

## Springfield House Medical Centre

### RESULTS OF FRIENDS AND FAMILY TEST AUGUST

Thank you to all our patients that completed the friends and family test, this is a government requirement that consists of a short survey asking specific questions that have to be done within all areas of the NHS and the results have to be displayed in the practice.

If we have an up-to-date mobile telephone number for you then you will receive a text message asking you about your experience. We would be extremely grateful if you could complete it.

There were 196 responses received back in AUGUST 2022.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely Likely	128
Likely	31
Neither Likely nor Unlikely	8
Unlikely	13
Extremely Unlikely	15
Don't Know	1

Below are some of the comments that we received:

“Same day appointment? can't ask for more than that”

“It was a face-to-face appt, the GP listened to what I had to say and answered all my questions. Examination was thorough and she was very pleasant.”

“Appointment on time when I arrived at surgery Receptionist and nurse very friendly and helpful”

“Very first time ..seeing a doctor only recently ..joined the patient list...at Springfield medical centre. Very helpful and professional. Getting loads off different ..issues investigated for me”