

FRIENDS AND FAMILY TESTS - 2020

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:	45												45
													100%
Extremely Likely:	40												40
													88.9%
Likely:	4												4
													8.9%
Neutral:	0												0
													0%
Unlikely:	0												0
													0%
Extremely Unlikely:	1												1
													2.2%
Don't Know:	0												0
													0%

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!