

Springfield House Medical Centre

RESULTS OF FRIENDS AND FAMILY TEST SEPTMEBER

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 **190** responses received back in **SEPTEMBER 2022**.

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

Extremely Likely	140
Likely	21
Neither Likely nor Unlikely	9
Unlikely	8
Extremely Unlikely	10
Don't Know	2

Below are some of the comments that we received:

“From reception to end consult with Dr Shaw, all very good in every way”

“Quick appointment caring doctor lovely receptionist”

“Seen same day and immediate action taken in relation to my symptoms”