

Friends and Family Test Analysis Report (CQC)

Service: Drs Reddy & Nunn

Responses: 982

Reporting Period: June 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 **982 responses** were received.

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

Areas identified for ongoing improvement include appointment availability, waiting times, communication consistency, and maintaining timely access to services.

2. ★ Overall Experience of Care

Very Good: 60% (590 responses)

Good: 27% (264 responses)

Neutral: 7% (68 responses)

Poor/Very Poor: 5% (50 responses)

Mixed/Unclear Responses: 1% (10 responses)*

Analysis

Approximately **87%** of respondents rated their overall experience as **Good or Very Good**, demonstrating consistently high levels of patient satisfaction.

Comments associated with lower ratings most commonly related to appointment availability, waiting times and communication. However, the overwhelming majority of respondents described positive experiences and indicated they would recommend the practice.

*Where applicable, responses that did not clearly identify an overall rating have been grouped as mixed or unclear.

3. 👤 Caring (CQC Domain)

Question: Were staff friendly and helpful?

The overwhelming majority of patients responded positively.

Question: Were you treated with dignity and respect?

The overwhelming majority of patients responded positively.

Analysis

Patient feedback demonstrates that staff consistently provide compassionate, respectful and person-centred care. Patients frequently praised clinicians and reception staff for being friendly, professional, approachable and supportive.

Many comments highlighted that staff took time to listen, explain treatment options clearly and involve patients in decisions about their care. These findings demonstrate strong alignment with the **CQC Caring domain**.

4. Safe (CQC Domain)

Question: Did you feel safe and confident?

The majority of respondents reported feeling safe and confident whilst receiving care.

Analysis

Patients consistently expressed confidence in clinicians and the care they received. Positive comments reflected professional practice, prompt referrals, clear explanations and reassurance during consultations.

Some responses identified opportunities to improve appointment availability and reduce waiting times, although these did not significantly impact the overall confidence patients expressed in the service.

5. Responsive & Effective (CQC Domains)

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

The majority of patients reported receiving sufficient information to understand their care and treatment.

Analysis

Feedback indicates that patients generally felt informed and involved throughout their care. Positive comments frequently referred to clear communication, efficient referrals, prompt responses to queries and clinicians taking sufficient time during consultations.

Opportunities remain to improve consistency of communication and maintain timely access to appointments during periods of high demand.

6. Well-Led (CQC Domain)

Drs Reddy & Nunn continue to demonstrate a positive organisational culture reflected in consistently high patient satisfaction and positive feedback regarding staff professionalism, compassion and patient-centred care.

The practice continues to seek and review patient feedback to identify improvement opportunities, particularly around access, communication and service responsiveness, supporting a culture of continuous quality improvement.

7. Key Strengths

- High overall patient satisfaction (87% Good or Very Good)
- Excellent feedback regarding staff kindness, professionalism and respect
- Patients report feeling safe and confident in the care received
- Strong communication and patient involvement during consultations
- Positive feedback regarding timely referrals and efficient clinical care
- Patients frequently describe staff as approachable, caring and supportive

8. Areas for Improvement

- Continue improving appointment availability
- Reduce waiting times where possible
- Maintain consistency of communication across all patient contacts
- Continue monitoring patient access during periods of increased demand
- Review themes from lower-rated responses to inform continuous improvement

9. Actions and Improvement Plan

1. Continue strengthening patient communication

- Maintain clear explanations of diagnosis and treatment.
- Encourage shared decision-making during consultations.
- Continue reinforcing high standards of patient-centred communication.

2. Review appointment access

- Continue monitoring appointment demand and capacity.
- Review waiting times and patient flow.

- Explore further opportunities to improve access through digital services where appropriate.

3. Promote consistency in patient experience

- Share positive patient feedback with staff.
- Continue staff development and reflective learning.
- Reinforce best practice across the multidisciplinary team.

4. Strengthen governance and quality monitoring

- Review all negative and neutral feedback.
- Monitor recurring themes and identify trends.
- Use FFT feedback to inform quality improvement initiatives.

5. Continue monitoring Friends and Family Test feedback

- Track patient experience over time.
- Evaluate the impact of improvement actions.
- Report findings through governance and quality meetings.

10. Conclusion

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

The consistently high levels of patient satisfaction, together with positive comments regarding staff professionalism, compassion and communication, provide strong evidence of person-centred care. The practice remains committed to continuous improvement by reviewing patient feedback, addressing identified themes and ensuring services remain responsive to patients' needs.