

## **Introduction**

On 1<sup>st</sup> December 2014 NHS England introduced a contractual obligation to offer patients the opportunity to respond to the Friends & Family Test (F&FT) after every consultation with the practice. There is no monetary reward although results are to be reported on the CQRS system which reports to NHS England to acknowledge participation in the scheme. This is to provide ongoing feedback to the practice and will eventually replace the national GP survey. In future results may be posted on NHS Choices.

The first question to be asked is set by NHS England, however the phrasing of the second question has been decided by the local CCG. There is space for the practice to amend the phrasing of the second follow-up question if thought necessary.

The test is anonymous but there is space available to respond to the question in free text so comments can be received and used by the practice. Free text comments can be used by the practice for review but are not reported to NHS England at present. There is space on the form for patients to opt out of their comments being shared publicly.

## **How Hollinwood Medical Practice collects data.**

The practice has a feedback box and cards on reception and has advertised the F&FT in the waiting room. The practice has also signed up to the Mjog system which sends text messages to patients who have booked appointments 2 hours after their appointment time. The first text asks the patient to respond in the numerical form to their degree of satisfaction and then a second text is sent with the opportunity to respond with free text. This returns into the Mjog system.

The practice has also set up an online survey which can be accessed via the website. Results are then gathered and inputted onto the Mjog system.

The inputted data can then be collected and analysed monthly by the practice, then the figures are downloaded onto CQRS.

## **What Hollinwood Medical Practice does with the data.**

Once the data and comments are collected, the report is circulated to management and staff for discussion along with any other complaints or comments received by the practice formally, or by NHS Choices. The report will also be shown to the patient group to look at what can be done to improve the service of the practice in response to the feedback.

Any changes, updates etc will be reported in the surgery quarterly newsletter, or in the waiting area and on social media and the practice website.

As the scheme continues the practice will look at the overall feeling from feedback and be able to adapt the survey if further research is required.

## **Who is overseeing this?**

At the moment Sarah Clarke (Practice Manager) is overseeing the data collection and distribution, Jenny Webster (Community Manager) is gathering information to distribute to staff and patients. Both can be contacted at the practice with any questions.



**Results December 2014:**

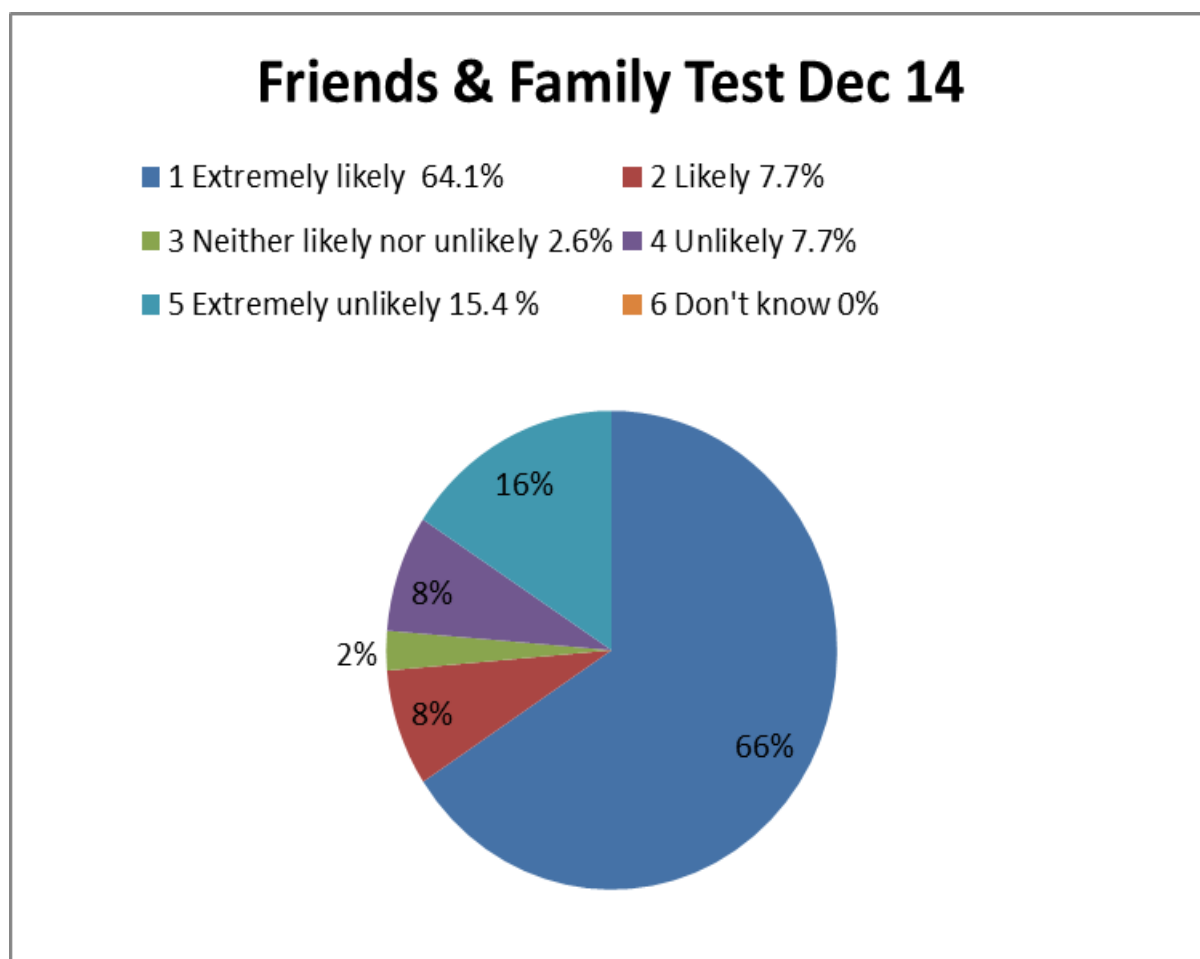
The survey asks:  
 We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

