



## The Spinney Group

**Partners:**  
Prof. Steve Cox, FRCGP, DGM  
Dr Susan Hyde, MRCGP, DRCOG, DFRSH  
Dr Claire Clarke, MRCGP, MRCPCH, Dip IBLM/BSLM  
Dr Claire Fletcher, MRCGP, DFRSH

Spinney Medical Centre

### Friends and Family Test

February 2024

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	5	PATCHS (Online)	10
Good	5	Website (Online)	0
Neither good nor poor	0	Paper	0
Poor	0		
Very poor	0		
Don't Know	0		
Total no. of responses	10		

#### Overall satisfaction rating: 100%

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



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The following are the additional comments made under the various categories:

**Very good**

- Easy service
- Usually a good practice
- Lovely staff

**Good**

- It was fast and easy to use
- Always treated with care
- It is a little frustrating having to wait until midnight to use the service