

MGS Medical Practice

Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=
 55 +10= 65 x 100 divide 67 = 97%

MONTH: November 2023	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	5	0	0				5
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	50(recommended)	10	2				62
APP/ONLINE							
OTHER							
TOTAL	55	10	2				67

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS				
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FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	Very pleased with staff	Good understanding and explain things clearly	They do their best and listen to me	Caring and friendly team	Telephone messages and call handling is getting better	Pleasantly surprised with the online choices and response time is good