

Private and Confidential

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**Friends and Family Test
Report**

The Avenue Surgery

March 2020



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

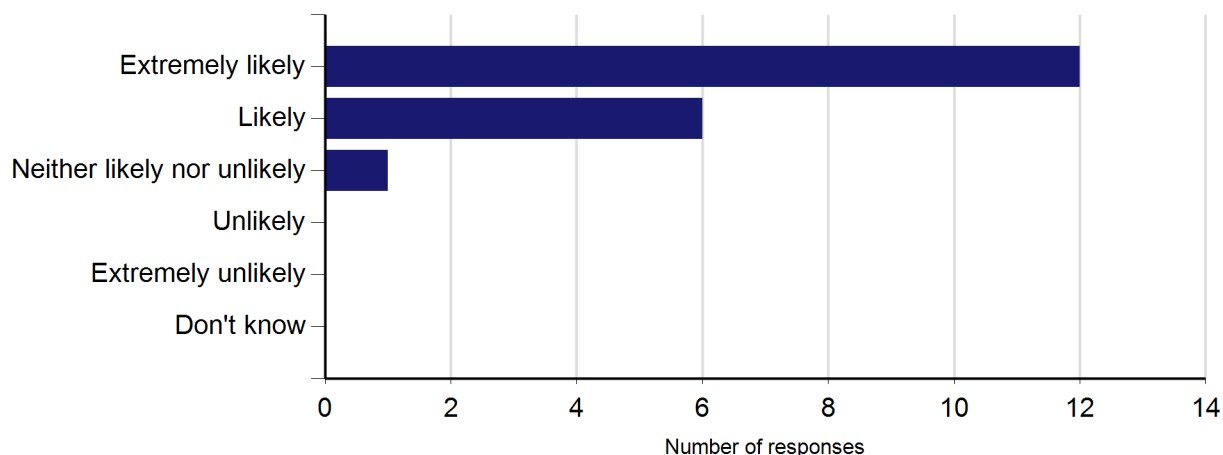
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	12	63%
Passive	Likely	6	32%
Detractors	Neither likely nor unlikely	1	5%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		19	100%

* May not add up to 100% due to rounding

Graph 1



95% 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 19 patients who answered the Friends and Family Test question, 19 (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*	269	91%	170	76	14	4	3	2

*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
Mar-20	19	95%	12	6	1	0	0	0
Feb-20	24	96%	15	8	1	0	0	0
Jan-20	25	88%	14	8	2	0	0	1
Dec-19	10	100%	8	2	0	0	0	0
Nov-19	22	95%	19	2	1	0	0	0
Oct-19	20	85%	12	5	3	0	0	0
Sep-19	31	97%	22	8	1	0	0	0
Aug-19	19	89%	14	3	0	1	1	0
Jul-19	24	96%	14	9	1	0	0	0
Jun-19	26	85%	11	11	2	0	1	1
May-19	29	86%	17	8	2	2	0	0
Apr-19	20	90%	12	6	0	1	1	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:

- Best in town.
- Good reception. Always helpful.
- Always lovely staff, can always get an appointment.
- Because they are lovely doctors.
- I have always been treated well.
- Very professional, very helpful staff.
- No waiting too long if you on time.
- Good service, can normally get an appointment when required.
- Lovely staff.
- Always manage to get an appointment the same day as phoning.
- I have been at the surgery for many years and have always been treated very well by doctors and staff listen to and treated with respect.
- Fantastic doctors very helpful, communication is amazing.
- Happy with the GP.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	8	42%
Female	11	58%
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	3	16%
25 - 34	1	5%
35 - 44	4	21%
45 - 54	2	11%
55 - 64	5	26%
65 - 74	3	16%
75 - 84	1	5%
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	17	89%
Mixed/Multiple ethnic groups	0	0%
Asian/Asian British	1	5%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	1	5%

* 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	3	16%
Yes, limited a little	6	32%
No	8	42%
Prefer not say	1	5%
Blank	1	5%

* May not add up to 100% due to rounding