

Friends and Family Test Report

The Avenue Surgery

October 2017



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

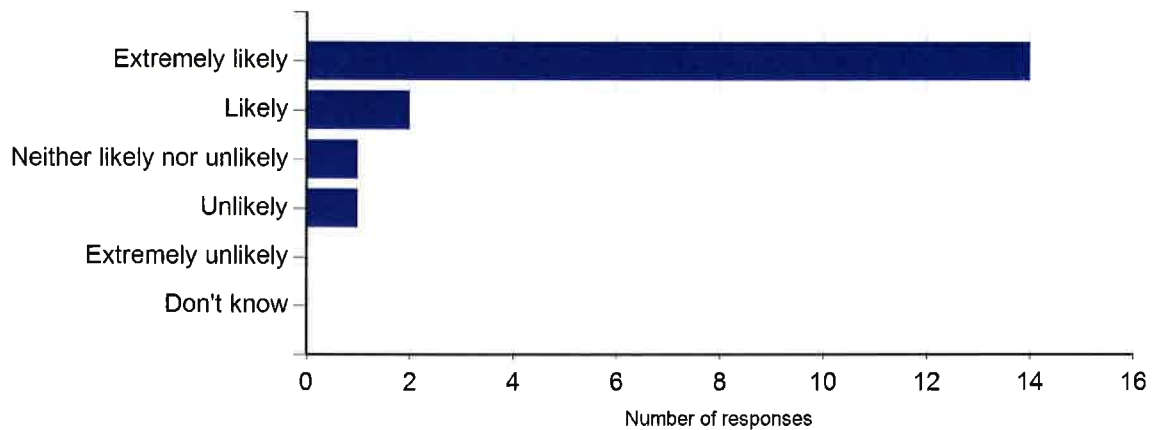
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	14	78%
Passive	Likely	2	11%
Detractors	Neither likely nor unlikely	1	6%
	Unlikely	1	6%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		18	101%

* May not add up to 100% due to rounding

Graph 1



89% 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 18 patients who answered the Friends and Family Test question, 16 (89%), filled out a paper questionnaire and 2 (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*	265	94%	193	57	7	5	3	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
Nov-16	11	100%	8	3	0	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:

- Doctors are all knowledgeable and friendly. Admin staff efficient and helpful. Would recommend (if the surgery was still accepting new patients!).
- I am on weekly visits temporarily and I always find nothing is too much trouble for my doctor's care with his patients. A very busy practice, yes! But one can always be seen on the same day if necessary. We are lucky to be patients of The Avenue Surgery.
- Brilliant surgery. Staff all lovely.
- Very good care.
- Great doctors - great service, very helpful all my family have come to this surgery.
- Good quality of care from GPs. I prefer to talk to the doctors who have been there longest as I don't like change.
- Nurses and doctors are very helpful and nice. Receptionists are nice too.
- Because they have always been very kind and helpful, all the staff.
- Best doctors in the world.
- All the medical staff are knowledgeable, friendly and very approachable. Lovely family atmosphere!
- Whenever I'm unwell I always get an appointment the very day. Staff are very supportive.
- Care is good but I have noticed it is not as greater care as it used to be.

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

- They are very good.
- Because it is a great practice.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	6	33%
Female	12	67%
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	0	0%
25 - 34	4	22%
35 - 44	1	6%
45 - 54	3	17%
55 - 64	6	33%
65 - 74	2	11%
75 - 84	2	11%
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	15	83%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	6%
Black/African/Caribbean/Black British	1	6%
Other ethnic group	0	0%
Blank	1	6%

* 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	5	28%
Yes, limited a little	4	22%
No	9	50%
Prefer not say	0	0%
Blank	0	0%

* May not add up to 100% due to rounding