

Partnership in Practice (PiP) – Friends & Family Test (FFT)

Answers from ABPM / Phlebotomy / Wound Care / Warfarin Monitoring / Spirometry / Diabetes FFT Surveys

Answer Choices – Did you feel that the staff providing the service were caring, competent and treated you with dignity?	Responses	
	Yes	No.
	427	17

Answer Choices – How likely are you to recommend this service to friends and family if they needed similar care or treatment?	Responses
	No.
Extremely Likely	350
Likely	74
Neither Likely nor Unlikely	14
Unlikely	4
Extremely Unlikely	3
Don't Know	0
Total Responses	445
Total % Extremely Likely / likely to recommend	95%

Comments Requiring Action / You Said	Action Required / We Did
<ul style="list-style-type: none"> • Difficulty in arranging ABPM appt. 	New process in place for ABPM to ensure smoother appt. booking.
<ul style="list-style-type: none"> • Not interested in listening to my request • Reception very poor 	Receptionist meeting and training to take place every week.
<ul style="list-style-type: none"> • Dr. was rushed • Difficult to get non urgent appts. 	Each appt. is 10 minutes Times / capacity reviewed quarterly at the partners meetings.