



The Spinney Group

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Eccleston Medical Centre

Friends and Family Test

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The Practice has been collecting Friends and Family Test data from patients who have used the Practice's services. This information has been collected using 3 methods:

- PATCHS (Online) - Patients completing a PATCHS online consultation are asked to complete the test
- Website (Online)- This is available to all patients; the Practice also randomly selects patients who have used the Practice services in the previous month and sends them a SMS/text, inviting them to complete the test
- Paper - This is available to all patients who attend the Practice

The Friends & Family Test asks one simple question:

Thinking about your GP practice. Overall, how was your experience of our service?

Breakdown of responses received:

Very good	5	PATCHS (Online)	8
Good	4	Website (Online)	2
Neither good nor poor	0	Paper	0
Poor	0		
Very poor	0		
Don't Know	1		
Total no. of responses	10		

Overall satisfaction rating: 90%

This is the percentage of patients reporting their experience as being either 'Very good' or 'Good'