

**FRIENDS AND FAMILY TEST RESULTS FOR 12 MONTHS
MARCH 2017 - FEBRUARY 2018**

Month	Total Responses	% of patients extremely likely or likely to recommend The Avenue Surgery	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
Mar-17	23	96%	20	2	0	1	0	0
Apr-17	16	88%	13	1	1	0	1	0
May-17	29	93%	18	9	2	0	0	0
Jun-17	22	100%	18	4	0	0	0	0
July-17	27	96%	22	4	1	0	0	0
Aug-17	28	96%	18	9	0	1	0	0
Sept-17	28	96%	20	7	1	0	0	0
Oct-17	18	89%	14	2	1	1	0	0
Nov-17	25	92%	14	9	2	0	0	0
Dec-17	25	96%	17	7	1	0	0	0
Jan-18	8	100%	4	4	0	0	0	0
Feb-18	21	100%	20	1	0	0	0	0
Cumulative feedback	270	95%	198	59	9	3	1	0

Friends and Family Test Total Responses by Method of Response for 12 Months March 2017 - February 2018													
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sept-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Total over 12 months
Total Responses	23	16	29	22	27	28	28	18	25	25	8	21	270
Paper Return	23	16	28	20	24	28	26	16	25	25	8	20	259
Online Return	0	0	1	2	3	0	2	2	0	0	0	1	11

Friends and Family Test Demographics for 12 Months March 2017 - February 2018

	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sept-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Percentage of Responses
GENDER													
Men	6	7	12	7	6	8	6	6	9	6	2	7	30%
Women	17	9	15	15	20	19	19	12	16	18	6	13	66%
Blank	0	0	3	0	1	1	3	0	0	1	0	1	4%
AGE													
0-15	0	0	0	0	0	0	0	0	0	1	0	1	0.74%
16-24	2	1	2	2	3	5	2	0	4	5	2	2	11.07%
25-34	2	4	7	4	3	6	6	4	5	3	2	2	17.71%
34-44	4	2	6	1	3	4	5	1	7	5	1	2	15.13%
45-54	5	2	4	5	3	7	7	3	5	4	0	2	17.34%
55-64	4	3	3	5	6	2	1	6	1	7	2	4	16.24%
65-74	4	3	5	4	4	2	4	2	0	0	1	4	12.18%
75-84	1	1	1	1	5	2	3	2	3	0	0	2	7.75%
85+	1	0	1	0	0	0	0	0	0	0	0	1	1.11%
Blank	0	0	1	0	0	0	0	0	0	0	0	1	0.74%
ETHNICITY													
White	22	16	27	22	24	25	26	15	22	25	7	20	92.62%
Mixed/multiple ethnic groups	0	0	0	0	0	0	1	0	1	0	0	0	0.74%
Asian/Asian British	1	0	2	0	1	1	1	1	1	0	1	1	3.69%
Black/African/Caribbean/Black British	0	0	1	0	2	2	0	1	1	0	0	0	2.58%
Other ethnic group	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Blank	0	0	0	0	0	0	0	1	0	0	0	0	0.37%

DAY TO DAY ACTIVITIES LIMITED BECAUSE OF HEALTH													
Yes limited a lot	4	2	7	4	6	4	6	5	4	4	1	6	19.56%
Yes limited a little	7	3	5	9	10	8	4	4	5	7	1	6	25.46%
No	11	9	16	8	10	15	15	9	15	14	6	8	50.18%
Prefer not to say	1	2	2	0	1	0	1	0	1	0	0	1	3.32%
Blank	0	0	0	1	0	1	2	0	0	0	0	0	1.48%