

MGS Medical Practice

Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=
 109 +48 = 157 x 100 divide 165= 95%

MONTH: August 2023	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	10	8	0				18
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	99(recommended)	40	8				147
APP/ONLINE							
OTHER							
TOTAL	109	48	8				165

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS				
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FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	Great service every time	Like the telephone appointments offered	Staff very friendly and kind	Caring team	Feel listened to	Like the choice of sending queries online