

ST Johns Medical Centre Friends & Family Test Results December 2018

	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
Handwritten	4	0	0	0	0	0	4
Web site	0	0	0	0	0	0	0
Other	514	82	9	3	20	2	630
Total	518	82	9	3	20	2	634

Response Category

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
518	82	9	3	20	2	634

Collection Method

Handwritten	Web site	Other
4		630

The percentage of patients likely/extremely likely to recommend our GP practice to friends and family if they needed similar care or treatment is **94.7%**

Patient Comments

Can you tell us why you gave that response?	Permission to publish
The NHS is the best in the world	Y
Very responsive team	Y
Great practice very proactive in promoting health and wellbeing as well as treating existing health issues. Great reception too and telephone system.	Y
The doctors have provided our family with high quality care and support on a consistent basis for the last fourteen years. The reception staff continue to be highly professional.courteous and flexible in dealing with both routine and urgent queries however hard pressed they are. The practice combines the right balance of traditional warmth and innovative technology.	y