

Qtr 3 (Oct - Dec 2017) Friends and Family response

Month	Extremely Likely	Likely	Niether Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know	Comments	Response	Name
Oct-17	0	0	0	0	1	0			
Nov-17	0	0	0	0	1	0			
Dec-17	0	0	0	0	0	0			
Totals	0	0	0	0	2	0			
The practice followed the guidelines and collected the results from the patients on the Friends and Family Test.									
The results from the quarter 3 (Oct -Dec 2017) responses show that 100 % are extremely unlikely to recommend the surgery to Friends and Family.									
The practice has recently changed the appointment system, which is unpopular.									
This evidence is available for discussion at the next patient participation group meeting and on the practice website.									