



HTMG

Friends & Family Test - results

Results of the HTMG Friends & Family test up to 31st July 2017

Extremely likely (to recommend HTMG to your Friends & Family)	80.7 %
Likely	13.7 %
Neither Likely nor unlikely	1.4 %
Unlikely	1.1 %
Extremely unlikely	2.5 %
Don't Know	0.6%

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

We also received some constructive comments and suggestions regarding our appointment system, some practice facilities, prescription processing and controlling our ever increasing patient list size. These will be discussed at the next Patient Group Meeting and fed into the practice Action Plan, which currently focusses on the appointment and telephone system, phlebotomy appointments and working with the local Cluster/Federation to improve and expand Community Nursing services.