

## 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?*

December 2019 Friends & Family Test KMC			
	Questionnaire	Phone	Mjog SMS replies
Extremely likely	3		
Likely	9	1	33
Neither likely/unlikely			1
Unlikely			2
Extremely unlikely	1		
Don't know			

November 2019 Friends & Family Test KMC				
	Questionnaire	Phone	Website	Mjog SMS replies
Extremely likely				
Likely				57
Neither likely/unlikely				1
Unlikely				4
Extremely unlikely				
Don't know				

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			