



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

Ecclestone Medical Centre

February 2025

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	5	PATCHS (Online)	
Good	2		
Neither good nor poor			
Poor			
Very poor			
Don't Know			
Total no. of responses	7		

Overall satisfaction rating: 100%

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

Have received excellent care

Always helpful

Always caring, reception staff always help when needed.

Good

Easy to follow

Neither good nor poor

Poor

Very poor

Don't Know