

Jan- Mar 2015

### **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 Hawthorn Medical Centre 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 Hawthorn Medical Centre 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 Jenny Lear (Team leader) 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 Jan- Mar 2015:

The survey asks:

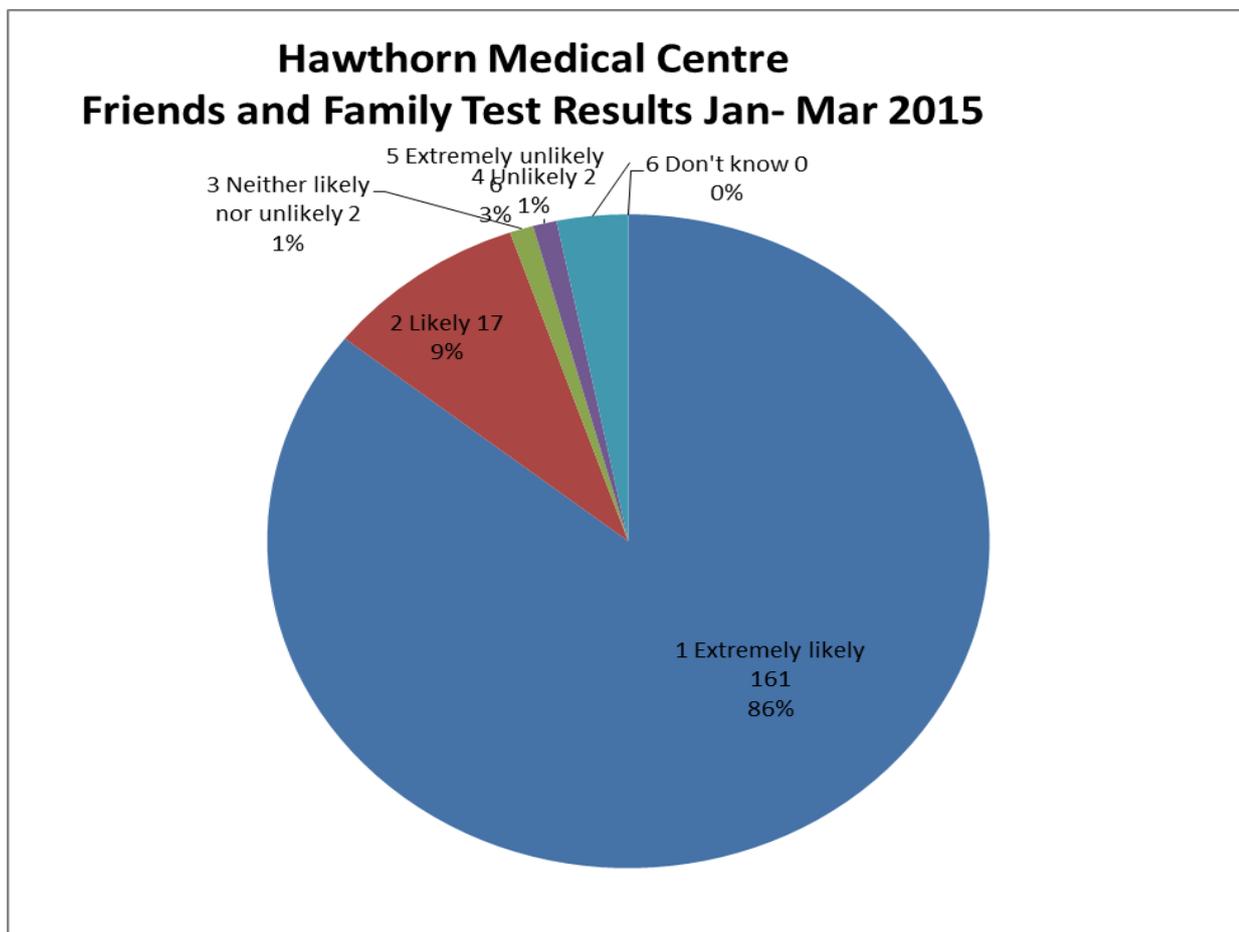
We would like you to think about your recent experience of our service.

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 quarter	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Responses	188	<b>161</b>	<b>17</b>	2	2	6	0
Percentage	100%	<b>85.6%</b>	<b>9.0%</b>	1.1%	1.1%	3.2%	0.0%



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

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

Issues +ve	Jan- Mar 15
Appt availability	14
Waiting time	7
Quick/efficient service	5
Staff attitude	61
Clinical care	17
Walk-in availability	3
Environment	2
Overall service	35
Parking and location access	5
Opening times	10
Care for children/families	2
Repeat Prescription service	1

**General negative response issues:**

Issues -ve	Jan-Mar 15
Appt availability	1
Waiting time	5
Staff attitude	3
Clinical care	3
Environment	2
Telephone triage	1
Admin/system management	1