

Springfield House Medical Centre

RESULTS OF FRIENDS AND FAMILY TEST JANUARY 2023

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 160 responses received back in January 2023.

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

Extremely Likely	90
Likely	33
Neither Likely nor Unlikely	13
Unlikely	7
Extremely Unlikely	16
Don't Know	1

Below are some of the comments that we received:

"I received the service I expected. It was provided in a professional and supportive manner."

"Always fabulous service from this practice at a time of ridiculously increased demand. THANK YOU for your ongoing care"

"I didn't have to wait a long time in the waiting room and the nurse was lovely"

" No complaints at all and I would like to mention the receptionists who are always helpful and obliging to help in any way that they can. Very much appreciated"