



The Spinney Group

**Partners:**  
Prof. Steve Cox, FRCGP, DGM  
Dr Susan Hyde, MRCGP, DRCOG, DFSRH  
Dr Claire Clarke, MRCGP, MRCPCH, Dip IBLM/BSLM  
Dr Claire Fletcher, MRCGP, DFSRH

Eccleston Medical Centre

## Friends and Family Test

May 2023

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	6	PATCHS (Online)	9
Good	3	Website (Online)	1
Neither good nor poor	1	Paper	0
Poor	0		
Very poor	0		
Don't Know	0		
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'