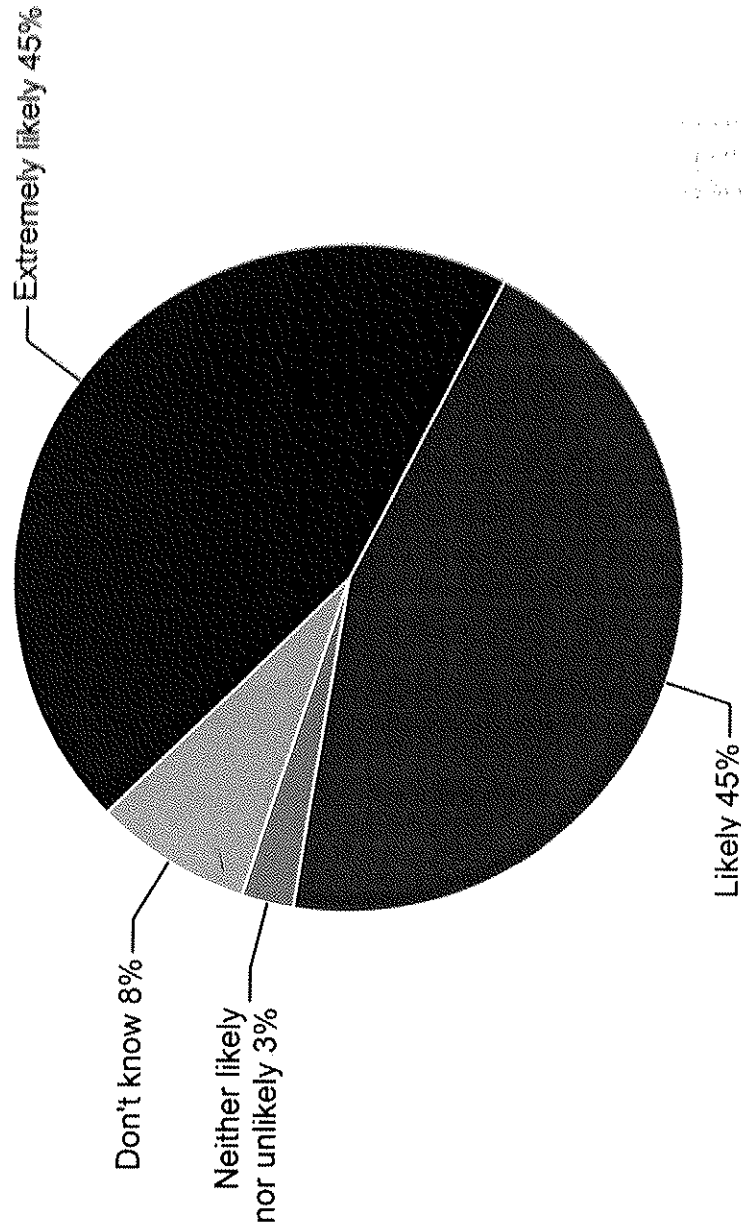


# Shreeji Medical Centre

Friends and Family Test Results February 2020

# 90%

of patients who responded to the survey would be either **extremely likely** or **likely** to recommend your practice to friends and family if they needed similar care or treatment.



*Thank you for participating in this survey.*

*The results will help us to provide the best possible service to you.*

Please note: Pie graph percentages may not add up to 100% due to rounding. The sum of the 'Extremely likely' and 'Likely' percentages in the pie graph may not equal the value displayed due to rounding.



Frequency and distribution of ratings for the Friends and Family Test question

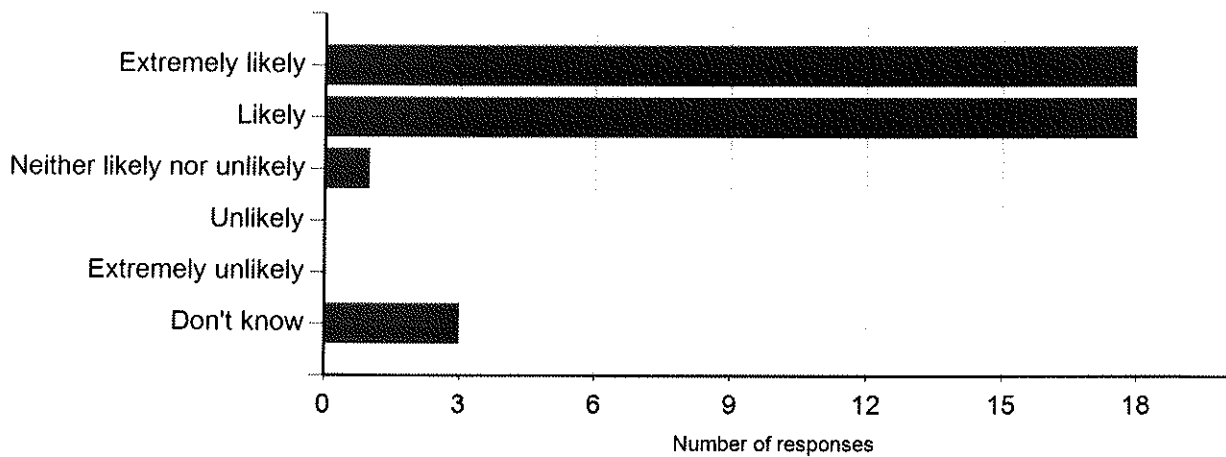
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	18	45%
	Likely	18	45%
Detractors	Neither likely nor unlikely	1	3%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	3	8%
Total responses to this question		40	101%
Number of patients who left Q1 blank (but provided other feedback on the questionnaire)		1	
Total number of patients providing feedback		41	

\* May not add up to 100% due to rounding

Graph 1



**90% of patients who responded to the survey would be either extremely likely or likely to recommend your practice to friends and family if they needed similar care or treatment.**

The sum of the 'Extremely likely' and 'Likely' percentage of responses in Table 1 may not equal the percentage in the grey box above due to rounding.

Of those 40 patients who answered the Friends and Family Test question, 40 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.