**Friends and Family 2017 - 2018**

Although the Friends and Family box and cards have been in the waiting room for a few years now the completion of cards is still very sporadic. However data is now also collected through Mjog app after your appointment.

**April 2017 – June 2017**

* Extremely likely – 6
* Likely - 2
* Neither likely or unlikely – 0
* Unlikely – 0
* Extremely likely – 0
* Don’t know - 0

|  |  |  |  |
| --- | --- | --- | --- |
|  | APRIL | MAY | JUNE |
| Extremely Likely |  | 100% |  |
| Likely | 100% |  |  |
| Neither likely or unlikely |  |  |  |
| Unlikely |  |  |  |
| Extremely unlikely |  |  |  |
| Don’t know |  |  |  |

**July 2017 – September 2017**

* Extremely likely – 144
* Likely – 20
* Neither likely or unlikely – 6
* Unlikely – 3
* Extremely unlikely – 5
* Don’t know – 4

|  |  |  |  |
| --- | --- | --- | --- |
|  | JULY | AUGUST | SEPTEMBER |
| Extremely likely | 78% | 77.7% | 77.61% |
| Likely | 10.9% | 9.52% | 16.42% |
| Neither likely or unlikely | 5.44% | 1.59% | 2.99% |
| Unlikely | 3/63% |  | 1.49% |
| Extremely unlikely | 1.82% | 6.35% |  |
| Don’t know |  | 4.76% |  |

**October 2017 – December 2017**

* Extremely likely – 99
* Likely – 20
* Neither likely or unlikely- 4
* Unlikely – 3
* Extremely unlikely – 7
* Don’t know - 1

|  |  |  |  |
| --- | --- | --- | --- |
|  | OCTOBER | NOVEMBER | DECEMBER |
| Extremely likely | 76.92% | 69.77% | 74.36% |
| Likely | 13.46% | 18.605 | 12.82% |
| Neither likely or unlikely | 1.92% | 4.65% | 2.56% |
| Unlikely | 3.85% | 2.33% |  |
| Extremely unlikely | 1.92% | 4.65% | 10.26% |
| Don’t know | 1.92% |  |  |

**January 2018 – March 2018**

* Extremely likely – 148
* Likely - 31
* Neither likely or unlikely – 8
* Unlikely - 3
* Extremely unlikely – 12
* Don’t know – 2

|  |  |  |  |
| --- | --- | --- | --- |
|  | JANUARY | FEBRUARY | MARCH |
| Extremely likely | 68.57% | 69.57% | 78.79% |
| Likely | 18.57% | 17.39% | 9.09% |
| Neither likely or unlikely | 4.29% | 4.35% | 3.03% |
| Unlikely | 1.43% | 1.45% | 1.52% |
| Extremely unlikely | 5.71% | 5.80% | 6.06% |
| Don’t know | 1.43% | 1.45% | 1.52% |

In summary for April 2017 – March 2018 there were 531 responses

* Extremely likely - 397 = 74.76%
* Likely – 76 responses = 14%
* Neither likely or unlikely – 18 responses = 3.3%
* Unlikely - 9 responses = 1.65%
* Extremely unlikely – 24 responses = 4.41%
* Don’t know – 7 responses = 1.32%

**Therefore those who would recommend the practice to others is 88.76%**

COMMENTS

* Excellent service
* Very helpful
* Staff always friendly and willing to help
* Continuity of care good staff and GP
* Doctor very caring and lovely, made me feel happy
* Because you always get appointment and friendly staff and doctor
* Because of prompt attention when needed / excellent support and guidance after hip operation. Everything clearly explained by team, understanding / listen to queries by doctor.
* Would recommend practice. Staff and doctor are so caring and polite. I feel at ease with everyone. Can’t speak too highly of everyone, always pleasant.
* Doctor and all staff are helpful and polite, would recommend this to everyone
* Always made to feel special, they listen to what you have to say
* Always treated with respect and always have everything explained clearly. Doctor and staff are caring and friendly. Always get satisfaction.
* Never had a negative response to queries about appointments, prescriptions or test results.
* Always treated with respect and am listened to. A very friendly and helpful staff, a good doctor
* A very well run practice. Lovely doctor
* Friendly and generous staff. Can’t always get an appointment even after two days
* Easy to contact surgery to seek different services. Appointments at good times. Plenty of informative material available.
* Service first class. Looked after 100%
* I am treated with care and consideration. Staff and GP always polite and treat me with respect
* Staff always smile and go out of their way to help make you feel important
* Nurses, all the staff and doctor – easy appointments morning or afternoon
* Girls, nurses and doctor all put me at ease
* Thank you for my 5 star treatment this year, all the best to you all
* All the staff are heroes from Dr Obonna to nurse to reception
* The staff are friendly and it has a quick response and service
* Good service always
* Waiting for my daughter for an appointment, really loud and distracting music playing. You couldn’t hear the information given on the TV monitor. Bad first impression.