

# **Friends and Family Test Report**

**The Avenue Surgery**

**July 2017**



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

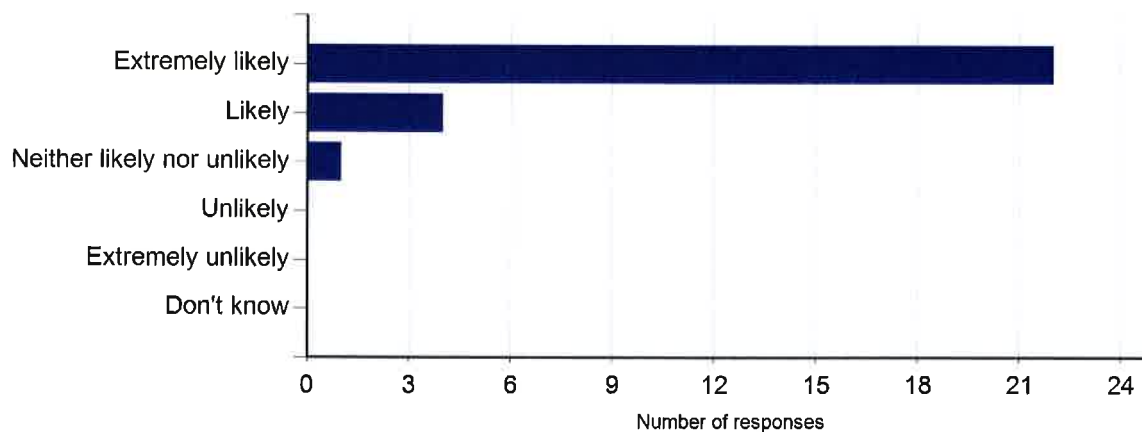
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	22	81%
Passive	Likely	4	15%
	Neither likely nor unlikely	1	4%
Detractors	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		27	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 27 patients who answered the Friends and Family Test question, 24 (89%), filled out a paper questionnaire and 3 (11%), 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*	247	94%	179	52	6	3	6	1

\*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
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
Aug-16	24	96%	21	2	0	0	0	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:

- The doctors are really caring and professional in this practice. The receptionists are also very helpful.
- Having a three week bacterial/virus infection both doctor and practice manager kept in touch. Doctor phoned to make sure I was coping. Visited him later in week and had full check up. All well just need rest. Such great care and anyone attending this practice is very lucky.
- Last Monday had a health situation that needed sorting. I was seen an hour after phoning for appointment and a course of treatment was immediately mapped out for me. First class communication and very motivating. Also first appointment with specialist one week later. This practice always takes immediate action for needy patients so thank you and give you 5 stars.
- Always had a good experience here.
- I would recommend family or friends, because they are very helpful and always get an appointment when needed.
- Helpful and caring practice.
- Receive such good care.
- Excellent practice. All staff are great.
- Been coming here for years.
- All doctors very good. Staff as helpful as can be.
- Nothing but praise for this surgery.

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

- Good service for appointments. Excellent doctors.
- Good service, friendly staff - not impressed with the appointment system.
- Efficient, professional service. Flexible opening hours.
- Very nice surgery, great GPs, great nurses, great reception.
- Very helpful when getting prescriptions, friendly and professional staff and relatively easy to get an appointment.
- Because it's a good practice, warm and friendly. Always helpful.
- GP is usually a personal preference.
- I find all the doctors helpful and understanding and they always do their best to find out what is wrong on any visit.
- The treatment and care I receive here is good. You are very supportive.
- I will recommend the GP to my family.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	6	22%
Female	20	74%
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	3	11%
25 - 34	3	11%
35 - 44	3	11%
45 - 54	3	11%
55 - 64	6	22%
65 - 74	4	15%
75 - 84	5	19%
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	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	6	22%
Yes, limited a little	10	37%
No	10	37%
Prefer not say	1	4%
Blank	0	0%

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