

## Springfield House Medical Centre

### RESULTS OF FRIENDS AND FAMILY TEST OCTOBER 2022

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 296 responses received back in OCTOBER 2022.

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

<b>Extremely Likely</b>	<b>250</b>
<b>Likely</b>	<b>24</b>
<b>Neither Likely nor Unlikely</b>	<b>10</b>
<b>Unlikely</b>	<b>7</b>
<b>Extremely Unlikely</b>	<b>3</b>
<b>Don't Know</b>	<b>2</b>

**Below are some of the comments that we received:**

“Great service from everyone I spoke to, to receiving everything I needed, Best surgery around.”

“Staff polite and friendly. The appointment was dealt with well by both the receptionist and the nurse.”

“Was seen earlier than my appointment time, no waiting around. Reception staff was super friendly and warm.”

“It was my first time visiting the health centre since e moving into the area, staff were very friendly and helpful. I also had a phone interaction the previous day and the lady I spoke to again was very helpful.”