

Friends and Family Test Report

The Avenue Surgery

December 2017



Your patient feedback

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Supporting documents

Additional information on the Friends and Family Test
Sample patient questionnaire

Frequency and distribution of ratings for the Friends and Family Test question

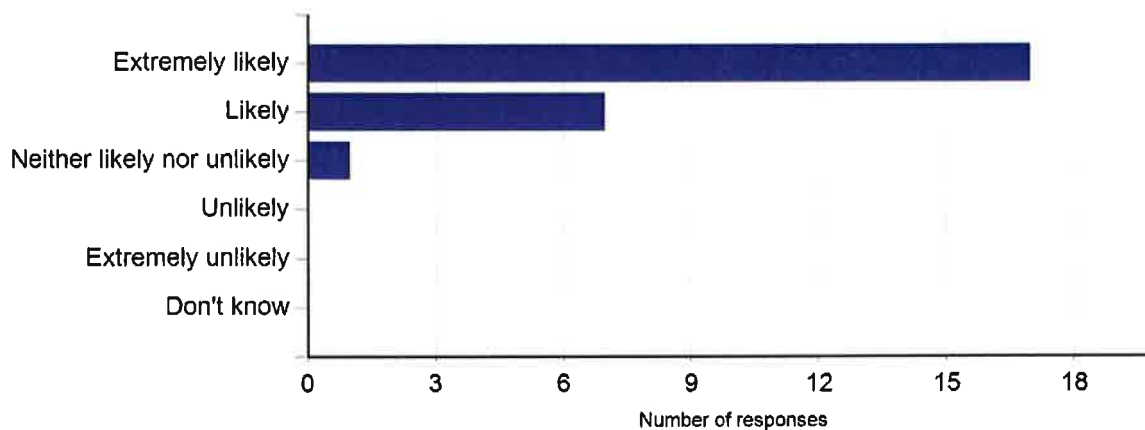
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	17	68%
Passive	Likely	7	28%
Detractors	Neither likely nor unlikely	1	4%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		25	100%

* May not add up to 100% due to rounding

Graph 1



96% of patients who responded to the survey would be either extremely likely or likely to recommend your practice to friends and family if they needed similar care or treatment.

The sum of the 'Extremely likely' and 'Likely' percentage of responses in Table 1 may not equal the percentage in the grey box above due to rounding.

Of those 25 patients who answered the Friends and Family Test question, 25 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Cumulative and previous survey information

Table 2

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Frequency and distribution of ratings					
			Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Cumulative feedback*	285	94%	201	68	9	5	2	0
Dec-17	25	96%	17	7	1	0	0	0
Nov-17	25	92%	14	9	2	0	0	0
Oct-17	18	89%	14	2	1	1	0	0
Sep-17	28	96%	20	7	1	0	0	0
Aug-17	28	96%	18	9	0	1	0	0
Jul-17	27	96%	22	4	1	0	0	0
Jun-17	22	100%	18	4	0	0	0	0
May-17	29	93%	18	9	2	0	0	0
Apr-17	16	88%	13	1	1	0	1	0
Mar-17	23	96%	20	2	0	1	0	0
Feb-17	25	96%	14	10	0	1	0	0
Jan-17	19	89%	13	4	0	1	1	0

*This cumulative feedback is based on the sum of the previous months survey data, as below (up to a maximum of 12 months).

Patient comments

The following comments are from patients who indicated that they were happy for these to be made public.

All comments are included in their entirety but all attempts have been made to remove details which could identify specific patients or practitioners.

Please tell us why you answered as you did in question 1:

- Have always been able to make an appointment for my son without having a lengthy wait.
- Although appointments are sometimes a struggle you still get one.
- Doctor is the best doctor I have ever known. I think this man is the most caring for his patients. It's a comfort for me and my family to know he's there. Brilliant man, brilliant doctor.
- Always good, prompt service.
- Always good service and mainly friendly staff.
- Good doctors. Kind, helpful and understanding.
- It's hard to get appointments to see a doctor.
- Good doctors. Helpful.
- The doctors are very friendly and understanding.
- The doctors are very friendly and understanding.
- I have been a patient at this surgery for many years and have always received a high level of care.
- Always able to get an appointment. Receptionists are polite.
- The doctors here are fantastic and always do their best to sort out any problem.

Please tell us why you answered as you did in question 1:

- The staff are friendly and helpful and I've always been guaranteed to be able to get an appointment when needed.
- It is a very good practice.
- I have been with this practice for many years and have always been happy.
- Been with The Avenue Surgery for many years, doctor and reception staff are all amazing - service with a smile!
- Because when something is wrong and I need an appointment I can always get one.
- Always able to get an appointment.
- Always very good service.
- Good doctor.
- Very hard to get appointments.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	6	24%
Female	18	72%
Blank	1	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	4%
16 - 24	5	20%
25 - 34	3	12%
35 - 44	5	20%
45 - 54	4	16%
55 - 64	7	28%
65 - 74	0	0%
75 - 84	0	0%
85+	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	25	100%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

Q6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses*
Yes, limited a lot	4	16%
Yes, limited a little	7	28%
No	14	56%
Prefer not say	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

