

Springfield House Medical Centre

RESULTS OF FRIENDS AND FAMILY TEST MARCH 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 200 responses received back in MARCH 2023.

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

Extremely Likely	102
Likely	46
Neither Likely nor Unlikely	13
Unlikely	13
Extremely Unlikely	24
Don't Know	2

Below are some of the comments that we received:

"The receptionist was friendly and helpful"

"Very good, Got an appointment when I needed it"

"Very good, Felt I was listened to by the nurse & got good advice"

"Friendly approachable staff, The nurse was very calm & put me at my ease. Very professional & lovely. Excellent at her job"

"Receptionist,& nurse pleasant , waiting time acceptable, all good"