

MGS Medical Practice

Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=
 90 +30= 84 x 100 divide 86 = **94%**

| MONTH: February 2024 | EXTREMELY LIKELY | LIKELY | NEITHER LIKELY NOR LIKELY | UNLIKELY | EXTREMELY UNLIKELY | DON'T KNOW | TOTAL |
|-------------------------|---------------------|--------|------------------------------|----------|-----------------------|------------|-------|
| HANDWRITTEN | 4 | 1 | 0 | | | | 5 |
| TELEPHONE CALL | | | | | | | |
| TABLET/KIOSK | | | | | | | |
| SMS/TEXT MESSAGE | 86(recommended) | 29 | 3 | 5 | 2 | | 123 |
| APP/ONLINE | | | | | | | |
| OTHER | | | | | | | |
| TOTAL | 90 | 30 | 3 | 5 | 2 | | 128 |

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

| | | | | |
|------------------|--|--|--|--|
| RESPONSE/ACTIONS | | | | |
|------------------|--|--|--|--|

FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

| PT ID ANONYMOUS | | | | | | |
|------------------|----------------------------|---|---------------------|---|--|---|
| RESPONSE/ACTIONS | Received excellent service | Did not have to wait too long to be seen by the doctor or clinician | Very friendly staff | Caring team, everything explained clearly | More choices available and sign posted to other services | Better sending queries online, do not have to call the practice at busy times |