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## The Spinney Group

### Partners:

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### Eccleston Medical Centre

April 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	3	PATCHS (Online)	
Good	2		
Neither good nor poor			
Poor			
Very poor	1		
Don't Know			
Total no. of responses	7		

**Overall satisfaction rating: 83.3%**

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**

Always able to get an appointment when needed. Very friendly staff, nurses and doctors.

The service at this surgery is excellent

**Good**

**Neither good nor poor**

**Poor**

**Very poor**

Rang GP following a text to make an appointment told to book an appointment Monday no appointments available still trying to get an appointment

**Don't Know**