

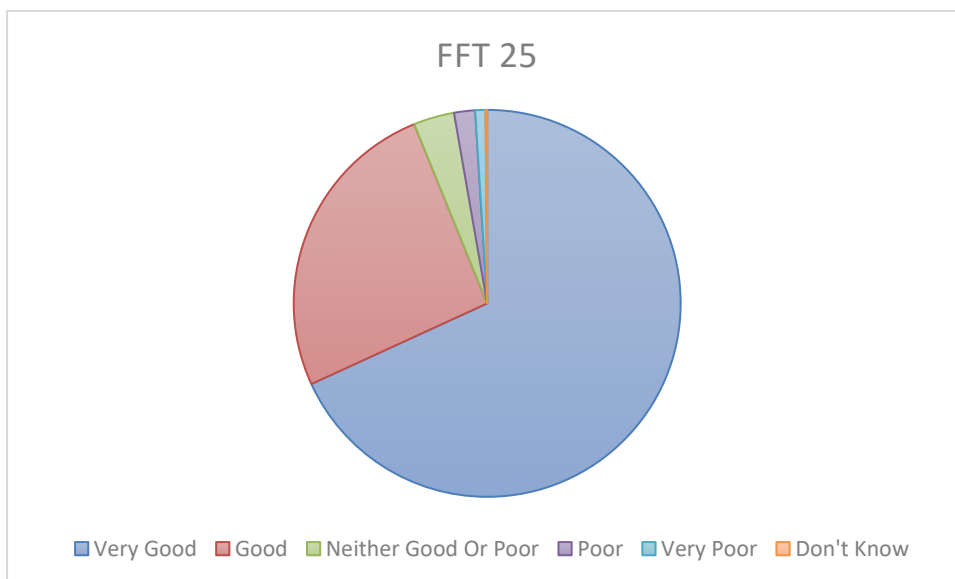
## FRIENDS AND FAMILY REPORT 24 / 25

### Friends and Family Test 24 25

The patient list size of Cedars Medical Centre is 11,660. Our initial target was to gather a minimum of 1139 responses (10%) of the practice population; over the year we gathered 5024 responses, over (43%) of the patient population. Thank you to all our patients who completed the Friends and Family Test during the year 24/25. This is a valuable tool for gauging our practice performance and your service satisfaction.

We are pleased to report that 68% of our patients were 'extremely likely' to recommend us to their friends and family. 26% said they were 'likely' to recommend us to their friends and family. **Therefore, 94% of patients said they were 'extremely likely' or 'likely' to recommend us to their friends of family.**

3% of our patients chose to comment 'neither' or don't know and 3% of our patients were 'unlikely' to recommend us.



The results demonstrate that patients are overwhelmingly happy with the service that we provide. The practice will strive to continue the improvements for the benefit of our patient population.

We will complete the survey report again in 2026.