

Friends and Family Test Report

The Avenue Surgery

November 2017



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

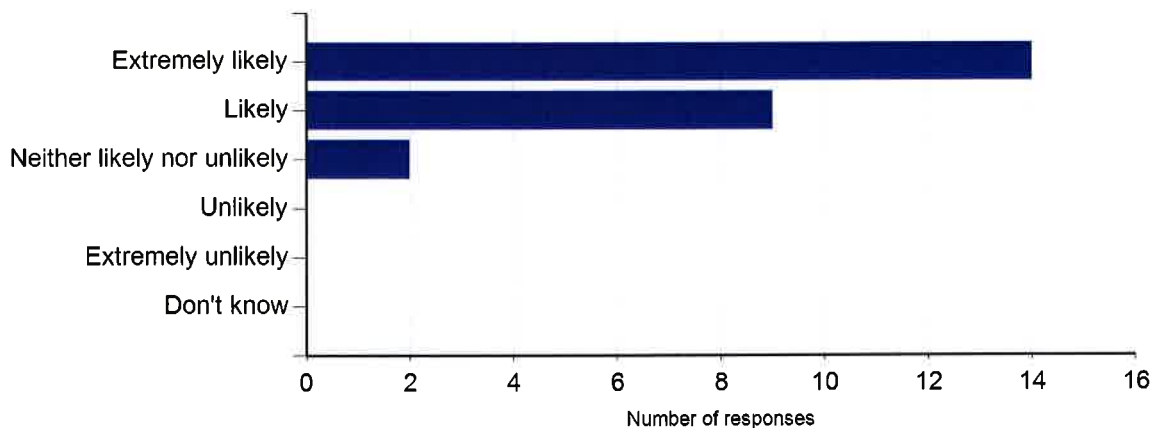
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	14	56%
Passive	Likely	9	36%
Detractors	Neither likely nor unlikely	2	8%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		25	100%

* May not add up to 100% due to rounding

Graph 1



92% 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*	279	94%	199	63	9	5	3	0
Nov-17	25	92%	14	9	2	0	0	0
Oct-17	18	89%	14	2	1	1	0	0
Sep-17	28	96%	20	7	1	0	0	0
Aug-17	28	96%	18	9	0	1	0	0
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

*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:

- Don't live nearby anymore.
- I can always talk with a GP. Via phone I have always been able to book in to see a GP the same day.
- Good surgery but hard to get appointments.
- Very helpful.
- Very understanding GPs.
- Doctors are helpful most of the time, depends who you see really.
- Surgery was able to book me in quickly. Staff were polite and very efficient in handling my repeat prescriptions.
- I've always used the surgery since a child, always been welcoming.
- Have been with the surgery all my life, the doctors are fantastic.
- Because the doctors and staff are very good!
- Proximity to residence, appointment system could be improved though to ensure better access.
- Because the staff and doctor are friendly and helpful.
- It's a good doctors practice, reliable, good service.
- The doctors are always very thorough when I have needed to see them.

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

- Good service.
- Because 9 times out of 10 you can get an appointment when you ring up, also the staff are very friendly.
- Can't fault them, they do an amazing service.
- Very good practice, friendly staff.
- Mainly for the need of medical attention provided for my late wife.
- Confidence in the doctors.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	9	36%
Female	16	64%
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	4	16%
25 - 34	5	20%
35 - 44	7	28%
45 - 54	5	20%
55 - 64	1	4%
65 - 74	0	0%
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	22	88%
Mixed/Multiple ethnic groups	1	4%
Asian/Asian British	1	4%
Black/African/Caribbean/Black British	1	4%
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	16%
Yes, limited a little	5	20%
No	15	60%
Prefer not say	1	4%
Blank	0	0%

* May not add up to 100% due to rounding