

**MGS Medical Practice**

**Family Friends Survey**

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=  
 102 +20 = 122 x 100 divide 132= 92%

MONTH: June 2023	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	10	0	0	0			10
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	92(recommended)	20	10	0			122
APP/ONLINE							
OTHER							
TOTAL	102	20	10	0		10	132

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS				
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FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	Staff so kind and helpful	Appointments so easy to book	Staff always smiling and polite	Nothing is too much	Feel listened to	Telephones getting through good