

Springfield House Medical Centre

RESULTS OF FRIENDS AND FAMILY TEST DECEMBER 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 56 responses received back in DECEMBER 2022.

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

Extremely Likely	35
Likely	12
Neither Likely nor Unlikely	0
Unlikely	5
Extremely Unlikely	4
Don't Know	0

Below are some of the comments that we received:

“Able to get an appointment in person with GP same day”

“Service from reception through to doctor was perfect”

“Always helpful a polite, Thank you for all your help in 2022”

“It was very good. Phoned when I was told they would ring. The doctor who I spoke too was excellent.”