

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										428
													100.00%
Extremely Likely:	197	57	53										307
													71.7%
Likely:	71	5	1										77
													18.0%
Neutral:	18	1	2										21
													4.9%
Unlikely:	8	3	1										12
													2.8%
Extremely Unlikely:	4	1	3										8
													1.9%
Don't Know:	2	1	0										3
													0.7%

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!