

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?

| Branch | Extremely likely | Likely | Neither Likely or Unlikely | Unlikely | Extremely Unlikely | Don't know | Total responses received |
|---------------------|-------------------------|---------------|-----------------------------------|-----------------|---------------------------|-------------------|---------------------------------|
| Churchinford | 4 | 0 | 0 | 0 | 0 | 0 | 4 |
| Dunkeswell | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hemyock | 1 | 0 | 0 | 0 | 0 | 0 | 1 |

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.