

Halesowen Medical Practice friends and family results for April 2024

As a practice we find it important to gain feedback from our service users.

After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

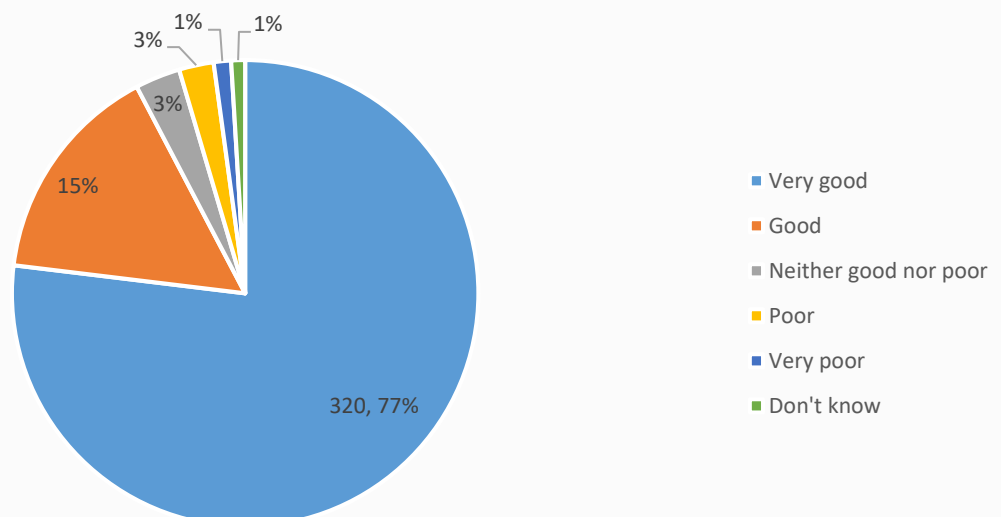
Out of 416 responses in April, our findings have been:

92 % rated us good or very good

4% rated us neither or didn't know

4% rated us poor or very poor

Thinking about your recent appointment. Overall, how was your experience of our service?



Some of the feedback received:

“Really friendly and personable doctor. Didn't make you feel like you were wasting their time which was great.”

“Wasn't waiting long. (Nice to not be in a packed waiting room either.) I felt listened to and understood by GP who 'had time' for me and my concerns.”

“Waited 3 weeks for this appointment. Was 1.10-3.10. So was a big time slot to be in limbo. Also only a call.”

We are always grateful for feedback, especially positive, and would like to thank all those patients who have completed our questionnaire and would like to encourage patients to continue to help us improve our service.