**FRIENDS AND FAMILY REPORT 19/20**

**What is the Friends and Family Test (FFT)?**

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

**Friends and Family Test 2019/2020**

The patient list size of Dunrobin Street Medical Centre is 5274 (6th April 2020) our target was to gather 115 questionnaires (2.2%) of the practice population. Thank you to all of our patients who completed the Friends and Family Test during our financial year 1st April 2019 - 31st March 2020. This is a valuable tool in gauging our practice performance and your satisfaction with our services.

We are pleased to report that 56% of our patients were ‘extremely likely’ to recommend us to their friends and family. This represents an increase of 7% from the previous year. 22% said they were ‘likely’ to recommend us to their friends and family which was down from 39%.

13% of our patients chose to comment ‘neither’ and 7% of our patients were ‘unlikely’ to recommend us. No patients said that they were extremely unlikely to recommend us which denotes a positive result.

Albeit a relatively small sample size, the results demonstrate that patients are generally happy with the service that we provide. The practice will strive to continue the improvements for the benefit of our patient population.

Results of the last two surveys from 2017-2019 can be seen below in Appendix 1 and 2.

**Appendix 1 *Friends and Family Test 2018-19***

*Thank you to all of our patients who completed the Friends and Family Test during our financial year 1st April 2018- 31st March 2019. This is a valuable tool in gauging our Practice performance and your satisfaction with our services.*

*We are pleased to report that 49% of our patients were ‘extremely likely’ to recommend us to their friends and family. This rose to 88% for both ‘extremely likely’ and ‘likely’ to recommend.*

*5% of our patients chose to comment ‘neither’ and 4% of our patients were ‘unlikely’ to recommend us.*

**Appendix 2 *Friends and Family Test 2017-18***

*Thank you to all of our patients who completed the Friends and Family Test during 2017 – 18. This is a valuable tool in gauging our Practice performance and your satisfaction with our services.*

*We are pleased to report that 47% of our patients were “extremely likely” to recommend us to their friends and family. This rose to 87% for both “extremely likely” and “likely” to recommend.*

*10% of our patients chose to comment ‘neither’ and 3% of our patients were ‘unlikely’ or ‘extremely unlikely’ to recommend us.*