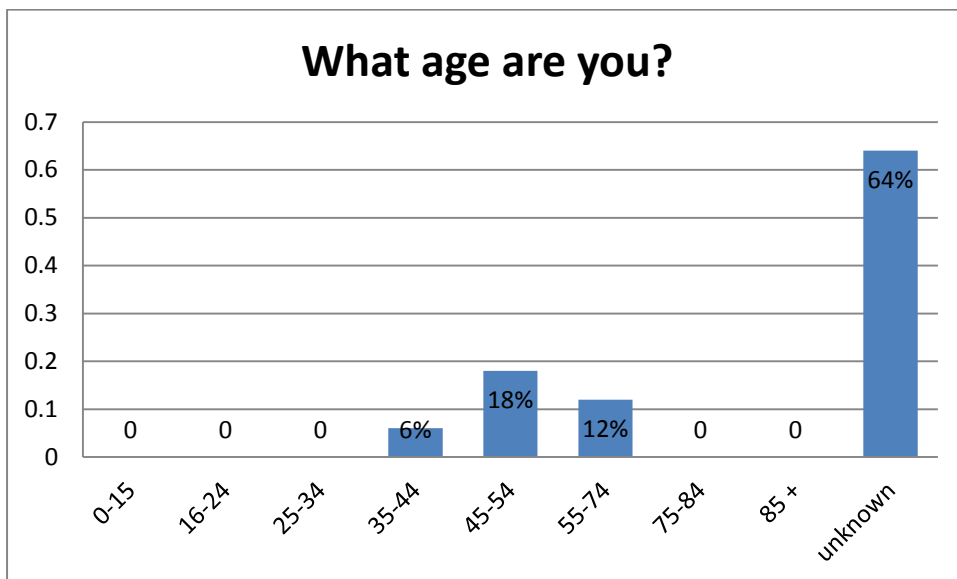


Figure 3

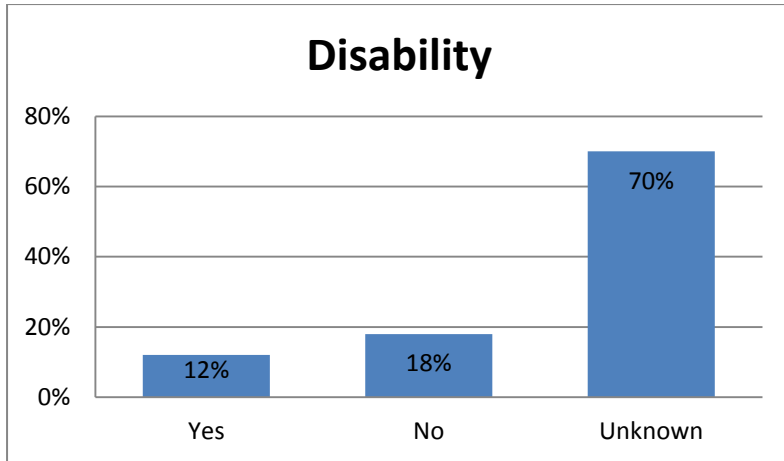


Figure 4

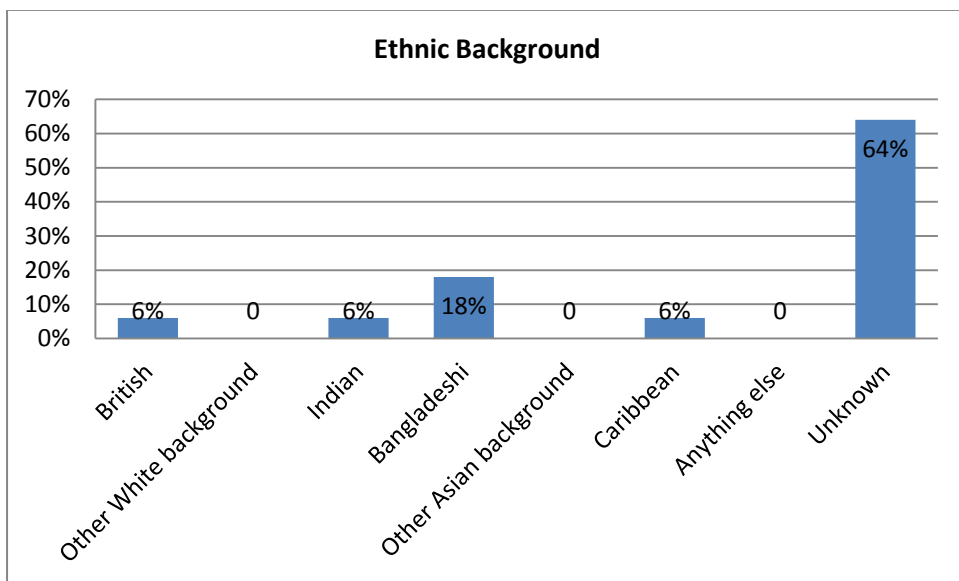


Figure 5

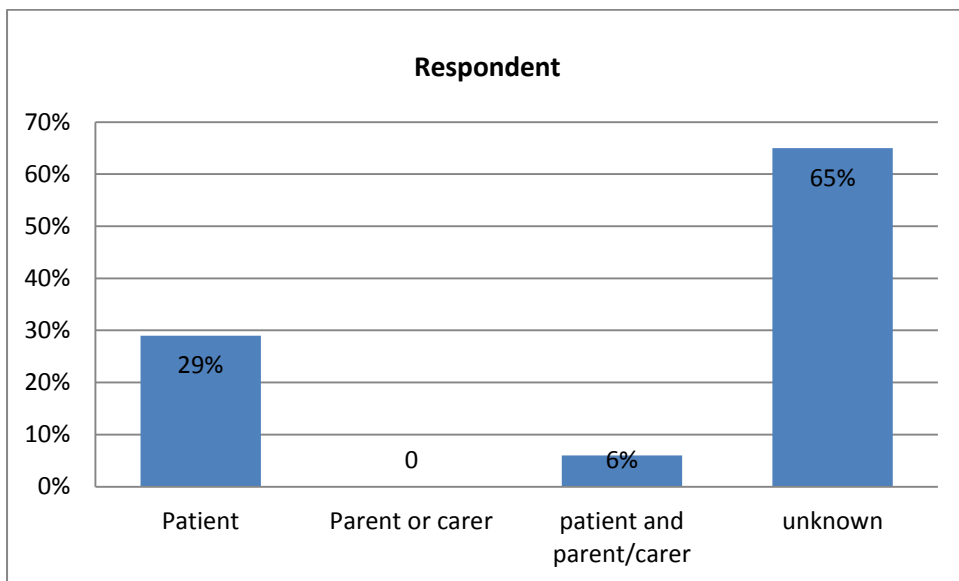


Figure 6

Figure 6 shows that 29% of the respondents were patients, 6% responded to patient and parent/carer. We do not have this data available for 65% of respondents.

Suggestions and recommendations

1. To ensure that a larger proportion of service users complete the survey and to ensure that they complete it in full. One response for October was incomplete, which is a slight improvement on September.
2. To encourage all service users to complete the comments box. For those that completed the comments section, there were positive, well-constructed detailed responses.
3. 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. For September communication was highlighted as needing improving. This month communication was not mentioned by any respondents as requiring improvement. This may suggest that it has improved and can be monitored over the next few months.