

## MGS Medical Practice

### Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=  
 26+12 = 38x 100 divide 40 = 95%

| MONTH:<br>SEPT 2026 | EXTREMELY<br>LIKELY | LIKELY | NEITHER LIKELY<br>NOR LIKELY | UNLIKELY | EXTREMELY<br>UNLIKELY | DON'T KNOW | TOTAL |
|---------------------|---------------------|--------|------------------------------|----------|-----------------------|------------|-------|
| HANDWRITTEN         |                     |        |                              |          |                       |            |       |
| TELEPHONE CALL      |                     |        |                              |          |                       |            |       |
| TABLET/KIOSK        |                     |        |                              |          |                       |            |       |
| SMS/TEXT<br>MESSAGE | 26(recommended)     | 12     | 2                            | 0        | 0                     |            | 40    |
| APP/ONLINE          |                     |        |                              |          |                       |            |       |
| OTHER               |                     |        |                              |          |                       |            |       |
| TOTAL               | 26                  | 12     | 2                            | 0        | 0                     |            | 40    |

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

|                  |  |  |  |  |
|------------------|--|--|--|--|
| RESPONSE/ACTIONS |  |  |  |  |
|------------------|--|--|--|--|

FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

| PT ID ANONYMOUS  |                                                              |                                                 |                                  |                                                  |                                           |                                                   |
|------------------|--------------------------------------------------------------|-------------------------------------------------|----------------------------------|--------------------------------------------------|-------------------------------------------|---------------------------------------------------|
| RESPONSE/ACTIONS | I have always liked this surgery, they are good at listening | Prescriptions are much better, like the NHS app | Staff all are helpful and lovely | Did not have to wait too long for an appointment | Like to online process, staff so friendly | Would recommend practice to my friends and family |