

FRIENDS AND FAMILY TESTS - 2018

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:	300												300
													100.00%
Extremely Likely:	197												197
													65.67%
Likely:	71												71
													23.67%
Neutral:	18												18
													6.00%
Unlikely:	8												8
													2.67%
Extremely Unlikely:	4												4
													1.33%
Don't Know:	2												2
													0.66%

January figures include the feedback from the Annual GP Survey undertaken in September/October 2017.
Thank you so much for the very positive feedback that we receive through this survey – it really is appreciated!