

## MGS Medical Practice

### Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=  
 64 +32 = 96 x 100 divide 100 = 96%

MONTH: January 2025	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	52(recommended)	30	2	0	2		86
APP/ONLINE							
OTHER							
TOTAL	64	32	2	0	2		100

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS				
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FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	Received excellent service	Did not have to wait too long to be seen by doctor or clinician	Very friendly staff	Caring team, everything explained clearly	More choices available and sign posted to other services	Better sending queries online, do not have to call the practice at busy times