



The Spinney Group

Partners:
Prof. Steve Cox, FRCGP, DGM
Dr Susan Hyde, MRCGP, DRCOG, DFRSH
Dr Claire Clarke, MRCGP, MRCPCH, Dip IBLM/BSLM
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Eccleston Medical Centre

May 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	13	PATCHS (Online)	19
Good	2		
Neither good nor poor	3		
Poor	1		
Very poor			
Don't Know			
Total no. of responses	19		

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

Always very good with responses and willing to help

Due to the doctors and staff being efficient and quick. Excellent centre

Eccleston medical centre always provides excellent patient care

Good

Neither good nor poor

Poor

I just want an appointment!

Don't Know