

Springfield House Medical Centre

RESULTS OF FRIENDS AND FAMILY TEST MAY 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 105 responses received back in MAY 2024.

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

Extremely Likely	49
Likely	33
Neither Likely nor Unlikely	5
Unlikely	7
Extremely Unlikely	10
Don't Know	1

Below are some of the comments that we received:

1. I was seen by a GP promptly, who referred me straight away to the relevant health care provider
2. Prompt appointment. Courteous and knowledgeable staff.
3. From entering the surgery we were welcomed by a very nice receptionist who directed me to the correct person I had to see and I felt very relaxed and ready for my appointment as I was a little nervous

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.