

Monthly Friends & Family Feedback for Kingsway Medical Centre - 2019 Feedback

Patients are asked :

How likely are you to recommend our GP practice to friends & family if they needed similar care or treatment?

| September & October 2019 Friends & Family Test KMC | | | | |
|--|---------------|-------|---------|------------------|
| | Questionnaire | Phone | Website | Mjog SMS replies |
| Extremely likely | 9 | 2 | | 71 |
| Likely | 5 | 2 | | 12 |
| Neither likely/unlikely | 1 | | | 2 |
| Unlikely | 1 | | | 1 |
| Extremely unlikely | | | | 1 |
| Don't know | | | | 1 |

| August 2019 Friends & Family Test KMC | | | |
|---------------------------------------|---------------|-------|---------|
| | Questionnaire | Phone | Website |
| Extremely likely | 19 | 9 | |
| Likely | 7 | 1 | |
| Neither likely/unlikely | 0 | 0 | |
| Unlikely | 0 | 0 | |
| Extremely unlikely | 0 | 0 | |
| Don't know | 0 | 0 | |

| July 2019 Friends & Family Test KMC | | | |
|-------------------------------------|---------------|-------|---------|
| | Questionnaire | Phone | Website |
| Extremely likely | 8 | 5 | |
| Likely | 6 | 4 | |
| Neither likely/unlikely | 0 | 0 | |
| Unlikely | 0 | 0 | |
| Extremely unlikely | 0 | 0 | |
| Don't know | 0 | 0 | |

| Combined May & June 2019 Friends & Family Test KMC | | | |
|--|---------------|-------|---------|
| | Questionnaire | Phone | Website |
| Extremely likely | 7 | | |
| Likely | 5 | | |
| Neither likely/unlikely | 2 | | |
| Unlikely | 0 | | |
| Extremely unlikely | 0 | | |
| Don't know | 1 | | |

April 2019 Friends & Family Test KMC

| | Questionnaire | Phone | Website |
|-------------------------|---------------|-------|---------|
| Extremely likely | 14 | 7 | |
| Likely | 7 | 1 | |
| Neither likely/unlikely | 4 | | |
| Unlikely | 2 | 1 | |
| Extremely unlikely | 2 | | |
| Don't know | 1 | | |

March 2019 Friends & Family Test KMC

| | Questionnaire | Phone | Website |
|-------------------------|---------------|-------|---------|
| Extremely likely | 11 | 3 | |
| Likely | 7 | 3 | |
| Neither likely/unlikely | 3 | 1 | |
| Unlikely | 4 | | |
| Extremely unlikely | 1 | | |
| Don't know | | | |

February 2019 Friends & Family Test KMC

| | Questionnaire | Phone | Website |
|-------------------------|---------------|-------|---------|
| Extremely likely | 11 | 10 | |
| Likely | 5 | 4 | |
| Neither likely/unlikely | 1 | 1 | |
| Unlikely | 2 | | |
| Extremely unlikely | | | |
| Don't know | 1 | | |

January 2019 Friends & Family Test KMC

| | Questionnaire | Phone | Website |
|-------------------------|---------------|-------|---------|
| Extremely likely | 10 | 8 | |
| Likely | 6 | 6 | |
| Neither likely/unlikely | | 2 | |
| Unlikely | 1 | | |
| Extremely unlikely | | | |
| Don't know | | | |