MGS Medical Practice

Family Friends Survey

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

29 +20 = 49 x 100 divide 54 = 91%

MONTH: Sept 2025	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	4						4
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	25(recommended)	20	5	0	0		50
APP/ONLINE							
OTHER							
TOTAL	29	20	5	0	0		54

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS				

FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	The service is very good by everyone you are in contact with	I was listened to and dealt with promptly	I feel listened to and respected	Quick and easy to get an appointment	I did not feel rushed, during my consultation	Easy to book appointments using online portal