



Hemyock Churchinford Dunkeswell

FRIENDS AND FAMILY TEST

SUMMARY REPORT 2015-2016

The Friends and Family Test (FFT) was introduced for General Practice in January 2015 as it has been for many services across the NHS.

AIMS

The primary aims of the FFT are:

- To gather useful feedback, quickly and simply
- Identify areas where improvements can be made so practical action can be taken
- Summarise feedback on the practice website so that current and prospective patients are informed about the patient experience of the service.

THE QUESTIONS ASKED

Involves asking someone who has used the practice “How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?” and asks them to select one of the six possible responses:

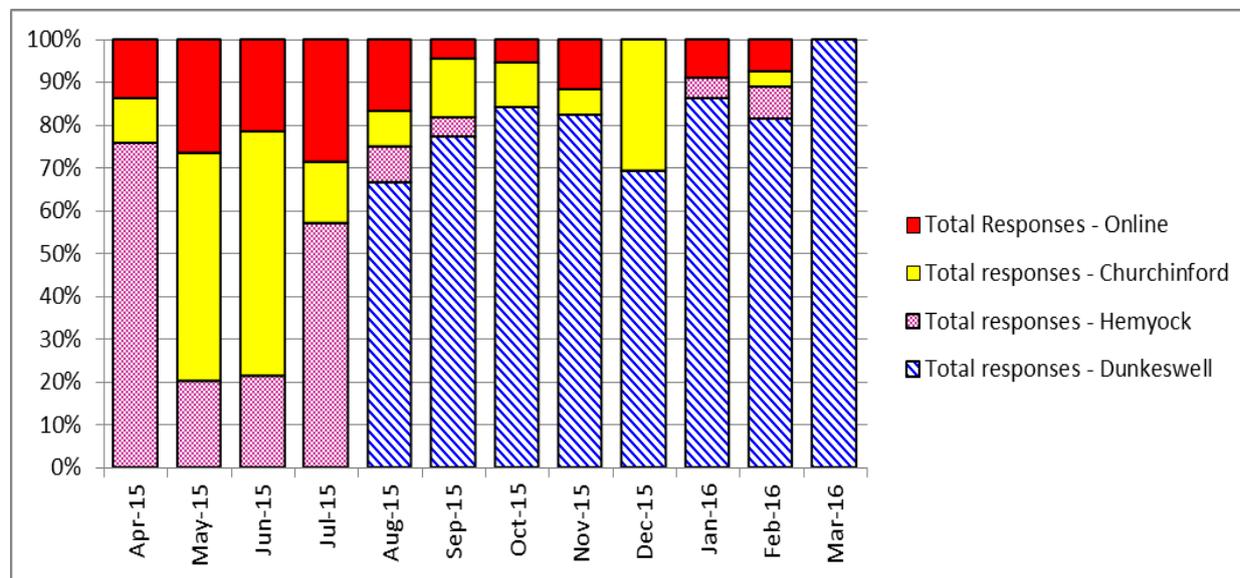
- extremely likely
- likely
- neither likely nor unlikely
- unlikely
- extremely unlikely, and
- don't know.

The Practice also asks whether “there is anything we could have done to improve your experience today?” There is the potential for some flexibility for this question should the practice require feedback on a specific topic.

RESULTS

For the year April 2015-March 2016 the practice received total of 213 responses, the majority of feedback was received from patients accessing services at the Dunkeswell site, 23 responses were received on-line, these are not site specific.

