



HTMG

Friends & Family Test - results

Results of the HTMG Friends & Family test up to 31st July 2016

Extremely likely (to recommend HTMG to your Friends & Family)	83.6 %
Likely	11.3 %
Neither Likely nor unlikely	1.1 %
Unlikely	1.1 %
Extremely unlikely	2.2 %
Don't Know	0.7 %

Thank you to all our patients for your feedback and for your many positive comments.

We also received some constructive comments and suggestions regarding the appointment system, access to the medical centres, prescriptions, staff and some facilities. Many of these have been actioned already, we will discuss others at the next Patient Group Meeting to feed into the practice Action Plan.