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## Friends and Family Test Report

The Avenue Surgery

February 2020



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

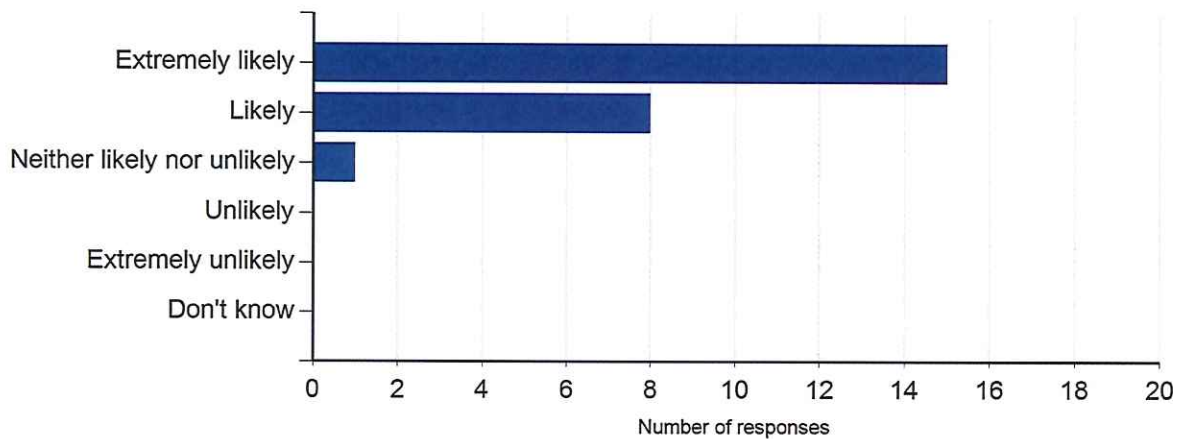
**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	15	63%
Passive	Likely	8	33%
Detractors	Neither likely nor unlikely	1	4%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		24	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 24 patients who answered the Friends and Family Test question, 23 (96%), filled out a paper questionnaire and 1 (4%), 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*	277	92%	177	77	14	4	3	2
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
Mar-19	27	96%	19	7	1	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:

- Highly likely to get to see a doctor within two days. Considering comments you hear on TV and in newspapers about it being impossible to see a doctor, we do not have this at the surgery.
- Can always get a call back or email response. I'm an unpaid carer so this is very important. Feel supported by the practice.
- Everyone is treated with the right amount of respect.
- I have found the surgery staff and doctors to be highly supportive and effective for myself and my family. In recent times this surgery has been a reassurance for myself and my partner with pregnancy complications. My child is not scared to see a doctor or nurse and that meant a lot to me.
- Very helpful reception staff and efficient service.
- Very good doctor.
- Best surgery.
- Phone service is terrible, you have to ring 100 times to get through. A queuing system is needed.
- Practice is good but to ring for an appointment on the day is hard.
- Very good doctors, been my family doctors all my life, would not change.
- Have always found the surgery helpful.

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

- Friendly, efficient, professional, calm, fair, lovely service. Best I've ever had.
- I got seen fast and was treated.
- Complete confidence in doctors. Past experiences have been good. Always welcoming.

## Demographics

### Q3: Gender

	Number of responses	Percentage of responses*
Male	11	46%
Female	13	54%
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	13%
25 - 34	4	17%
35 - 44	1	4%
45 - 54	9	38%
55 - 64	5	21%
65 - 74	1	4%
75 - 84	1	4%
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	21	88%
Mixed/Multiple ethnic groups	1	4%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	2	8%
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	4	17%
Yes, limited a little	5	21%
No	14	58%
Prefer not say	1	4%
Blank	0	0%

\* May not add up to 100% due to rounding