

Private and Confidential

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Friends and Family Test Report

The Avenue Surgery

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

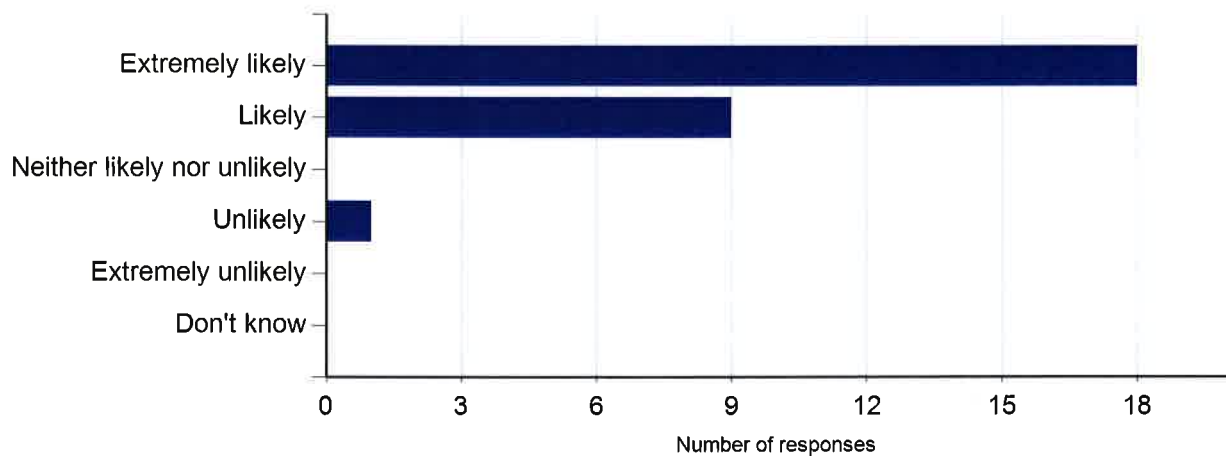
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	18	64%
Passive	Likely	9	32%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	1	4%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		28	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 28 patients who answered the Friends and Family Test question, 28 (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*	251	94%	176	59	6	4	6	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
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

*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:

- Doctors are extremely welcoming and helpful.
- Easy to book appointments. Very friendly GPs.
- I have always had a great service and one doctor is brilliant!
- Everyone is helpful and doctor is very caring.
- All problems get solved and handled with care and attention.
- Been with surgery for so many years, never had a problem.
- Takes too long to get through, I rang 33 times for this appointment and always late going in.
- I have trust in my doctors. Just wish I could see my own doctor more instead of locums.
- Can find no fault with the entire staff (cost of work medical high!).
- The doctors are always helpful and understand how you're feeling.
- Brilliant doctors/staff.
- Friendly people.
- Me and my family have been coming for years.
- Friendly staff. Light, airy reception. Doctor seems to listen to me. Online service works well.

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

- Because everyone here is friendly and the doctors are fabulous!
- Doctors are good and understanding.
- Have always been able to get appointments for myself and children. Approachable doctors and receptionists.
- Always get an appointment. Reception staff very helpful. Doctors amazing.
- Easy to get appointment. Staff very friendly, always willing to help.
- Wonderful practice, all staff are excellent.
- All the doctors are very good, and listen to your problems.
- Quick service, very helpful.
- Friendly, able to get appointment when you need it.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	8	29%
Female	19	68%
Blank	1	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	5	18%
25 - 34	6	21%
35 - 44	4	14%
45 - 54	7	25%
55 - 64	2	7%
65 - 74	2	7%
75 - 84	2	7%
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	89%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	4%
Black/African/Caribbean/Black British	2	7%
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	14%
Yes, limited a little	8	29%
No	15	54%
Prefer not say	0	0%
Blank	1	4%

* May not add up to 100% due to rounding