

JOINT COMMISSIONING COMMITTEE

MEETING DATE:	Thursday 8 October 2015
AGENDA ITEM NUMBER:	Item 6.1
AUTHOR:	John Pougher
JOB TITLE:	Assistant Senior Officer, Quality
DEPARTMENT:	CCG

GP FRIENDS AND FAMILY TEST RESULTS

PURPOSE/ACTION REQUIRED:	To Receive & Note
CONSULTATION AND/OR INVOLVEMENT PROCESS:	
FREEDOM OF INFORMATION:	Public

1. PURPOSE OF THE REPORT:

To appraise the Joint Commissioning Group of the initial results for North Lincolnshire GP Friends & Family Test 2015. The Friends & Family Test for GP's is part of a national programme designed to enable patients to provide feedback on their experience that can be used to improve services. Participation in the scheme is mandatory for all practices and is part of their contract. Practices that do not submit results or insufficient number of results on a regular basis will be subject to a warning notice and may be deemed to be in breach of contract.

NHS England has been collating results for all General Practices since April 2015 (following a trial period). A simple question is asked: 'if the patient is likely to recommend the practice'. The responses are 'Extremely Likely'; 'Likely'; 'Neither Likely nor Unlikely'; 'Unlikely'; 'Extremely Unlikely' or 'don't know'. There should be at least one supplementary question asked by the practice. The follow up supplementary question(s) allows the practice to look at the specific issues raised by service users in detail and identify actions to make improvements in a swift and effective manner. NHS England is not aware of the supplementary questions being asked by the practice.

The scores for each practice in addition to numbers of responses submitted are published on a national public website. Results are not calculated for any practice submitting fewer than 5 responses in any one month period. Practices must also publish their own results locally.

The attached table presents the early results for NL practices. These results are based on an average score over a period of 4 months for submission rates, and an average of 3 months for satisfaction rates. The score for satisfaction is based on percentage of patients who responded as extremely likely or likely to recommend the practice. Satisfaction scores for NL CCG are generally in line with national averages: latest results put NL CCG score at 91 % and the national average at 89%.

Note: Caution must be exercised when interpreting results that deal with small numbers over a short period of time.

Whilst the scores are not meant as a 'performance tool' members of the public are advised to take them into

account when choosing to join or evaluate a practice.

2. STRATEGIC OBJECTIVES SUPPORTED BY THIS REPORT:

Continue to improve the quality of services	x
Reduce unwarranted variations in services	
Deliver the best outcomes for every patient	x
Improve patient experience	x
Reduce the inequalities gap in North Lincolnshire	

3. ASSURANCES TO THE JOINT COMMISSIONING COMMITTEE

4. IMPACT ON RISK ASSURANCE FRAMEWORK:

Yes		No	x
-----	--	----	---

5. IMPACT ON THE ENVIRONMENT – SUSTAINABILITY:

Yes		No	x
-----	--	----	---

6. LEGAL IMPLICATIONS:

Yes		No	x
-----	--	----	---

7. RESOURCE IMPLICATIONS:

Yes		No	x
-----	--	----	---

8. EQUALITY IMPACT ASSESSMENT:

Yes		No	x
-----	--	----	---

9. PROPOSED PUBLIC & PATIENT INVOLVEMENT AND COMMUNICATIONS:

Yes		No	x
-----	--	----	---

All FFT results are subject to public scrutiny.

10. RECOMMENDATIONS:

The Joint Commissioning Committee is asked to:

- Receive note and comment upon the attached report

Practice	Practice Code	Average number of responses for previous 4 months	Average % Recommended over 3 months
South Axholme Practice	B81043	5	74%
Trent View Medical Practice	B81065	10	68%
South Killingholme Surgery	B81648	19	100%
Central Surgery Barton	B81005	24	73%
West Town Surgery	B81647	0	-
Winterton Medical Practice	B81007	82	92%
Bridge Street Surgery	B81063	1	-
Kirton Lindsey Surgery	B81099	2	-
Riverside Surgery	B81109	138	94%
Barnetby Medical Centre	B81628	5	100%
Market Hill Medical Practice	Y02787	35	80%
The Birches Medical Practice	B81617	29	97%
Church Lane Medical Centre	B81064	4	-
Ashby Turn Primary Care Centre	B81045	10	89%
Cambridge Avenue Medical Centre	B81022	66	80%
Cedar Medical Practice	B81113	18	98%
Ancora Medical Practice	B81026	155	93%
The Oswald Road Medical Centre	B81090	14	92%
West Common Lane Teaching Practice	B81118	15	83%