

Friends and Family Test Report

The Avenue Surgery

January 2020



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

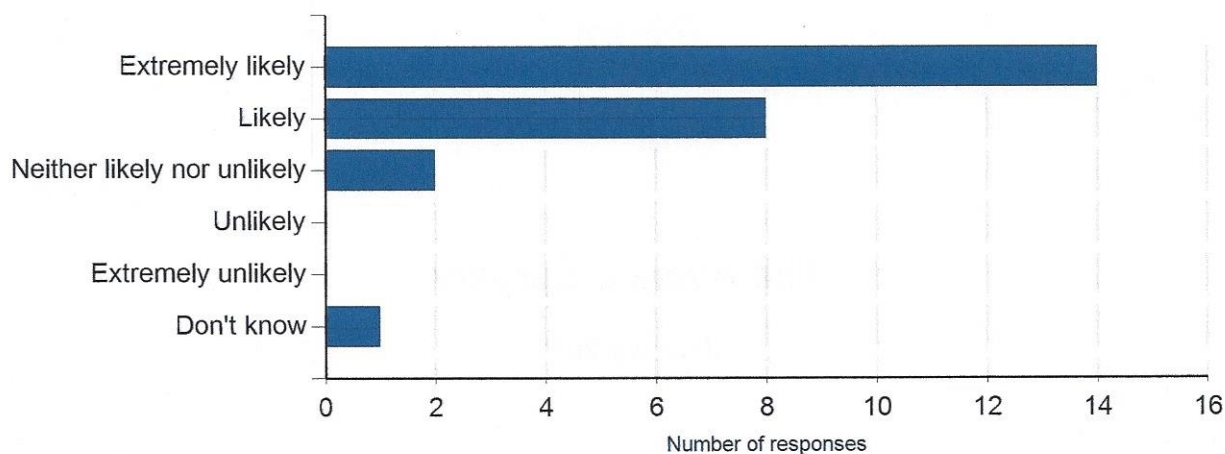
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	14	56%
Passive	Likely	8	32%
Detractors	Neither likely nor unlikely	2	8%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	1	4%
Total responses to this question		25	100%

* May not add up to 100% due to rounding

Graph 1



88% 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 25 patients who answered the Friends and Family Test question, 25 (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*	275	92%	176	76	14	4	3	2
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
Feb-19	22	95%	14	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:

- Very helpful GP, good listening.
- Great service.
- The doctors are amazing, can't fault them. Family friendly. Receptionists always do their best to help.
- Sometimes reception staff are difficult. Doctors are great especially two of them.
- Two walk-in slots every day. Don't charge for simple medical evidence. Good waiting room.
- Because staff are friendly.
- I've had the same GP for many years and I find some of the doctors brilliant, but trying to make an appointment is ridiculous at times and needs to either an option for being put in a queue on the phones.
- Always have "walk-in" appointments.
- Always been happy with service.
- I've always found that you're all very helpful.
- Mostly very good service.
- I've been with the practice for many years, I and my children have always been extremely well taken care of.
- Nearly always able to get an appointment. Friendly and helpful staff. When I have had a difficulty with a prescription staff have phoned around and helped. Get thorough checks from GP.

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

- Long waits for appointments, otherwise OK.
- Have always felt that the treatment given was quick.
- I have always been looked after well, all are friendly here.
- Equality issue. Hard to book appointments via phone. Online register only possible if you have bills in your name. Not possible when that person doesn't control finances but has passport and driving licence in address.
- I have come here all my life.
- I think you are very good.
- Polite and helpful staff.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	10	40%
Female	14	56%
Blank	1	4%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	1	4%
16 - 24	2	8%
25 - 34	5	20%
35 - 44	2	8%
45 - 54	4	16%
55 - 64	5	20%
65 - 74	6	24%
75 - 84	0	0%
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	23	92%
Mixed/Multiple ethnic groups	1	4%
Asian/Asian British	0	0%
Black/African/Caribbean/Black British	0	0%
Other ethnic group	0	0%
Blank	1	4%

* 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	5	20%
Yes, limited a little	7	28%
No	12	48%
Prefer not say	0	0%
Blank	1	4%

* May not add up to 100% due to rounding