

## North Manchester GP Practices Launch the Friends and Family Test

The next time you visit your local GP in the North Manchester area make sure to give your GP some feedback! It's now really easy to do thanks to North Manchester Clinical Commissioning Group (CCG) making digital feedback solutions available at 95% of their practices in the area.

The Friends and Family Test (FFT) for GPs started in December and is designed to help practices collect quick feedback from patients on their experience, giving the team regular insight into what is happening and how patients are feeling.

While there are many ways for patients to give feedback online they tend to be used by those who have either had an excellent experience or an extremely negative one which can lead to biased views of GP practices.

For the team at North Manchester CCG it was imperative that patients had a good range of options to complete the Friends and Family Test in order to reduce this bias and chose to work with leading FFT and Survey provider, We Love Surveys ([www.welovesurveys.co.uk](http://www.welovesurveys.co.uk)).

Patients are now able to give feedback using an electronic tablet device in practice, dedicated to collecting feedback, a mobile friendly web survey and also paper for those that aren't comfortable with technology. The emphasis in each practice is to use the tablet in order to reduce administration, cost and the amount of paper that is required.

Project lead, Christine Johnson said of the FFT Project:

"as a CCG we really wanted to embrace the FFT and the opportunities it presented to all of our practice teams. Rather than seeing it as a problem we recognised its ability to help us continually improve GP services in the area."

"it would have been easy for us to put some postcards out on the desk and get two or three responses per month but we wanted to do more than tick a box and our practices felt the same which was really encouraging.

"Now we have a great system which is enabling every practice to get under the skin of service, from things to celebrate to challenges that need to be addressed. In the first 6 weeks we have had more than 1,400 responses from patients with 85% saying they would recommend their practice to friends and family. This leaves us with clear room for improvement but with the detailed comments we also receive we now know for sure what would make the experience better and do our best to meet those needs"

Helping North Manchester achieve this is surveying company We Love Surveys. Helen Dargie, Director, was thrilled to work with North Manchester CCG for many reasons

“It has been great to work with a CCG like North Manchester who have been so pro-active and focussed on getting the most from FFT. We were proud to be chosen as their preferred supplier and have built a great working relationship with the project team and practices.

As a small UK business working with a new customer is always exciting but this project was particularly great as it was the first time we have implemented FFT across a CCG, giving us an opportunity to really help the whole area improve.”

For updates on your local practices performance check their website and also look out for the update noticeboards when you next visit your GP. Remember to give feedback every time you visit as each experience you have will likely be different depending on a number of factors. Every patient now has the ability to impact GP services locally and that is a very positive step.

## **ENDS**

For more information on the North Manchester CCG FFT project, contact Christine Johnson by email: [Christine.johnson@nhs.net](mailto:Christine.johnson@nhs.net)

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