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A Comparison of a Pseudo Friends and Family Test score as a function of Ethnicity in all English General Practices.

Summary

The GP Patient Survey obtains data from approximately 900,000 patients (1.7% of the population). It requires all patients to describe their ethnicity to the full 18 categories of the 2011 census. It also includes a Pseudo Friends and Family Test (FFT) Question. Although the wording does not precisely follow the FFT standard and is not placed in the Prime position at the head of the Survey it provides a Unique opportunity to analysing the responses of over 130,000 with the majorities of the ethnicities representing less than 1% of the population.

In most cases the Ethnic minorities provided a significantly lower FFT score than White British.

Because of their small representation in the population It is unlikely to be possible to extract meaningful information at Clinical Commissioning Group (CCG) or practice level from a *top down* Survey.

Summary Recommendations

The GP Survey planning team be asked to modify the questionnaire to properly word and place an FFT question.

Consideration be given to inviting Protected Groups to conduct their own Surveys to obtain in depth of knowledge of the needs of those groups. Considerable guidance will be needed to provide help with design, delivery and analysis to ensure the results extend and complement existing national surveys.

The GP Patient Survey

This Survey is conducted annually by Ipsos Mori for NHS England with an annual return of 900,000 forms The survey can be found via <http://www.gp-patient.co.uk> with 3490 from North Somerset CCG In both cases this represents 1.7% of the population. Within the CCG the percentage will vary slightly.

Of relevance to this discussion is the Ethnicity of the respondent To full census detail.

Question 29 (of 62) asks:

Would you recommend your GP surgery to someone who has just moved to your local area?

Permitted answers are

Yes, would definitely recommend

Yes, would probably recommend

Not sure

No, would probably not recommend

No, would definitely not recommend

Don't know

This should be compared with the new Friends and Family Test (Question)

<http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-14.pdf>

We would like you to think about your recent experience of our Service.

How likely are you to recommend our GP Service to friends and family if they needed similar care or treatment?

Permitted answers are

Extremely Likely

Likely

Neither likely or unlikely

Unlikely

Extremely unlikely

Don't know

The guidance states:

The FFT question can be used as part of a larger Survey, but it must be asked first, before other questions. This is to avoid responses being unduly affected by the preceding questions and to meet the fundamental principles and requirements set out above, so that all people using the service have the opportunity to use the service have the opportunity to provide feedback as soon as possible after their care experience.

Although not ideal, where else will one find a dataset containing nearly a million replies?

The prevalence of Ethnic Minorities

The basic reference is the decennial census last completed in 2011. The data may be downloaded <http://www.nomisweb.co.uk/census/2011>

<http://www.ons.gov.uk/ons/guide-method/census/2011/index.html>

The Centre On Dynamics of Ethnicity (CODE) <http://www.ethnicity.ac.uk> has much useful material including in varying self declaration of Ethnicity e.g.

http://www.ethnicity.ac.uk/medialibrary/working-papers/code_WP1_Simpson_Jivraj_Warren.pdf

Simpson, Jivraj and Warren: The stability of ethnic group and religion in the census of England and Wales 2001-2011 (2014)

The Census is divisible into precise PCT (2011) boundaries which corresponds to the present CCG boundary.

There is some overlap of practice boundaries around the edge of the CCG boundary but the National GP Patient Survey is only concerned with practice which form part of the CCG.

England and Wales	North Somerset	
79.69%	94.06%	English/Welsh/Scottish/Northern Irish
6.68%	3.22%	White minority Ethnic
14.63%	2.72%	Black and Minority Ethnic

North Somerset has a very low BME population 5510 – less than one fifth of the National average. Of these only 93 were sampled in the GP patient Survey.

Using the whole England sample

The Method of analysis consists of performing a *Cross Tabulation* which in one step totals the replies to each possible answer to the question from each of the ethnic groups. This gives a table of all 6 responses for each ethnic category. For serious understanding of FFT meaning the author would like to see 1, 000 in each group to obtain a meaningful distribution of the 5 active responses.

This Allows the use of alternative methods of calculating an overall score.

The FFT score is a modification of Reichheld's original proposed Net Promoter Score (NPS) whose only justification is that it gives a better though artificial spread when handling a limited number of responses.

The question and possible responses is not going to change but we may see changes to the scoring metric.

This author prefers to graph percentage response (y axis) against response in

decreasing favour. A more or less concave curve will result provided there are sufficient *Unlikely* or *extremely unlikely* responses.