1. Extremely likely
2. Likely
3. Neither Likely or unlikely
4. Unlikely
5. Extremely Unlikely
6. Don't know

**December responses are as follows:**

	Total for month	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Responses	39	25	3	1	3	6	0
Percentage	100%	64.1%	7.7%	2.6%	7.7%	15.4%	0%





**The free text responses from F&FT and NHS Choices fell into the following categories:**

**General negative response issues:**

Appointment availability: 5  
Waiting time: 1  
Answering the phone: 4  
Telephone triage: 3  
Admin issues: 1  
Communication by practice about changes: 1  
Staff attitude: 2  
Overheard in reception/confidentiality : 1

**General positive response issues: (No of times raised in feedback received)**

Staff attitude: 11  
Clinical care: 3  
Overall service: 12

\*NB. No comments at all were received over the Mjog system. JW is going to contact Mjog to check that it is working correctly.

# See how your surgery rates

Enter your postcode in the box, then hit 'Lookup postcode'. The ratings data for the 5 nearest GP surgeries will appear, in order of their proximity to your address. Scroll down for a map pinpointing where the surgeries are. You can click on the pins in the map to get the name of the surgery.

Enter a postcode:

OL8 3TR

Lookup postcode

## ST CHADS MEDICAL PRACTICE

OL8 3HH

80.2% say receptionists are helpful  
69.4% had a good experience making an appointment  
65.8% are satisfied with waiting times at the surgery  
43.7% definitely have confidence and trust in the GP  
75% are satisfied with opening hours  
75.1% rate the surgery as giving a good overall experience  
57.5% would recommend the surgery  
This surgery has an overall rank of 6691 out of 7952 in England

## HOLLINWOOD MEDICAL PRACTICE

OL8 3QF

95.9% say receptionists are helpful  
94.3% had a good experience making an appointment  
44.2% are satisfied with waiting times at the surgery  
65.2% definitely have confidence and trust in the GP  
97.2% are satisfied with opening hours  
91.9% rate the surgery as giving a good overall experience  
87.3% would recommend the surgery  
This surgery has an overall rank of 1727 out of 7952 in England

## LITTLETOWN FAMILY MED PRACT

OL8 4LR

95.5% say receptionists are helpful  
82.8% had a good experience making an appointment  
73.8% are satisfied with waiting times at the surgery  
64.6% definitely have confidence and trust in the GP  
87.3% are satisfied with opening hours  
95.4% rate the surgery as giving a good overall experience  
80.1% would recommend the surgery  
This surgery has an overall rank of 1547 out of 7952 in England

## OLDHAM MEDICAL SERVICES

OL8 3HF

69.7% say receptionists are helpful  
54.3% had a good experience making an appointment  
68.7% are satisfied with waiting times at the surgery  
48.5% definitely have confidence and trust in the GP  
69.2% are satisfied with opening hours  
60.4% rate the surgery as giving a good overall experience  
57.9% would recommend the surgery  
This surgery has an overall rank of 7241 out of 7952 in England

## WERNETH MEDICAL PRACTICE

OL8 4AL

52.1% say receptionists are helpful  
43.8% had a good experience making an appointment  
34.3% are satisfied with waiting times at the surgery  
32.4% definitely have confidence and trust in the GP  
62.6% are satisfied with opening hours  
48.8% rate the surgery as giving a good overall experience  
27.7% would recommend the surgery  
This surgery has an overall rank of 7936 out of 7952 in England