

Friends and Family Test Analysis Report (CQC)

Service: Drs Reddy & Nunn

Responses: 968

Reporting Period: May 2026

1. Overview

The Friends and Family Test (FFT) was used to gather patient feedback on their experience of Drs Reddy & Nunn. A total of 968 responses were received.

Overall, the results demonstrate a high level of patient satisfaction, with most respondents reporting positive experiences of care. Feedback particularly highlights strengths in staff attitude, dignity and respect, communication, and patient confidence.

Areas identified for improvement include appointment access, telephone contact, waiting times, communication consistency, and follow-up arrangements.

2. Overall Experience of Care

Very Good: 61% (589 responses)

Good: 25% (246 responses)

Neutral: 7% (69 responses)

Poor/Very Poor: 6% (62 responses)

Mixed/Unclear Responses: 0% (2 responses)

Analysis:

Approximately 86% of respondents rated their experience as good or very good, demonstrating strong overall patient satisfaction.

Comments associated with lower ratings most commonly related to appointment availability, telephone access, waiting times, and communication about tests and follow-up care.

3. Caring (CQC Domain)

Question: Were staff friendly and helpful?

Yes: 88%

Sometimes: 11%

No: 2%

Question: Were you treated with dignity and respect?

Yes: 92%

Sometimes: 6%

No: 3%

Analysis:

Feedback demonstrates that most patients experience staff as kind, professional, respectful, and supportive. Patients frequently praised staff for being helpful, compassionate, professional, efficient and respectful. This reflects strong alignment with the Caring domain.

4. Safe (CQC Domain)

Question: Did you feel safe and confident?

Yes: 85%

Sometimes: 10%

No: 5%

Analysis:

Most patients reported feeling safe and confident while receiving care, reflecting positive clinical practice and professional staff behaviour. Areas raised for review included appointment delays, communication issues and follow-up processes.

5. Responsive & Effective (CQC Domains)

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

Yes: 80%

Sometimes: 12%

No: 8%

Analysis:

Most patients felt adequately informed and involved in decisions about their care. Improvement opportunities include communication consistency, access arrangements, test result communication, and ensuring patients feel fully involved in decision-making.

6. Well-Led (CQC Domain)

Drs Reddy & Nunn demonstrate a positive culture reflected in high patient satisfaction levels and positive feedback regarding staff professionalism and patient care.

Opportunities have been identified to improve communication consistency, strengthen oversight of recurring feedback themes, improve appointment access and responsiveness, and continue monitoring patient experience trends.

7. Key Strengths

- High overall patient satisfaction (86% positive)
 - Strong feedback on staff kindness, dignity and respect
 - Patients generally feel safe and confident in care delivery
 - Positive feedback regarding professionalism and efficiency
 - Most patients felt listened to and involved in care decisions
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8. Areas for Improvement

- Telephone and appointment access
 - Waiting times and delays
 - Communication and information sharing
 - Follow-up arrangements and test result communication
 - Consistency of patient experience
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9. Actions and Improvement Plan

1. Improve communication with patients
 - Ensure clear explanations of diagnosis and treatment
 - Encourage patient questions and shared decision-making
 - Reinforce listening and consultation standards
 2. Review appointment access and responsiveness
 - Monitor telephone waiting times and access demand
 - Review appointment delays and patient flow
 - Explore opportunities to improve digital access arrangements
 3. Promote consistency in care delivery
 - Share learning and best practice internally
 - Support staff through ongoing training and supervision
 4. Strengthen governance and quality monitoring
 - Review negative feedback in detail
 - Identify recurring themes and trends
 - Use patient feedback to inform quality improvement activity
 5. Continue to monitor FFT feedback
 - Track trends over time
 - Monitor improvements following actions taken
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10. Conclusion

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

The practice remains committed to continuous improvement, particularly in enhancing communication, improving appointment access, and ensuring a consistently positive patient experience for all patients.