

**January 2019** responses to friends and family test - How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

| <b>Branch</b>       | <b>Extremely likely</b> | <b>Likely</b> | <b>Neither Likely or Unlikely</b> | <b>Unlikely</b> | <b>Extremely Unlikely</b> | <b>Don't know</b> | <b>Total responses received</b> |
|---------------------|-------------------------|---------------|-----------------------------------|-----------------|---------------------------|-------------------|---------------------------------|
| <b>Churchinford</b> | 3                       | 0             | 0                                 | 0               | 0                         | 0                 | 3                               |
| <b>Dunkeswell</b>   | 0                       | 0             | 0                                 | 0               | 0                         | 0                 | 0                               |
| <b>Hemyock</b>      | 0                       | 0             | 0                                 | 0               | 0                         | 0                 | 0                               |

Themes emerging from the comments made in response to the question – “Is there anything we could have done to improve your experience today?” will be included in a future edition of the practice newsletter. The comments are shared at the patient participant group meetings.

Thank you to those who took the time to comment on our service.