

Friends and Family Test Report

The Avenue Surgery

February 2017



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

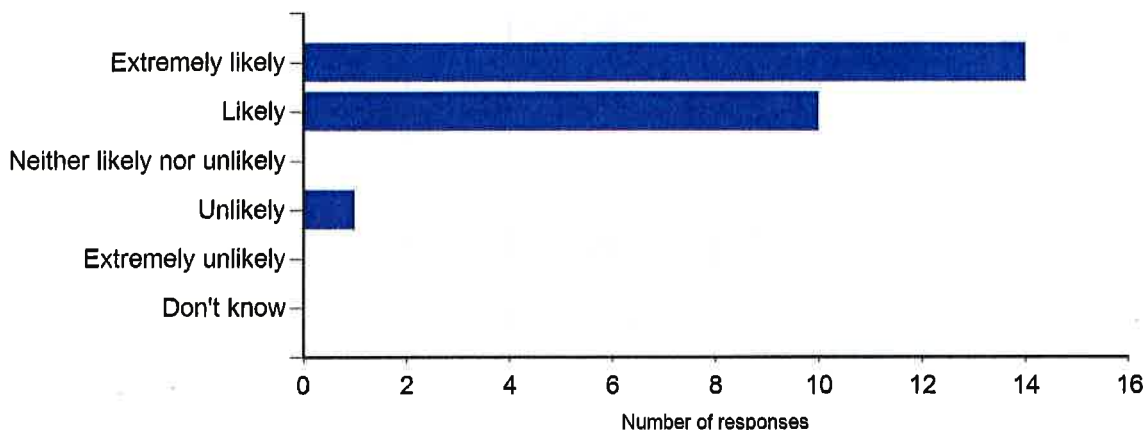
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	14	56%
	Likely	10	40%
Passive	Neither likely nor unlikely	0	0%
	Unlikely	1	4%
	Extremely unlikely	0	0%
Detractors	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*	256	91%	176	58	6	4	8	4
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
Apr-16	31	97%	25	5	0	0	0	1
Mar-16	27	96%	17	9	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:

- My daughter has had to visit the nurses every week from October to January, she was treated very well by the nurses.
- Very good service.
- Because the GP very good to look after for us.
- Always gets seen when I need - quick. Nice doctors and staff.
- Doctors/nurses varied in gender/style (should that be important to patient) and compared to what I hear of many other surgeries it is relatively easy to get an appointment. Relaxed/spacious waiting area too. Phoning however can be very difficult.
- Normally able to get an appointment. Staff are very helpful.
- Lovely practice and very friendly people. Doctors are amazing.
- Not always easy to get appointment. Doctors don't listen enough, assuming a lot.
- Very reliable appointment scheme.
- Good service - friendly and helpful. Appointments easily booked.
- It is my family's local.
- Because I'm happy with the surgery 95% of the time.

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

- Very happy with service I have received!
- First-class service - GPs are excellent.
- I like the fact you can be seen quickly.
- I always get the help that I need. Relocating to this GP was simple too. Sometimes the waiting time is longer than expected even if I have booked appointment, while sometimes it's really fast.
- The service is prompt and the doctors very empathetic.
- Because I've never had a problem whenever I ring and always see a doctor.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	7	28%
Female	18	72%
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	8%
25 - 34	2	8%
35 - 44	8	32%
45 - 54	3	12%
55 - 64	4	16%
65 - 74	3	12%
75 - 84	3	12%
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	24	96%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	1	4%
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	7	28%
Yes, limited a little	8	32%
No	10	40%
Prefer not say	0	0%
Blank	0	0%

* May not add up to 100% due to rounding