



The Spinney Group

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**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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### Eccleston Medical Centre

January 2026

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	11	PATCHS (Online)	14
Good	2		
Neither good nor poor	0		
Poor			
Very poor	1		
Don't Know			
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**

Staff are so helpful and professional

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It was fast and accurate

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**Good**

**Neither good nor poor**

**Very poor**

Too long

**Don't Know**