

Friends and Family Test Report

The Avenue Surgery

March 2017



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

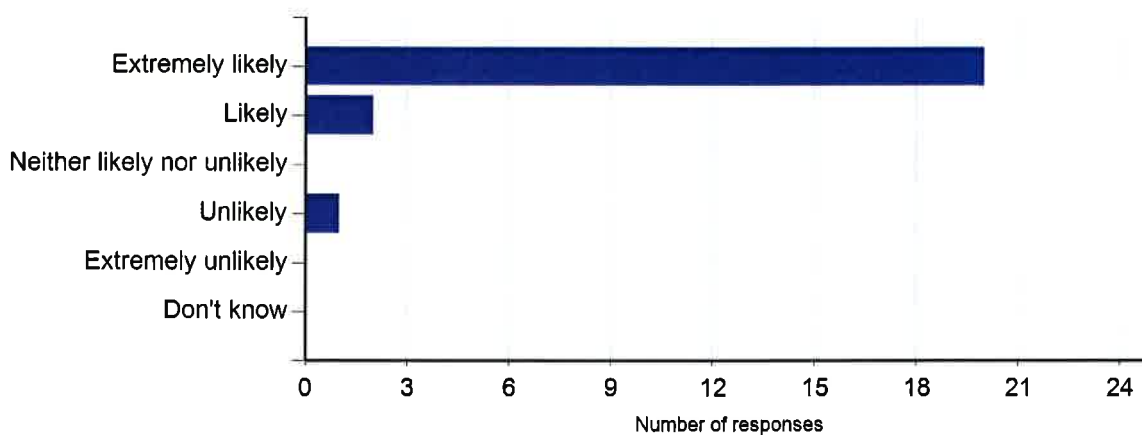
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	20	87%
Passive	Likely	2	9%
Detractors	Neither likely nor unlikely	0	0%
	Unlikely	1	4%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		23	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 23 patients who answered the Friends and Family Test question, 23 (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*	252	91%	179	51	5	5	8	4

*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
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
Apr-16	31	97%	25	5	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:

- I have been with the practice for the past many years and have had the same doctors. The doctors - nurses and reception have always helped me in any way they can. I have a lot of appointments and they always fit me in.
- My experiences over the past two and a half years - since I have been with your practice. From the receptionists to nurses and doctors.
- I'm very happy with the care here.
- Family in another county.
- I find my doctor's surgery to be very kind and very helpful. The doctors go out of their way to help you as much as they can. The receptionists are very helpful too.
- Brilliant doctors.
- Very friendly, will always try to fit you in.
- Because I can always get an appointment when I need one and I trust the doctors.
- Because I've only ever had positive experiences.
- Been here most of my life. Great doctors and staff.
- Wouldn't want to change. More than satisfied with treatment.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	6	26%
Female	17	74%
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	2	9%
35 - 44	4	17%
45 - 54	5	22%
55 - 64	4	17%
65 - 74	4	17%
75 - 84	1	4%
85+	1	4%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	22	96%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	4%
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	17%
Yes, limited a little	7	30%
No	11	48%
Prefer not say	1	4%
Blank	0	0%

* May not add up to 100% due to rounding