

**MGS Medical Practice
Family Friends Survey**

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=
 22 +1 = 23 x 100 divide 24= 96%

| MONTH: | EXTREMELY LIKELY | LIKELY | NEITHER LIKELY NOR LIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON'T KNOW | TOTAL |
|------------------|------------------|--------|---------------------------|----------|--------------------|------------|-------|
| October 2023 | 12 | | 0 | | | | 12 |
| HANDWRITTEN | 12 | | | | | | |
| TELEPHONE CALL | | | | | | | |
| TABLET/KIOSK | | | | | | | |
| SMS/TEXT MESSAGE | 10(recommended) | 1 | 1 | | | | 12 |
| APP/ONLINE | | | | | | | |
| OTHER | | | | | | | |
| TOTAL | 22 | 1 | | | | | 24 |

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

| RESPONSE/ACTIONS | | | | | | |
|--|--|--|--|--|--|--|
| FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY | | | | | | |

| PT ID ANONYMOUS RESPONSE/ACTIONS | Very friendly staff | Able to order prescriptions online | Staff listen to me | Caring team | Better appointments choice | Better sending queries online |
|----------------------------------|---------------------|------------------------------------|--------------------|-------------|----------------------------|-------------------------------|
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