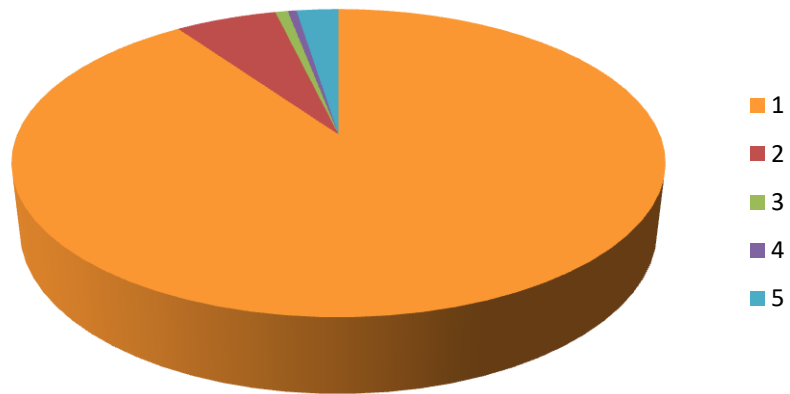


Friends and Family Test reviews 2019/20

| | Extremely Likely | Likely | Neither Likely or Unlikely | Unlikely | Extremely Unlikely | Total | % of positive replies |
|--------------|------------------|------------|----------------------------|-----------|--------------------|-------------|-----------------------|
| | 1 | 2 | 3 | 4 | 5 | | |
| Months | | | | | | | |
| April | 299 | 21 | 3 | 0 | 14 | 337 | 95% |
| May | 332 | 27 | 5 | 2 | 8 | 374 | 96% |
| June | 303 | 18 | 2 | 1 | 7 | 331 | 97% |
| July | 351 | 22 | 4 | 0 | 9 | 386 | 97% |
| August | 333 | 23 | 4 | 0 | 9 | 369 | 96% |
| September | 388 | 17 | 2 | 3 | 12 | 422 | 96% |
| October | 574 | 28 | 3 | 3 | 14 | 622 | 97% |
| November | 314 | 34 | 5 | 2 | 13 | 368 | 95% |
| December | 314 | 24 | 2 | 2 | 8 | 350 | 97% |
| January | 347 | 24 | 0 | 8 | 4 | 383 | 97% |
| February | 333 | 21 | 2 | 1 | 8 | 365 | 97% |
| March | 152 | 10 | 1 | 1 | 5 | 169 | 96% |
| Total | 4040 | 269 | 33 | 23 | 111 | 4476 | 96% |



NB: The response rate in March 2020 is low, as we paused the use of text messaging during the coronavirus outbreak.