

Springfield House Medical Centre

RESULTS OF FRIENDS AND FAMILY TEST APRIL 2024

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 121 responses received back in APRIL 2024.

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

Extremely Likely	72
Likely	27
Neither Likely nor Unlikely	8
Unlikely	7
Extremely Unlikely	7
Don't Know	0

Below are some of the comments that we received:

“Always helpful and pleasant, very satisfied with their attention”

“I have always experienced a friendly helpful service from every member of staff in the practice”.

“Very polite and friendly, as a new patient registering etc excellent”.

We do love to receive feedback from our patients whether good or bad so that we can reflect upon anything that may arise.

I would like to take this opportunity to thank all patients that have filled out a friends and family questionnaire.