

Queen Camel Medical Centre

Friends & Family Report – October 2014

Background

The NHS Friends & Family Test (FFT) was launched across all acute hospital inpatient and accident and emergency department in April 2013 and maternity services in October 2013.

The NHS FFT will be introduced across General Practice and community and mental health services by the end of December 2014.

Early Implementation

Queen Camel Surgery took the opportunity offered by the Commissioning for Quality and Innovation (CQUIN) to implement this early and offered our patients the ability to respond to the five questions and the ability to make a comment about our services.

Data collection methods

Patients were able to complete the questionnaire at the surgery or from our website. Future respondents will have the opportunity to perform this test electronically by using an App on an iPad in the waiting room from December 2014.

During October we had 3199 available appointments. During this month we had 4 influenza vaccination clinics.

RESULTS FOR OCTOBER 2014

QUESTION:-

We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?

Extremely Likely	726
Likely	56
Neither Likely nor Unlikely	3
Extremely unlikely	2
Don't know	1

We had 278 'Extremely Likely' responses with complimentary comments from patients. A selection of these is reported below.

“Excellent GP’s. Wonderful. Appointments are easy to obtain. Friendly staff. Keep up the good work.”

“The best medical practice in the country. Services given here are top rate when you hear about other peoples experiences. It couldn't be better.”

“I recently had some cousins staying and he had a problem and needed to see a Dr. within 1½ hours of me phoning your practice we were home again having seen a dr. They couldn't believe there was such a good service. Keep up the good work.”

“Quite the best surgery I have ever been registered with – and there have been many before as I was a service wife. All the staff are helpful, kind and caring. It is a great benefit to have an on-site pharmacy.. DC & JH would do well to come and see how it can be done.”

62 responses were not included in the 'Extremely Likely' box. Of the 62 we received 6 negative comments, 3 patients ticked the 'Extremely Likely' box but left negative comments. We will be sharing these comments with all staff.