|   | Extremely<br>Likely | Likely | Niether Likely<br>or Unlikely | Unlikely | Extremely<br>Unlikely | Don't Know |
|---|---------------------|--------|-------------------------------|----------|-----------------------|------------|
| Jan-17  | 3                   | 1      | 0                             | 0        | 0                     | 0          |
| Jail-17   | 3                   |        | U                             | U        | U                     | U          |
| Feb-17  | 1                   | 0      | 0                             | 0        | 0                     | 0          |
|   |                     |        |                               |          |                       |            |
| Mar-17  | 1                   | 0      | 0                             | 0        | 0                     | 0          |
| Totals  | 5                   | 1      | 0                             | 0        | 0                     | 0          |
| The practice followed the guidelines and collected the results from the patients  |                     |        |                               |          |                       |            |
| on the Friends and Family Test.   |                     |        |                               |          |                       |            |
| The results from the quarter 4 (Jan -Mar 2017) responses show that 100 % are      |                     |        |                               |          |                       |            |
| extremely likely or likely to recommend the surgery to Friends and Family.        |                     |        |                               |          |                       |            |
|   |                     |        |                               |          |                       |            |
|   |                     |        |                               |          |                       |            |
| This evidence is available for discussion at the next patient participation group |                     |        |                               |          |                       |            |
| meeting and on the practice website.  |                     |        |                               |          |                       |            |