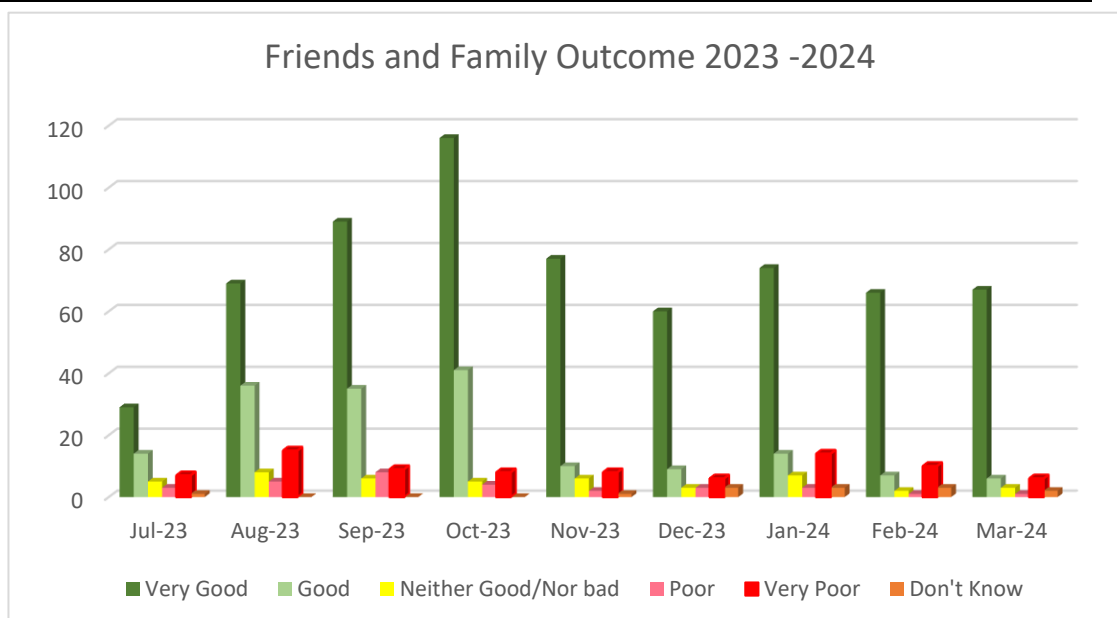


FORDHOUSES MEDICAL CENTRE							
FRIENDS AND FAMILY REPORT 2023-2024							
Month	Very Good	Good	Neither Good/Nor bad	Poor	Very Poor	Don't Know	TOTAL
Jul-23	29	14	5	3	7	1	59
Aug-23	69	36	8	5	15	0	133
Sep-23	89	35	6	8	9	0	147
Oct-23	116	41	5	4	8	0	174
Nov-23	77	10	6	2	8	1	104
Dec-23	60	9	3	3	6	3	84
Jan-24	74	14	7	3	14	3	115
Feb-24	66	7	2	1	10	3	89
Mar-24	67	6	3	1	6	2	85
TOTAL	647	172	45	30	83	13	990
Percentage	65.35%	17.37%	4.55%	3.03%	8.38%	1.31%	



## FINDINGS

### Annual Summary of FFT

Overall 990 responses received as a part of Friends and Family Test response in the financial year 2023-2024

Very Good	Good	Neither Good/Nor bad	Poor	Very Poor	Don't Know
65.35%	17.37%	4.55%	3.03%	8.38%	1.31%