MGS Medical Practice

Family Friends Survey

OUTCOME: COLLECTED EXTREMELY LIKELY/LIKELY X 100 divide by total = % MINUS TOTAL COLLECTED UNLIKELY/EXTREMELY UNLIKELY=

52 +18 = 70 x 100 divide 76 = 92%

MONTH: February 2025	EXTREMELY LIKELY	LIKELY	NEITHER LIKELY NOR LIKELY	UNLIKELY	EXTREMELY UNLIKELY	DON'T KNOW	TOTAL
HANDWRITTEN	12	2	0				14
TELEPHONE CALL							
TABLET/KIOSK							
SMS/TEXT MESSAGE	40(recommended)	16	6	0	0		62
APP/ONLINE							
OTHER							
TOTAL	52	18	6	0	0		76

FEEDBACK ACTIONS TAKEN FOR UNLIKELY/EXTREMELY UNLIKELY

RESPONSE/ACTIONS				

FEEDBACK ACTIONS TAKEN FROM EXTREMELY LIKELY

PT ID ANONYMOUS						
RESPONSE/ACTIONS	Explain information clearly to what and how I understand	Service is better	Very friendly staff and helpful	Excellent care	Help with digital and using NHS APP more	Like the telephone system and self-book in clinics