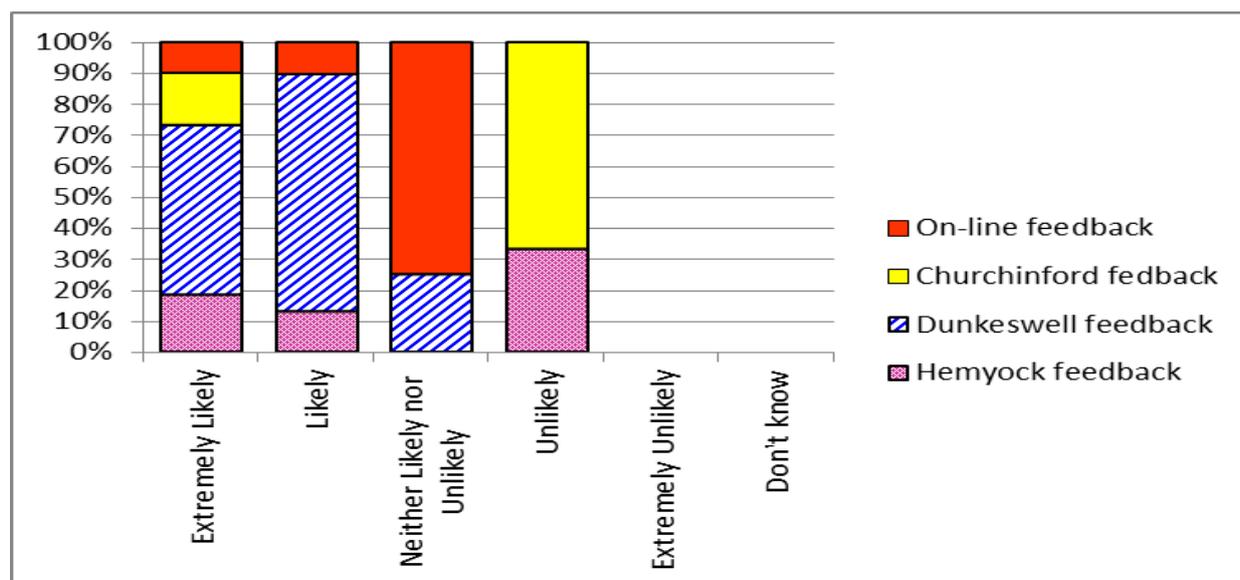
Graph 1 – Responses received per site and on-line as a proportion of the total responses received.



Overall the responses were very positive with 205 of the total 213 responses received being likely or extremely likely to recommend the practice to recommend the practice to their friends and family.

4 patients were neither likely nor unlikely to recommend the practice and 6 patients were unlikely to recommend the practice.

Graph 2 – Breakdown of responses received per site and on-line



In response to the question is there anything the practice could do to improve the patient's experience, the comments received, in the vast majority of cases, were very positive and incredibly supportive of the service provided by the practice. New patients to the practice who fed back seemed very pleased with the practice, its facilities and the availability of the dispensary service. There were a number of comments highlighting how staff are friendly, efficient and helpful and the accommodating nature of the clinical staff.

In terms of comments that suggested areas of improvement, whilst small in numbers, were consistent and related to waiting times in the waiting room. One patient also said that they wanted more time with the doctor. There were also two comments in relation to receptionists who they felt were slightly grumpy.

WHAT WE HAVE DONE AS A CONSEQUENCE OF THIS FEEDBACK

- *Waiting times in waiting room* - there is a general move nationally to increase the length of doctors' appointments from the traditional 10 minutes to 15 minutes; in theory this could reduce the waiting times in the waiting room as doctors would be less likely to run late. Moving to 15 minute appointments is something we have considered in the practice but, due to the demand for appointments and the fact that one doctor has been away from the year, we felt unable to increase the length of appointments as this would have required a reduction in appointments overall. This will be reviewed when the practice are up to full complement of doctors at the end of November.
- *Friendliness of reception staff* – staff recognise that the feedback from patients is generally very positive. However, the need for receptionist to be consistently friendly and welcoming has been discussed at the patient group and also at staff meetings. Receptionists also know to be mindful how the hatch windows can also represent a barrier that can be perceived as unwelcoming, particularly if opened or closed abruptly.

This report is to be published on the practice website and to be discussed in the patient group. The intention is to summarise the results of the FFT on a quarterly basis.