

**FRIENDS AND FAMILY TEST RESULTS FOR 12 MONTHS
MARCH 2018 - FEBRUARY 2019**

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-18	27	93%	13	12	2	0	0	0
Apr-18	28	96%	22	5	0	0	0	1
May-18	28	89%	17	8	1	0	2	0
Jun-18	10	80%	7	1	1	1	0	0
July-18	15	100%	10	5	0	0	0	0
Aug-18	19	95%	13	5	0	0	0	1
Sept-18	15	100%	11	4	0	0	0	0
Oct-18	13	100%	10	3	0	0	0	0
Nov-18	12	92%	8	3	1	0	0	0
Dec-18	20	100%	12	8	0	0	0	0
Jan-19	35	89%	19	12	0	4	0	0
Feb-19	22	100%	14	7	1	0	0	0
Cumulative feedback	244	94%	64%	30%	2%	2%	1%	1%

Friends and Family Test Total Responses by Method of Response for 12 Months March 2018 - February 2019													
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sept-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Total over 12 months
Total Responses	27	28	28	10	15	19	15	13	12	20	35	22	244
Paper Return	26	27	28	9	15	19	15	12	12	20	32	22	237
Online Return	1	1	0	1	0	0	0	1	0	0	3	0	7

Friends and Family Test Demographics for 12 Months March 2018 - February 2019

	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sept-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Percentage of Responses
GENDER													
Men	9	9	9	6	5	14	6	5	4	3	11	6	35%
Women	18	17	19	4	10	6	9	7	8	17	21	15	61%
Blank	1	2	0	0	1	0	0	1	0	1	3	1	4%
AGE													
0-15	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
16-24	5	1	6	0	2	4	1	2	3	3	6	3	14.52%
25-34	3	5	4	3	6	5	3	1	2	2	5	5	17.74%
34-44	3	4	5	1	2	2	2	4	1	5	6	4	15.73%
45-54	8	4	5	2	2	2	2	0	1	2	8	5	16.53%
55-64	4	5	1	1	1	4	5	5	3	4	5	1	15.73%
65-74	1	6	7	2	2	2	0	0	0	1	3	2	10.48%
75-84	0	2	0	0	1	1	2	0	2	3	0	1	4.84%
85+	2	1	0	1	0	0	0	1	0	0	0	0	2.02%
Blank	2	0	0	0	0	0	0	0	0	1	2	1	2.42%
ETHNICITY													
White	25	27	27	10	12	13	14	12	12	16	30	19	87.50%
Mixed/multiple ethnic groups	0	0	0	0	1	0	0	1	0	1	0	1	1.61%
Asian/Asian British	0	0	0	0	1	5	0	0	0	1	0	0	2.82%
Black/African/Caribbean/Black British	1	1	0	0	0	1	0	0	0	2	0	0	2.02%
Other ethnic group	0	0	1	0	2	0	1	0	0	0	0	1	2.02%
Blank	2	0	0	0	0	1	0	0	0	1	5	1	4.03%

DAY TO DAY ACTIVITIES LIMITED BECAUSE OF HEALTH													
Yes limited a lot	4	10	6	0	5	1	3	2	3	3	5	0	16.94%
Yes limited a little	5	6	8	3	2	3	3	2	1	7	10	4	21.77%
No	18	12	14	5	7	15	9	9	6	10	18	17	56.45%
Prefer not to say	1	0	0	0	0	1	0	0	0	1	0	0	1.21%
Blank	0	0	0	2	2	0	0	0	2	0	2	1	3.63%