

## Response to the Friends & Family Survey December & January 2015

The Friends & Family Test became compulsory for all GP Practices from 1<sup>st</sup> December 2014. This will be an on-going survey, the results of which will be published both on the website and in the waiting area on a monthly basis. You can access the survey via our website at [www.kennethmacraemedicalcentre.co.uk](http://www.kennethmacraemedicalcentre.co.uk) or in paper format from the waiting room or any of the consulting rooms.

Between 1<sup>st</sup> December 2014 and 31<sup>st</sup> January 2015, 105 forms in total were submitted. This equates to 91 paper responses and 14 submitted electronically via the Practice website.

99 patients were “**Extremely Likely**” to recommend our Practice to friends & family.  
5 patients were “**Likely**” to recommend our Practice to friends & family.  
1 patient was “**Extremely Unlikely**” to recommend our practice to friends & family.

The Practice has been overwhelmed with the amount of lovely comments received from our patients and would like to thank each and every one of you for taking the time to put pen to paper.