



The Spinney Group

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Eccleston Medical Centre

Friends and Family Test

September 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 | 4 | PATCHS (Online) | 5 |
| Good | 3 | Website (Online) | 4 |
| Neither good nor poor | 2 | Paper | 0 |
| Poor | 0 | | |
| Very poor | 0 | | |
| Don't Know | 0 | | |
| Total no. of responses | 9 | | |

Overall satisfaction rating: 78%

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