

MGS Medical Practice

Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY= 41 +6 = 47 x 100 divide 48 = 98%

MONTH: December 2025	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	1						1
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	40(recommended)	6	1	0	0		47
APP/ONLINE							
OTHER							
TOTAL	41	6	1	0	0		48

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 genuine	Very good service from all	Appointments on time	Staff always helpful	Good explanation of care	So much easier to use online system