|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TOTAL FEEDBACK IN HOUSE AND TEXT MESSAGING** | JANUARY | FEBRUARY | MARCH | APRIL | MAY | JUNE | JULY | AUGUST | SEPTEMBER | OCTOBER | NOVEMBER | DECEMBER |
| **How likely are you to recommend our practice to friends and family** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Total** | **28** | **24** | **21** | **16** | **15** | **22** | **22** | **21** | **23** | **22** | **19** | **28** |
| **Extremely Likely** | **21** | **19** | **17** | **11** | **12** | **16** | **12** | **16** | **17** | **15** | **13** | **23** |
| **Likely** | **4** | **1** | **4** | **4** | **2** | **3** | **4** | **4** | **4** | **6** | **3** | **3** |
| **Neither Likely or Unlikely** |  | **1** |  |  | **1** | **1** | **4** |  |  | **1** | **2** | **1** |
| **Unlikely** | **2** |  |  |  |  | **1** |  |  |  |  |  |  |
| **Extremely Unlikely** | **1** | **3** | **1** |  | **2** | **1** | **2** |  | **2** |  |  | **1** |
| **Don’t Know** |  |  |  |  |  | **1** |  |  |  |  | **1** |  |