

## 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	68	60	60	82	81	87	71	65	75	74	87	1110
													100.00%
Extremely Likely:	197	57	53	48	64	74	69	56	52	62	62	72	866
													78.03%
Likely:	71	5	1	9	14	4	13	10	7	9	8	9	160
													14.41%
Neutral:	18	1	2	1	1	1	1	1	1	1	1	1	30
													2.70%
Unlikely:	8	3	1	1	1	1	2	0	2	1	0	2	22
													1.98%
Extremely Unlikely:	4	1	3	1	2	1	2	4	2	1	2	3	26
													2.34%
Don't Know:	2	1	0	0	0	0	0	0	1	1	1	0	6
													0.54%

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!