

Halesowen Medical Practice friends and family results for August 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.

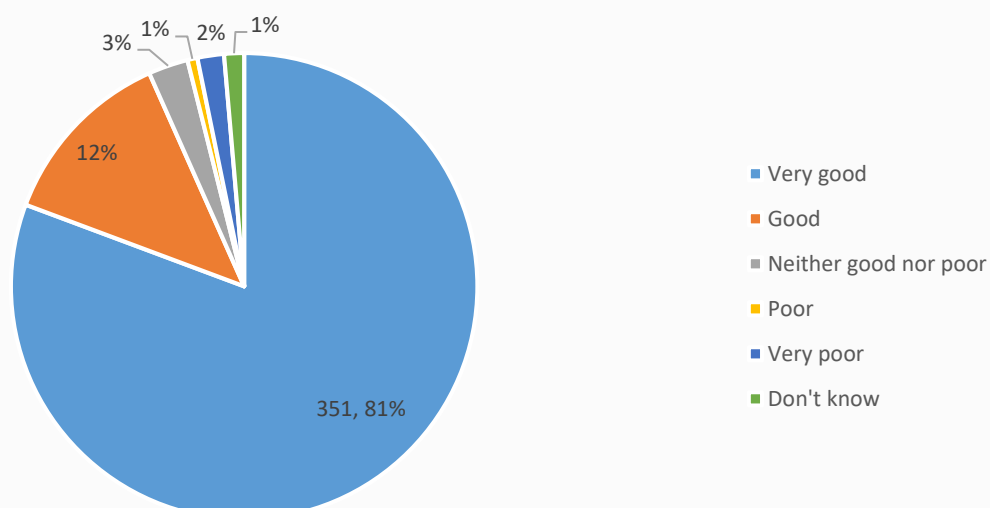
Out of 435 responses in August, our findings have been:

93 % rated us good or very good

4% rated us neither or didn't know

3% rated us poor or very poor

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



Some of the feedback received:

"I'm new to this practice, but it was the first time I felt like I was listened to and taken seriously."

"Efficient helpful receptionist and very good nurse."

"I have other issues regarding my health, unfortunately, time didn't permit me to address my problems fully."

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.