

Springfield House Medical Centre

RESULTS OF FRIENDS AND FAMILY TEST APRIL 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 responses 121 received back in APRIL 2023.

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

Extremely Likely	79
Likely	16
Neither Likely nor Unlikely	10
Unlikely	7
Extremely Unlikely	8
Don't Know	1

Below are some of the comments that we received:

“All the staff were very good and helpful thank you”

“I was listened to, I felt the doctor genuinely cared, information provided choice given & following instructions given if symptoms persisted. Satisfied with outcome”

“Thank you to both Joanne and Sharon for looking after me. I would also like to thank all the doctors and receptionist for taking care of me during hard times”