

**MGS Medical Practice**

**Family Friends Survey**

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=  
 34 +23 = 57 x 100 divide 59 = 97%

MONTH: June 2026	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	4						4
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	30(recommended)	23	2	0	0		55
APP/ONLINE							
OTHER							
TOTAL	34	23	2	0	0		59

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS					
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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