

## **Halesowen Medical Practice friends and family results for April 2025**

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.

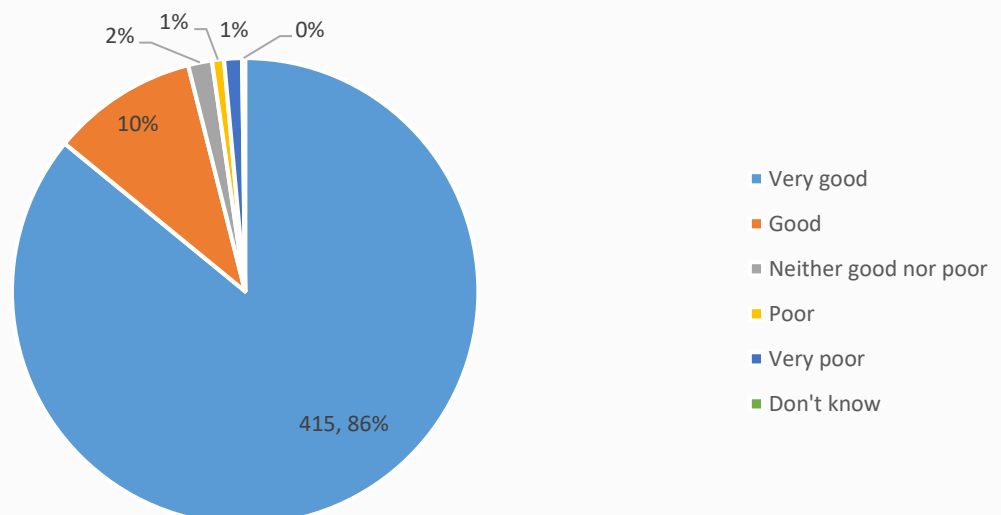
**Out of 486 responses in April, our findings have been:**

**96 % rated us good or very good**

**2% rated us neither or didn't know**

**2% rated us poor or very poor**

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



**Some of the feedback received:**

*"My concern was dealt with, and my treatment excellent, and a follow up appointment made whilst in the treatment room."*

*"The nurse I saw was very friendly and welcoming. She explained what was being done and what the results meant."*

*"Waited 4 weeks."*

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.