

Friends & Family Report Cumulative 15-16

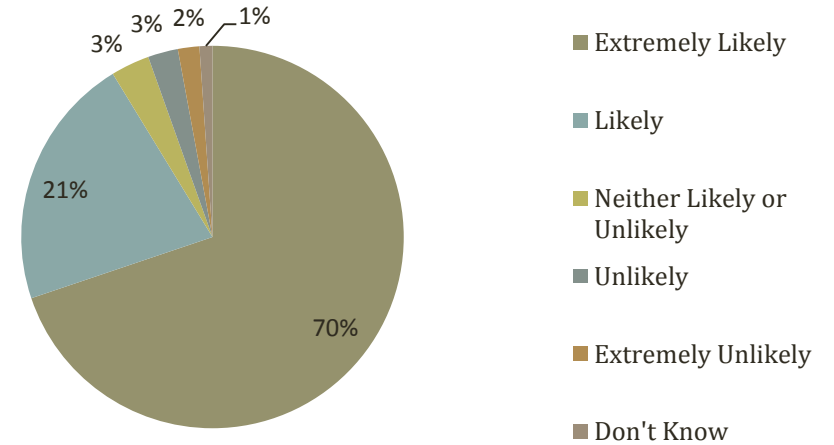
The friends and family test is an important opportunity for patients to provide feedback on the services that provide their care and treatment.

From January '15 – March '16...

85%

of patients who responded said they were 'Likely' or 'Extremely Likely' to recommend Moorland Medical Centre to friends and family if they needed similar care or treatment.

Cumulative Friends & Family Results



	Total responses to Q1	% of patients (extremely) likely	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
Cumulative feedback*	296	85%	192	59	9	7	5	3
*This cumulative frequency is based on the sum of the previous months survey data, as below (up to a maximum of 12 months.)								
January '15	26	73%	14	5	5	0	1	1
February '15	10	100%	8	2	0	0	0	0
March '15	27	100%	18	9	0	0	0	0
April '15	1	100%	1	0	0	0	0	0
May '15	14	100%	7	7	0	0	0	0
June '15	35	97%	18	16	0	1	0	0
July '15	7	86%	6	0	0	0	1	0
August '15	13	69%	7	2	1	1	1	1
September '15	19	79%	9	6	0	1	2	1
October '15	57	95%	42	12	1	2	0	0
November '15	5	40%	2	0	2	1	0	0
December '15	2	50%	1	0	0	1	0	0
January '16	10	100%	8	2	0	0	0	0
February '16	24	88%	18	3	1	2	0	0
March '16	46	96%	33	11	2	0	0	0