

Friends and Family Test Report

The Avenue Surgery

January 2018



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

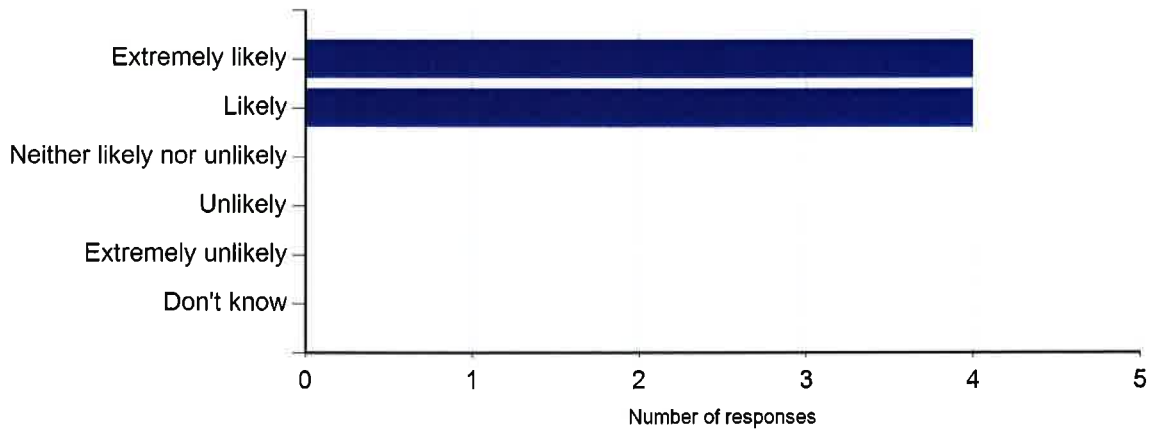
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	4	50%
Passive	Likely	4	50%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		8	100%

* May not add up to 100% due to rounding

Graph 1



100% 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 8 patients who answered the Friends and Family Test question, 8 (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					Don't know
			Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	
Cumulative feedback*	274	95%	192	68	9	4	1	0
Jan-18	8	100%	4	4	0	0	0	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

*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:

- Always had good service. Friendly receptionists and doctors - have been at surgery for many years and wouldn't change.
- Doctors care.
- Reliable doctors, excellent service.
- Receptionists always helpful and I like the doctors and nurses.
- Always been seen on request, same doctors.
- I feel I am really looked after here.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	2	25%
Female	6	75%
Blank	0	0%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	2	25%
25 - 34	2	25%
35 - 44	1	13%
45 - 54	0	0%
55 - 64	2	25%
65 - 74	1	13%
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	7	88%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	13%
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	1	13%
Yes, limited a little	1	13%
No	6	75%
Prefer not say	0	0%
Blank	0	0%

* May not add up to 100% due to rounding