



## 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

May 2023

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	13	PATCHS (Online)	26
Good	11	Website (Online)	3
Neither good nor poor	2	Paper	0
Poor	1		
Very poor	1		
Don't Know	1		
Total no. of responses	29		

#### Overall satisfaction rating: 83%

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