

FRIENDS AND FAMILY TESTS - 2019

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.

February, November and December 2019 data also includes results from in-house surveys conducted as part of our continuous improvement processes.

This data informs us as follows:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Total Responses:	76	276	86	76	82	64	78	54	50	55	290	483	1670
													100%
Extremely Likely:	65	169	68	62	70	55	64	38	35	46	208	343	1223
													73.23%
Likely:	8	82	13	4	7	5	6	5	6	4	55	110	305
													18.26%
Neutral:	1	13	1	3	1	0	0	0	1	1	16	16	53
													3.17%
Unlikely:	1	4	0	1	1	0	2	3	1	1	5	6	25
													1.50%
Extremely Unlikely:	1	3	3	6	3	4	6	5	6	3	6	4	50
													3.00%
Don't Know:	0	5	1	0	0	0	0	3	1	0	0	4	14
													0.84%

Thank you for your input to this process – we consistently achieve in excess of 90% positive responses, and this data bears that out on a monthly basis. It is really appreciated!