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## FRIENDS AND FAMILY TEST RESULTS October 2019

Number of responses received: 14

Friends and Family Test Question:

*“We would like you to think about your recent experience of our service. How likely are you to recommend the Waterloo Medical Centre to friends and family if they needed similar care or treatment?”*

| Extremely Likely | Likely  | Neither likely or unlikely | Unlikely | Extremely Unlikely | Don't Know |
|------------------|---------|----------------------------|----------|--------------------|------------|
| 9 (64%)          | 3 (22%) | 0 (0%)                     | 1 (7%)   | 1 (7%)             | 0 (0%)     |

86% of the respondents advised that they are extremely likely or likely to recommend us.

**FOR THOSE THAT PARTICIPATED.  
THANK YOU.**