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# Friends and Family Test Report

The Avenue Surgery

January 2017



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

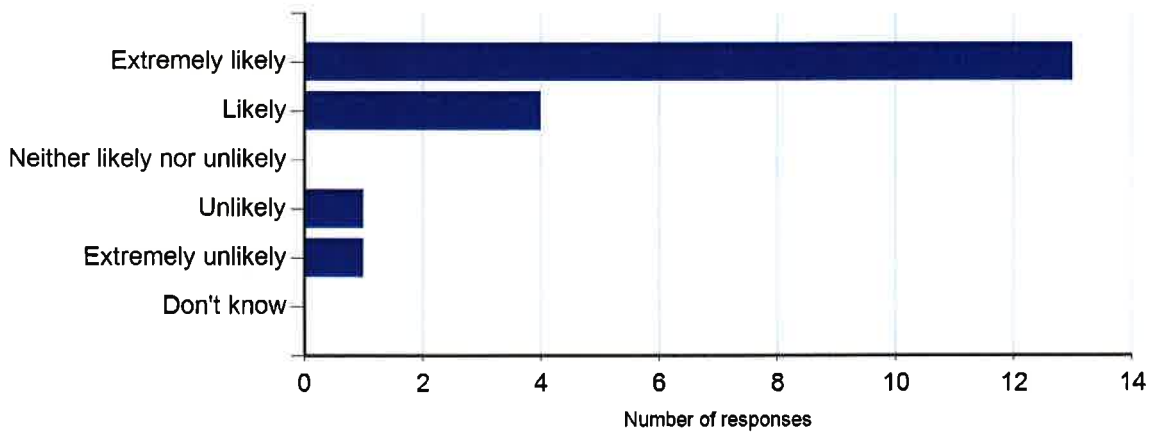
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	13	68%
Passive	Likely	4	21%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	1	5%
	Extremely unlikely	1	5%
	Don't know	0	0%
Total responses to this question		19	99%

\* May not add up to 100% due to rounding

Graph 1



**89% 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 19 patients who answered the Friends and Family Test question, 18 (95%), filled out a paper questionnaire and 1 (5%), 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*	260	92%	182	56	7	3	8	4

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

Month	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Jan-17	19	89%	13	4	0	1	1	0
Dec-16	19	89%	15	2	1	0	1	0
Nov-16	11	100%	8	3	0	0	0	0
Oct-16	19	84%	11	5	0	0	3	0
Sep-16	13	92%	6	6	1	0	0	0
Aug-16	24	96%	21	2	0	0	0	1
Jul-16	20	85%	14	3	0	0	2	1
Jun-16	20	95%	15	4	1	0	0	0
May-16	28	79%	17	5	2	2	1	1
Apr-16	31	97%	25	5	0	0	0	1
Mar-16	27	96%	17	9	1	0	0	0
Feb-16	29	97%	20	8	1	0	0	0

## 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:

- My doctor gives me the attention and care that I would wish for all British citizens. How lucky we are at The Avenue with all the staff so helpful. Thank you.
- I feel very upset and perplexed to have been told to come to the surgery and made to wait outside in the cold whilst feeling very unwell - and I'm sure I can't be the only one. This feels like an infringement of my human rights. I cannot believe, when surgeries are struggling to engage patients in PPGs that it is deemed acceptable to treat people in such an inhuman way - as if being sick makes us second class. I would like this issue raised at CCG level and will be reporting to the PPG Support Group. I am the only one filing out the form but at least four other people I spoke to were unhappy about this treatment but people don't say anything because they don't think it will make any difference or that they have a right to an opinion. No wonder you struggle to get people to participate.
- 100% first class staff.
- The care I receive is excellent.
- I think it should stay the same.
- I never have any problems getting an appointment to see doctors, the doctor I see is always concerned and helpful, I have no complaints whatsoever.
- Always extremely helpful and fit us in when busy.
- Good doctors and receptionists, you can get an appointment quite quickly.
- Good doctors.

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

- I have always had good service from the doctors and receptionists.
- Very helpful and friendly staff and doctors.
- Excellent doctors and helpful staff.
- Great doctors!
- Very good service. Same day appointments.
- Because I am generally happy and satisfied - however I know the surgery is under pressure due to the closure of the Willows - so I may not recommend as it may not be possible to get a place here.
- I have complete confidence in the doctors who are everything one would expect and want of a GP.
- Great doctors.
- Always able to get an appointment when needed.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	5	26%
Female	14	74%
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	1	5%
25 - 34	1	5%
35 - 44	3	16%
45 - 54	6	32%
55 - 64	3	16%
65 - 74	1	5%
75 - 84	4	21%
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	18	95%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	5%
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	3	16%
Yes, limited a little	6	32%
No	9	47%
Prefer not say	0	0%
Blank	1	5%

\* May not add up to 100% due to rounding