

Friends and Family Test Report

The Avenue Surgery

September 2017



Your patient feedback

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Supporting documents

Additional information on the Friends and Family Test
Sample patient questionnaire

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

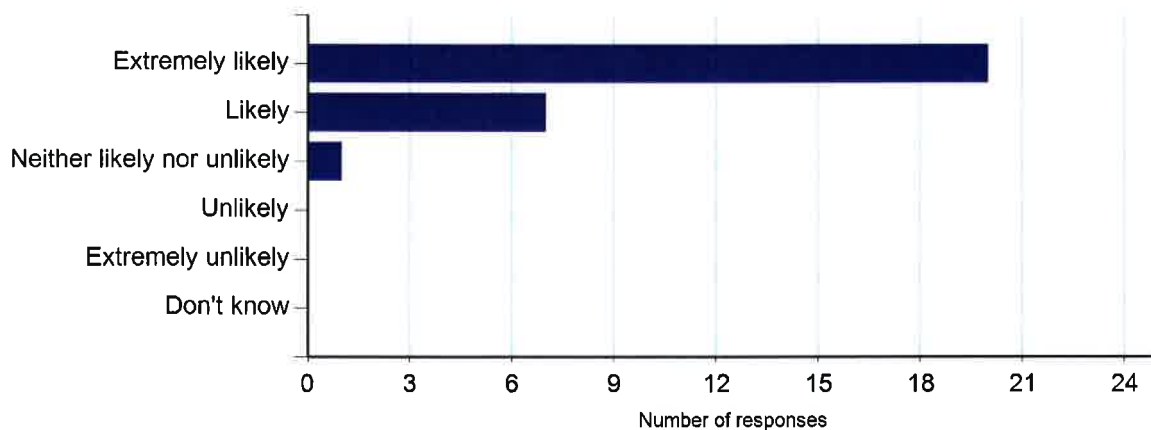
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	20	71%
Passive	Likely	7	25%
Detractors	Neither likely nor unlikely	1	4%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		28	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 28 patients who answered the Friends and Family Test question, 26 (93%), filled out a paper questionnaire and 2 (7%), 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*	266	94%	190	60	6	4	6	0

*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
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
Oct-16	19	84%	11	5	0	0	3	0

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:

- Once again my monthly visit with my doctor answered all my queries. The Avenue Surgery is dedicated to keeping patients informed, both by the superb T.V. presentation and wall decorations of leaflets on everything you may need for keeping healthy. We are so lucky to have this fine practice in our area.
- Always on time with appointments and if a name could be given to The Avenue Surgery I would say they are 'The Listening Practice'. One always comes away feeling motivated. Staff excellent and making appointments hassle free. Phoning in huge improvement. Haven't used a nurse recently but always get a smile in passing.
- One doctor is an amazing doctor. I trust him 100%, he is kind, caring and you never feel rushed by him. It is a real shame a doctor didn't stay on at the surgery, she was fantastic.
- Staff at reception and most of all the doctors are very nice, approachable and efficient.
- The practice has always done a great job. Never any problems.
- One doctor is fabulous! He listens to what you say and explains everything very well! I can trust him! He has an exceptional bedside manner.
- Because the treatment I receive here is always good.
- Because I'm happy with the service you are giving me.
- Good service and friendly. Always get an appointment when needed.
- Pretty good the other doctor.

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

- We have used this practice for a few years and have always seen a doctor when needed.
- It's better than my previous doctors, but still needs some improvements.
- Obtaining available appointments.
- Been here since I was a baby - no reason to change - happy with service.
- Although I haven't been coming here long they have all been most helpful.
- Because you're very helpful.
- Friendly practice.
- Been family doctor since a child.
- I have been at this GP practice for years and they are understanding and really kind.
- Because all the doctors are very good.
- Because the staff are extremely helpful, you can always get an appointment and the doctors are the best. I'd like to also say that one member of staff has helped me beyond just receptionist.

Demographics
Q3: Gender

	Number of responses	Percentage of responses*
Male	6	21%
Female	19	68%
Blank	3	11%

* 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	6	21%
35 - 44	5	18%
45 - 54	7	25%
55 - 64	1	4%
65 - 74	4	14%
75 - 84	3	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	26	93%
Mixed/Multiple ethnic groups	1	4%
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	6	21%
Yes, limited a little	4	14%
No	15	54%
Prefer not say	1	4%
Blank	2	7%

* May not add up to 100% due to rounding

