

# **Friends and Family Test Report**

**The Avenue Surgery**

**April 2017**



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

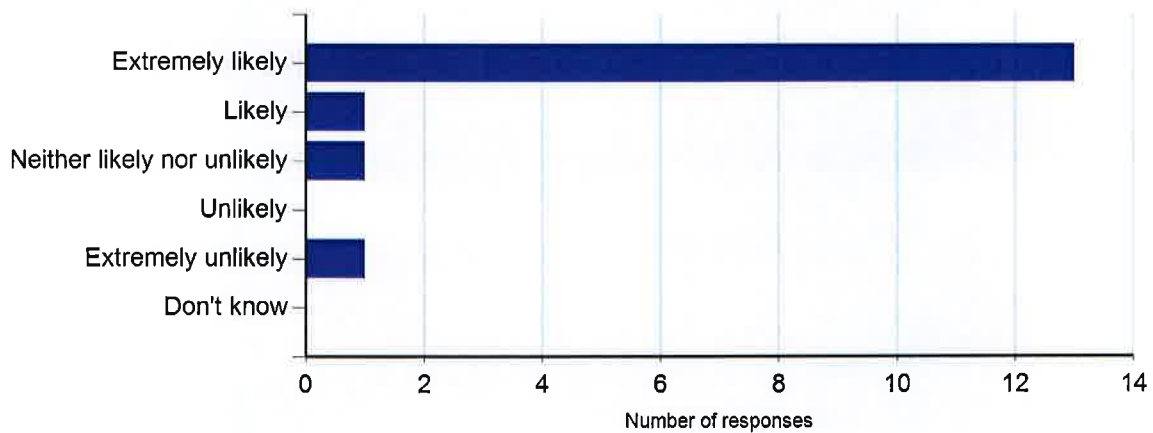
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	13	81%
Passive	Likely	1	6%
Detractors	Neither likely nor unlikely	1	6%
	Unlikely	0	0%
	Extremely unlikely	1	6%
	Don't know	0	0%
Total responses to this question		16	99%

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

Graph 1



**88% 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 16 patients who answered the Friends and Family Test question, 16 (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*	237	90%	167	47	6	5	9	3

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

	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
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
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

## 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:

- Cannot find fault with any doctors I've seen and never in many years have I been refused an appointment the same day.
- Because the doctors are very thorough and listen to what you have to say. The receptionists are also very polite and helpful.
- The doctors, nurses and staff are very helpful.
- Sometimes it's very hard to get an appointment and have ended up going to the hospital.
- Because the doctors are great.
- I noticed improvements especially in booking an appointment. Receptionist very helpful and friendly.
- Excellent service.
- Been coming for years, lovely doctors and staff.
- Always receive good service from doctors and reception.
- Very good overall services.
- Because my wife and I have always been treated extremely well here.
- Very friendly and doctors are really good.
- Excellent service all round - doctors, nurses, and support staff.

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

- Doctors very helpful.
- It's a great surgery, me and my children go here, they are always very helpful and welcoming.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	7	44%
Female	9	56%
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	6%
25 - 34	4	25%
35 - 44	2	13%
45 - 54	2	13%
55 - 64	3	19%
65 - 74	3	19%
75 - 84	1	6%
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	16	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	2	13%
Yes, limited a little	3	19%
No	9	56%
Prefer not say	2	13%
Blank	0	0%

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