

Patient Feedback

People leave feedback about GP practices in lots of different ways. Here is some information about some of the ways in which people leave feedback. For more information please contact Sarah Neil, Quality Manager Patient Experience, 0114 3051328, sheccg.patientexperience@nhs.net.

Feedback given to third parties

Care Opinion

Care Opinion is a social enterprise that encourages people to share their stories about their experiences of health and social care.

To see stories about your GP practice, go to www.careopinion.org.uk and type the name of your practice into the search bar.

The stories are moderated by Care Opinion staff and then published on the website. Organisations can respond to the stories, and can indicate whether they have made a change as a result of the stories.

Reviews submitted to www.nhs.uk also appear on the Care Opinion website.

Healthwatch

On its website, Sheffield Healthwatch describes itself like this:

Sheffield Healthwatch is your local consumer watchdog for health and social care services.

We're here to help adults, children and young people influence and improve how services are designed and run. We're completely independent and not part of the NHS or Sheffield City Council.

People can leave reviews of health and social care services on the Healthwatch website. The reviews are moderated by Healthwatch staff before they are published.

Healthwatch staff also put feedback that they have received in other ways, (such as by phone, in person, or at an event) on the website.

Organisations can respond to the reviews.

To see reviews of your GP practice, go <https://www.healthwatchsheffield.co.uk> and type the name of your practice into the search bar.



NHS.uk

Each GP practice has its own web page on www.nhs.uk. **You can search for your practice in the search bar at the top of the screen.** People can leave reviews, including rating the practice out of 5 stars. Practices can respond to the reviews.

Patient Survey

This is a national survey that is conducted annually. **For information about the survey results for your practice go to <http://www.gp-patient.co.uk/> and type the name of your practice into the search bar.**

Social media sites such as Facebook and Twitter

If you have a Facebook account you can search Facebook for your practice. Sometimes information about a practice appears even if the practice hasn't created a Facebook page. People also write about their experiences on Twitter and other social media sites.

Voluntary sector and community groups

Sometimes, people share feedback with a voluntary group or community group that they might not share directly with their practice. For some examples take a look at the Speak Up reports at <https://www.healthwatchsheffield.co.uk/speakup-small-grants/>.

These reports were produced by local groups, who had run projects that helped local people share their experiences of health and care services in Sheffield. They were supported with funding from Healthwatch. Many of these reports contain feedback about local GP practices.

Feedback given directly to practices

Complaints, comments, compliments and suggestions

People can complain directly to their practice or to NHS England. Many practices also have other ways, such as comments boxes, that people can leave positive or more informal feedback.

Practice-level complaints data is not publicly available. NHS England publishes aggregated data at a regional level (NHS England North: Yorkshire and Humber).

Practices may be able to share anonymised themes from complaints and other feedback with their PPG, but they will need to ensure that they protect the confidentiality of the people who have given them the feedback.



Friends and Family Test

This is a national scheme that applies to almost all NHS services. This is not optional. GP practices are required to give patients the opportunity to take part in the Friends and Family Test. The test is anonymous – the practice won't know which answers individual patients have given.

All patients should be given the opportunity to answer this 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 needed similar care or treatment?”

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

There should also be **at least one free text follow-up question**. Practices can decide which follow-up questions to ask. The follow up question doesn't have to remain the same – it can be changed. Here are some example questions that practices could use:

- Please can you tell us why you gave that response?
- What one thing would you like us to do to improve our service?
- We are planning to make some improvements to our waiting area, what changes would you like to see?

Every month, practices should send information to NHS England about the number of people who completed the Friends and Family Test and how likely they were to recommend the practice. The data is published every month at

<https://www.england.nhs.uk/fft/friends-and-family-test-data/>.

The easiest way to see the Friends and Family Test results for your practice is to go to www.nhs.uk and search for your practice. When you find your practice go to the 'overview' tab. The Friends and Family Test results should appear on that webpage. If the Friends and Family Test isn't there it is probably because your practice hasn't submitted any data.

The comments that people make in response to the free text questions are not sent to NHS England. Practices can publish them locally (eg website, notice board, newsletter). People should be given an option to opt out of having their comments published.

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