



The Spinney Group

**Partners:**

Prof. Steve Cox, FRCGP, DGM

Dr Susan Hyde, MRCGP, DRCOG, DFRH

Dr Claire Clarke, MRCGP, MRCPCH, Dip IBLM/BSLM

Dr Claire Fletcher, MRCGP, DFRH

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## Friends and Family Test

Sept 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	8	PATCHS (Online)	14
Good	5	Website (Online)	
Neither good nor poor	0	Paper	
Poor	0		
Very poor	1		
Don't Know	0		
Total no. of responses			14

**Overall satisfaction rating: 92.9%**

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** Eccleston medical centre have always been great, never once had an issue, all the staff are lovely and helpful.

**Good**

**Neither good nor poor**

**Poor**

**Very poor**

Only 30 mins spent ages typing and then didnt get submitted! Nit disabled friendl6

**Don't Know**