

Introduction

On 1st December 2014 NHS England introduced a contractual obligation to offer patients the opportunity to respond to the Friends & Family Test after every consultation with the practice. There is no monetary incentive 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 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 but are not reported to NHS England at present. There is space on the form for patients to opt out of their comments being used publicly (even if anonymous).

How Middleton Health Centre collects data.

The practice has a feedback box and cards on reception and has advertised the F&FT in the waiting room. Manual entries are collected each month and inputted onto the MJOG system. The practice has also signed up to the Mjog system which texts 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 to ask for comments. This returns into the Mjog system.

The practice has also set up an online survey which can be accessed via the website. Results can then be 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 MHC 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.

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 Webster is overseeing the data collection and distribution, with an aim to handover to the admin/management team once established.



Results Jul- Sept 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?

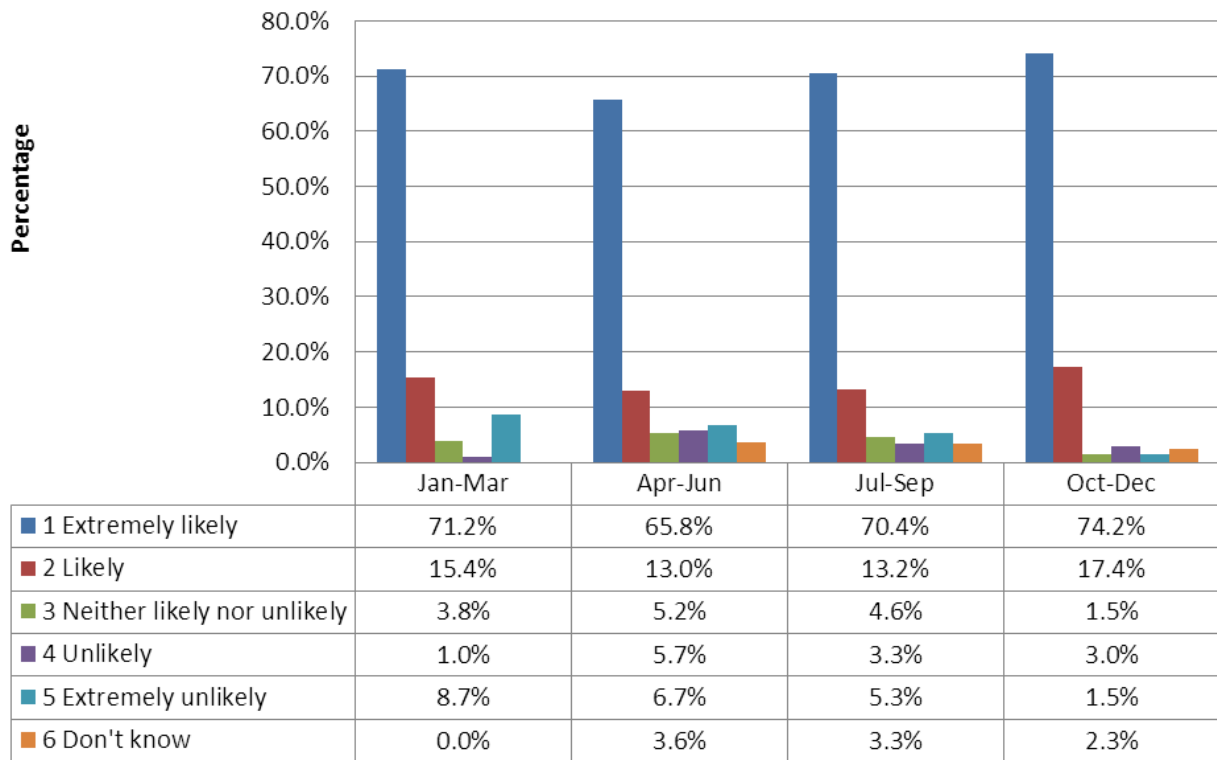
1. Extremely likely
2. Likely
3. Neither Likely or unlikely
4. Unlikely
5. Extremely Unlikely
6. Don't know

Jul- Sept 2015 combined responses are as follows:

Date	Total responses	Extremely likely %	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Jan- Mar 15	104	74	16	4	1	9	0
Jan- Mar %age	100%	71.2%	15.4%	3.8%	1.0%	8.7%	0%
Apr-Jun 15	193	127	25	10	11	13	7
Apr-Jun %age	100%	66%	13%	5%	6%	7%	4%
Jul-Sept 15	152	107	20	7	5	8	5
Jul-Sept %age	100%	70.4%	13.2%	4.6%	3.3%	5.3%	3.3%
Oct- Dec 15	132	98	23	2	4	2	3
Oct – Dec %age	100%	74.2%	17.4%	1.5%	3.0%	1.5%	2.3%



Middleton HC Friends & Family Test quarterly results 2015



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

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

	Jan- Mar 15	Apr-Jun 15	Jul-Sep 15	Oct- Dec 15
Appt availability	4	0	2	0
Waiting time	7	11	2	1
Staff attitude	2	1	0	1
Clinical care	0	6	2	0
Walk-in unavailable	0	0	0	0
Walk-in inaccessible to reg pts	2	0	1	0
Environment	1	2	0	0
Issue with medication	1	0	1	0
Answering the phone	0	0	0	0
Telephone triage	1	0	0	0
Admin/system management	0	0	0	0
Communication	2	0	0	0
Not enough receptionists	1	0	0	0
GPs continuity	0	0	0	0
Total negative comments:	21	20	8	2

General positive response issues:

	Jan-Mar 15	Apr-Jun 15	Jul- Sept 15	Oct – Dec 15
Appt availability	3	4	3	1
Waiting time	0	3	0	3
Quick service	7	1	4	2
Staff attitude	20	32	34	17
Clinical care	11	6	21	13
Walk-in availability	3	3	1	0
Environment	1	1	1	0
Overall service	5	24	17	14
Parking and access	1	0	2	2
Opening hours	0	0	0	1
Total positive comments	51	74	83	53

Summary	Jan- Mar	Apr-Jun	Jul- Sep	Oct - Dec
Total positive comments	51	74	83	53
Total negative comments:	21	20	8	2
Out of total responses	104	193	152	132

NB. It is not possible to separate comments made by registered and non-registered patients