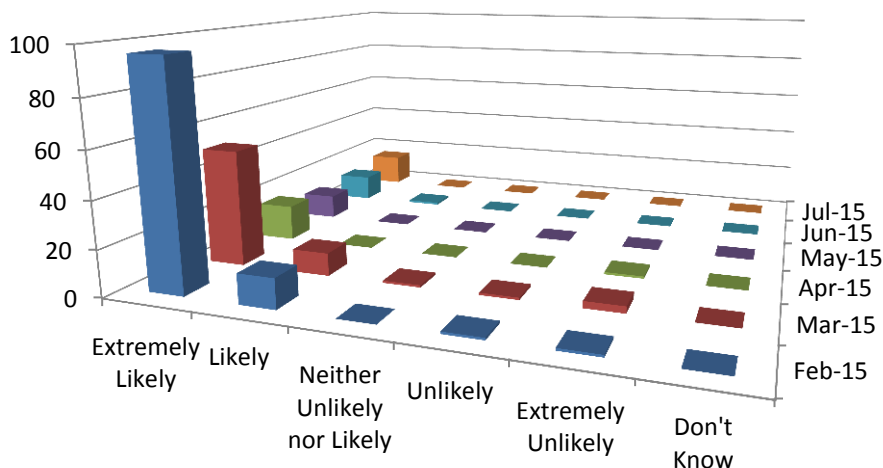


Friends and Family Test Results

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

	Feb 15	Mar 15	Apr 15	May 15	June 15	July 15	Total
Extremely Likely	96	51	16	11	12	15	86.3%
Likely	13	10	0	0	1	0	10.3%
Neither Likely nor Unlikely	0	1	0	0	0	0	0.4%
Unlikely	1	1	0	0	0	0	0.9%
Extremely Unlikely	1	3	1	0	0	0	2.1%
Don't Know	0	0	0	0	0	0	0%



NOTE: As of March 1, 2015 we have suspended collection of FFT data by text until the software supplier allows individual opt-out of FFT text messages.

The second part of the test asks the question:

What sort of clinician did you see today (GP, Nurse, Physiotherapist etc.) and do you wish to give us any feedback about your visit in the box below?

The majority of the comments were overwhelmingly positive with references to GPs, Nurses, Receptionists and our Physiotherapist. All of the comments are read and appreciated.