

**MGS Medical Practice**

**Family Friends Survey**

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=  
 45 +12 = 57 x 100 divide 62= 92%

MONTH: July 2023	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	8	2	0	0			10
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	37(recommended)	10	3	2			52
APP/ONLINE							
OTHER							
TOTAL	45	12	3	2			62

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

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

FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	Staff so caring and do not feel rushed	Appointments so easy to book-like the choices offered	Staff always helpful and friendly	Feel listened to	Staff are welcoming	Nothing is too much