



## 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

### Eccleston Medical Centre

May 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	4	PATCHS (Online)	6
Good	1		
Neither good nor poor	1		
Poor			
Very poor			
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'



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

Eccleston Medical Centre

The following are the additional comments made under the various categories:

**Very good**

---

**Good**

**Neither good nor poor**

This service is excellent and saves making phone calls

**Poor**

**Very poor**

**Don't Know**