

## Friends and Family Test

April 2024

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            | 112 |                  |     |
| Likely                      | 107 | Website (Online) | 340 |
| Neither Likely nor Unlikely | 49  | Paper            |     |
| Unlikely                    | 30  |                  |     |
| Extremely Unlikely          | 35  |                  |     |
| Don't Know                  | 7   |                  |     |
| Total no. of responses      |     |                  | 340 |

Overall satisfaction rating: 64 %

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