

Friends and Family Test Analysis Report (CQC)

Service: Drs Reddy & Nunn

Responses: 805

Reporting Period: March 2026

1. Overview

The Friends and Family Test (FFT) was used to gather patient feedback on their experience of the service. A total of 805 responses were received.

Overall, results demonstrate a **high level of patient satisfaction**, with the majority of respondents reporting positive experiences. Feedback highlights strong performance in **staff attitude, patient safety, and overall care**, with opportunities identified in **communication and consistency of experience**.

2. Overall Experience of Care

- **Very Good:** 62% (499 responses)
- **Good:** 26% (208 responses)
- **Neutral:** 6% (50 responses)
- **Poor/Very Poor:** 5% (39 responses)

Analysis:

88% of respondents rated their experience as *good or very good*, indicating that the service is performing well overall.

A small proportion (5%) reported a poor experience. These responses are being reviewed to identify themes and inform service improvement.

3. Caring (CQC Domain)

Question: Were staff friendly and helpful?

- **Yes:** 90%
- **Sometimes:** 8%
- **No:** 2%

Analysis:

Feedback demonstrates that patients consistently experience staff as **kind, respectful, and supportive**. This reflects strong alignment with the *Caring* domain.

The small number of “sometimes” responses suggests some variability in experience, which will be addressed through ongoing staff engagement and training.

4. Safe (CQC Domain)

Question: Did you feel safe and confident?

- **Yes:** 87%
- **Sometimes:** 8%
- **No:** 4%

Analysis:

Most patients report feeling safe and confident when receiving care. This indicates effective clinical practice and patient reassurance.

A minority of responses indicate inconsistency, and this will be explored further to ensure all patients feel fully supported and safe.

5. Responsive & Effective (CQC Domains)

Question: Were you given enough information about your care/treatment?

- **Yes:** 82%
- **Sometimes:** 11%
- **No:** 6%

Analysis:

While the majority of patients felt adequately informed, this area shows the **greatest opportunity for improvement**.

Some patients reported that information was not always clear or sufficient. Improving communication will support both *Responsive* and *Effective* domains by ensuring patients:

- Understand their condition
- Are involved in decision-making
- Feel confident in their care plan

6. ⚖️ Well-Led (CQC Domain)

The service demonstrates a positive culture, reflected in high satisfaction levels and strong feedback regarding staff behaviour.

Opportunities have been identified to:

- Improve consistency of patient experience
- Strengthen communication standards across all staff

These findings will inform leadership priorities and quality improvement planning.

7. 🔍 Key Strengths

- High overall patient satisfaction (88% positive)
 - Strong feedback on staff kindness, dignity, and respect
 - Patients generally feel safe and confident in care delivery
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8. ⚠️ Areas for Improvement

- **Communication and information sharing**
 - **Consistency of patient experience** (reducing “sometimes” responses)
 - Review of negative feedback to identify specific learning
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9. 🛠️ Actions and Improvement Plan

The service will:

1. **Enhance communication with patients**
 - Ensure clear explanations of diagnosis and treatment
 - Encourage patient questions and shared decision-making
2. **Promote consistency in care delivery**
 - Reinforce expected standards across all staff
 - Share best practice internally
3. **Review negative feedback in detail**

- Identify recurring themes
- Implement targeted improvements

4. **Continue to monitor FFT feedback**

- Track trends over time
 - Use data to inform ongoing quality improvement
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10. **Conclusion**

This report demonstrates that Drs Reddy & Nunn provide a **high standard of care**, with patient feedback reflecting strong performance across key CQC domains.

The service is committed to **continuous improvement**, particularly in enhancing communication and ensuring consistent patient experience.