

Friends and Family Test Report

The Avenue Surgery

June 2017



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

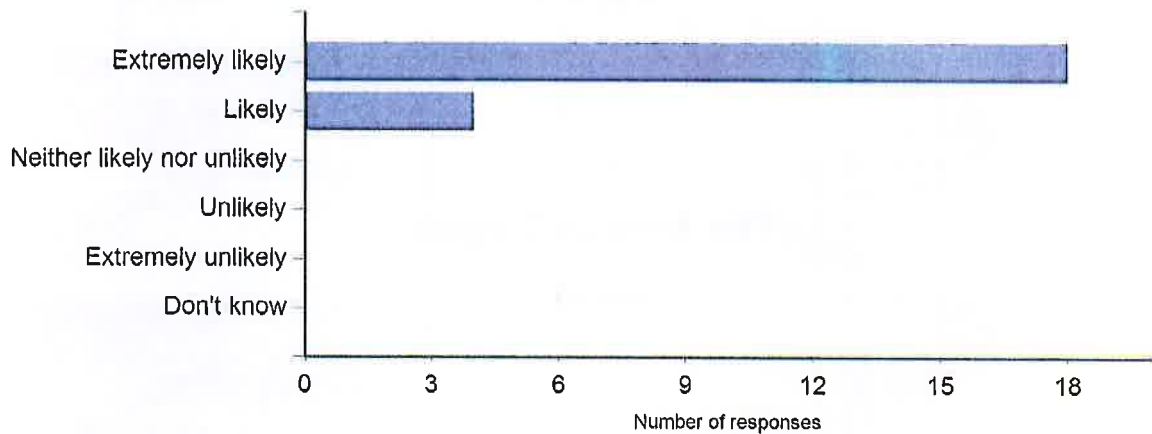
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	18	82%
Passive	Likely	4	18%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		22	100%

* May not add up to 100% due to rounding

Graph 1



100% 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 22 patients who answered the Friends and Family Test question, 20 (91%), filled out a paper questionnaire and 2 (9%), 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					Don't know
			Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	
Cumulative feedback*	240	93%	171	51	5	3	8	2
*This cumulative feedback is based on the sum of the previous months survey data, as below (up to a maximum of 12 months).								
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
Jul-16	20	85%	14	3	0	0	2	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:

- Because The Avenue Surgery works as a team and always gives of its best in all areas. We are lucky in this time of NHS turmoil to have such a caring and hardworking team with superb doctors and staff. Thank you.
- All of the staff are professional, friendly and helpful.
- Lovely practice, doctors, nurses and reception staff all wonderful.
- Extremely happy with the service I receive.
- Because good doctors and they listen to you.
- Everyone is so helpful.
- Because it a good surgery.
- Very friendly service. Never have to wait very long.
- You can always get an appointment. Very good reception and excellent doctors.
- Because it's a friendly practice and staff and doctors very polite and helpful.
- The service provided is very good and always friendly.
- Always received good care.
- I love my doctors they always take into account and listen to what you have to say and seem sincere in caring for their patients.

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

- Doctors are always good at diagnosis. Receptionist is polite and friendly.
- Accessible GPs. Good reception facilities. Optional appointments. Phone is answered promptly.
- Because of the friendly staff and doctors.
- The receptionists are very helpful.
- All lovely.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	7	32%
Female	15	68%
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	9%
25 - 34	4	18%
35 - 44	1	5%
45 - 54	5	23%
55 - 64	5	23%
65 - 74	4	18%
75 - 84	1	5%
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	22	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	4	18%
Yes, limited a little	9	41%
No	8	36%
Prefer not say	0	0%
Blank	1	5%

* May not add up to 100% due to rounding