

## Response to the Friends & Family Survey April 2015

The Friends & Family Test is an on-going survey, the results of which are 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.

During April 2015, a total of 21 forms were submitted including 6 which were submitted electronically via the Practice website.

15 patients were “**Extremely Likely**” to recommend our Practice to friends & family.

3 patients were “**Likely**” to recommend our Practice to friends & family.

1 patient was “**Neither likely nor unlikely**” to recommend our Practice

2 patients were “**Extremely unlikely**” to recommend our Practice

Thank you to those patients who have taken the time to complete the survey and for the lovely comments made. As for the two patients who were “extremely unlikely” to recommend the Practice, it is always useful to understand the reasons for your choice in order for the Practice to make any necessary improvements. Please contact Michelle our Practice Manager if there are any issues you would like to discuss.