



The Spinney Group

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

Ecclestone Medical Centre

Friends and Family Test

July

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)	8
Good	3	Website (Online)	
Neither good nor poor		Paper	
Poor			
Very poor	1		
Don't Know			
Total no. of responses			8

Overall satisfaction rating: 87.5%

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

They have been really efficient and helpful with my new health issues

Very responsive and supportive to my needs

Good

Efficiently run

Neither good nor poor

Poor

Very poor

No one replies to me. No way to get an appointment

Don't Know