MGS Medical Practice

Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=

72 +12 = 84 x 100 divide 86 = 98%

MONTH: September 2023	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	12	2	0				14
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	60(recommended)	10	2				72
APP/ONLINE							
OTHER							
TOTAL	72	12	2				86

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS					

FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	Very friendly staff	Able to order prescriptions online	Staff listen to me	Caring team	Better appointments choice	Better sending queries online