

MGS Medical Practice

Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=
 45 +18 = 58 x 100 divide 72= 81%

MONTH: May 2023	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	5	0	0	0			5
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	40(recommended)	18	4	4			66
APP/ONLINE							
OTHER							
TOTAL	45	18	4	4		10	72

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS				
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FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	Nurses very helpful and lovely	Doctor sorted my problem is amazing	Feel listened to by all staff	Staff polite and friendly	More choices of booking appointments	