

Friends and Family Test Report

The Avenue Surgery

May 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?

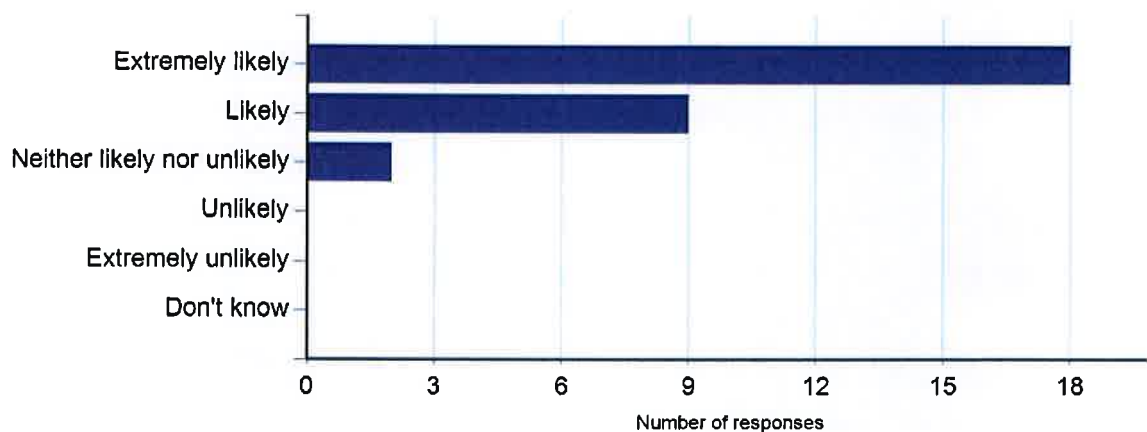
Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	18	62%
Passive	Likely	9	31%
Detractors	Neither likely nor unlikely	2	7%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		29	100%

* May not add up to 100% due to rounding

Number of patients who left Q1 blank (but provided other feedback on the questionnaire)	1
Total number of patients providing feedback	30

Graph 1



93% 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 29 patients who answered the Friends and Family Test question, 28 (97%), filled out a paper questionnaire and 1 (3%), 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*	238	92%	168	51	6	3	8	2
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
Jun-16	20	95%	15	4	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:

- I always feel that the doctors, nurses and staff really care about their patients and after many years attending this practice know I am getting the best treatment possible. Thank you all. Phone lines great now too and appointments very easy to make.
- Good doctors and staff.
- Very happy with the surgery as a whole.
- Best doctors.
- They are very friendly and are very good doctors.
- No problems with service.
- The avenue surgery has been my doctors for the past many years and I wouldn't dream of leaving them!
- Friends and family don't live near it.
- Friendly, caring, always get an appointment.
- Excellent service.
- Always been a friendly but efficient surgery. The receptionist got me an appointment and through see to doctor quickly as I was feel ill.
- Friendly staff, appointments always available and free parking.

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

- I feel the practice is very helpful and very efficient. And the doctor has a lot of time for you.
- Always manage to get an appointment. Reception staff always helpful and polite.
- I rarely feel 'fobbed off' if I come with an issue or problem, it is always resolved/investigated.
- Good surgery once you get hold of them.
- I find The Avenue Surgery to be mostly efficient in dealing with high volumes of people but still providing a good service to the people.
- Always a nice service.
- Always get an appointment for that day.
- Very good.
- The doctors are very patient and thorough.
- Find two doctors are both very good doctors and always very pleasant.
- We usually see one doctor who is very understanding and a fantastic GP.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	12	40%
Female	15	50%
Blank	3	10%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	2	7%
25 - 34	7	23%
35 - 44	6	20%
45 - 54	4	13%
55 - 64	3	10%
65 - 74	5	17%
75 - 84	1	3%
85+	1	3%
Blank	1	3%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	27	90%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	2	7%
Black/African/Caribbean/Black British	1	3%
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	7	23%
Yes, limited a little	5	17%
No	16	53%
Prefer not say	2	7%
Blank	0	0%

* May not add up to 100% due to rounding