

## Springfield House Medical Centre

### RESULTS OF FRIENDS AND FAMILY TEST JUNE 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 103 responses received back in JUNE 2024.

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>64</b>
<b>Likely</b>	<b>29</b>
<b>Neither Likely nor Unlikely</b>	<b>1</b>
<b>Unlikely</b>	<b>3</b>
<b>Extremely Unlikely</b>	<b>5</b>
<b>Don't Know</b>	<b>1</b>

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

"I was called back by the on-call Gp very quickly and was seen the same day. Very efficient and excellent care received. Very happy with the service"

"The appointment time was kept to. The nurse was pleasant and professional and really listened."

"Friendly staff - professional - appointment on time - nice surroundings – efficient"

