



The Spinney Group

**Partners:**  
Prof. Steve Cox, FRCGP, DGM  
Dr Susan Hyde, MRCGP, DRCOG, DFRH  
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Eccleston Medical Centre

## Friends and Family Test

April 2024

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	9	PATCHS (Online)	12
Good	1	Website (Online)	0
Neither good nor poor	1	Paper	0
Poor	0		
Very poor	1		
Don't Know	0		
Total no. of responses	12		

**Overall satisfaction rating: 83%**

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



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The following are the additional comments made under the various categories:

**Very good**

- Just a great service
- I like that you can get in touch with them via the NHS app rather than just having to call them.
- Always have a really good experience
- Easier to complete Patches form, rather than call and wait in a queue each day before getting an appointment. It's not urgent, so happy to wait a day or two to hear back.

**Very poor**

- Waited 50 minutes over my appointment time to be seen with my 2 year old. Was then prescribed the wrong medication and now the surgery is closed for training after being promised a call back from the doctor to rectify the situation my child is now left without medication for another 24 hours after perforating her ear drum