

Friends and Family Test

September 2023

The Practice has been collecting Friends and Family Test data from patients who have used the Practice's services.

- Website (Online)- This is available to all patients; the Practice also randomly selects patients who have used the Practice services in the previous month and sends them a SMS/text, inviting them to complete the test
- Paper - This is available to all patients who attend the Practice

The Friends & Family Test asks one simple question:

How likely are you to recommend our service to friends and family if they needed similar care of treatment?

Breakdown of responses received:

Extremely Likely	120		
Likely	63	Website (Online)	
Neither Likely nor Unlikely	35	Paper	
Unlikely	14		
Extremely Unlikely	18		
Don't Know	7		
Total no. of responses	257		

Overall satisfaction rating: 71%

This is the percentage of patients reporting their experience as being either 'Extremely Likely' or 'Likely'