

## MGS Medical Practice

### Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=  
 45 +20 = 65 x 100 divide 70 = 93%

MONTH: November 2025	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN							
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	45 (recommended)	20	5	0	0		70
APP/ONLINE							
OTHER							
TOTAL	45	20	5	0	0		70

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS				
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FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	Compassionate and understanding	Answered every question I asked	All are friendly and helpful	My bookings and responses are rapid	Really like the NHS APP- receive my prescriptions so much quicker	Good service More choices