

## Springfield House Medical Centre

### RESULTS OF FRIENDS AND FAMILY TEST JUNE 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 151 responses received back in JUNE 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>98</b>
<b>Likely</b>	<b>28</b>
<b>Neither Likely nor Unlikely</b>	<b>6</b>
<b>Unlikely</b>	<b>12</b>
<b>Extremely Unlikely</b>	<b>7</b>
<b>Don't Know</b>	<b>0</b>

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

“The best doctor’s surgery I’ve had”

“Thank you. The receptionists are a pleasure to deal with too”

“Because the staff went out of their way to find me an appointment pleasant”

“I was treated with respect and in a friendly manner”