

FRIENDS AND FAMILY TESTS - 2017

The practice collates information from patients that have attended the surgery and ask them to let us know whether **based on their last visit** they would recommend our surgery to their Friends and Family. We take feedback by SMS text or by paper copies at the surgery.

This data informs us as follows:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
										**	***		
Total Responses:	91	54	68	46	65	83	68	58	75	919	335	48	1910
													100.00%
Extremely Likely:	75	43	51	33	51	69	54	44	57	704	271	40	1492
													78.12%
Likely:	11	6	13	7	6	9	7	13	12	154	52	2	292
													15.30%
Neutral:	3	2	0	1	2	0	2	0	1	14	8	2	35
													1.83%
Unlikely:	1	0	0	2	0	1	1	1	1	9	2	1	19
													1.00%
Extremely Unlikely:	1	2	3	2	6	4	3	0	4	32	2	3	62
													3.25%
Don't Know:	0	1	1	1	0	0	1	0	0	6	0	0	10
													0.50%

** In October we took feedback following Flu clinics and also as part of a Dispensary Services Survey. *** In November we took feedback from a Nursing and Reception services survey as well.

To date, our results indicate that some 93.42% of patients would be **likely** or **very likely** to recommend us to their family and friends and this is very positive and encouraging – thank you for your input.