

## Springfield House Medical Centre

### RESULTS OF FRIENDS AND FAMILY TEST FEBRUARY 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 111 responses received back in February 2023.

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>70</b>
<b>Likely</b>	<b>22</b>
<b>Neither Likely nor Unlikely</b>	<b>5</b>
<b>Unlikely</b>	<b>3</b>
<b>Extremely Unlikely</b>	<b>11</b>
<b>Don't Know</b>	<b>0</b>

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

“Very helpful and informative, Staff were superb”

“Because the staff members I met were very pleasant and helpful”

“I managed to get an appointment with the nurse for my bloods the day after I phoned in. Results were back in two days. I had some other problems, and the nurse recommended a doctor's appointment. Reception pulled out all the stops and got me an appointment for just over a week later, which these days is excellent”

“Excellent service”