



## The Spinney Group

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Spinney Medical Centre

### Friends and Family Test

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The Practice has been collecting Friends and Family Test data from patients who have used the Practice's services. This information has been collected using 3 methods:

- PATCHS (Online) - Patients completing a PATCHS online consultation are asked to complete the test
- Website (Online)- This is available to all patients; the Practice also randomly selects patients who have used the Practice services in the previous month and sends them a SMS/text, inviting them to complete the test
- Paper - This is available to all patients who attend the Practice

The Friends & Family Test asks one simple question:

*Thinking about your GP practice. Overall, how was your experience of our service?*

#### Breakdown of responses received:

Very good	7	PATCHS (Online)	11
Good	6	Website (Online)	6
Neither good nor poor	3	Paper	0
Poor	1		
Very poor	0		
Don't Know	0		
Total no. of responses	17		

#### Overall satisfaction rating: 77%

This is the percentage of patients reporting their experience as being either 'Very good' or 'Good'