

Halesowen Medical Practice friends and family results for February 2024

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

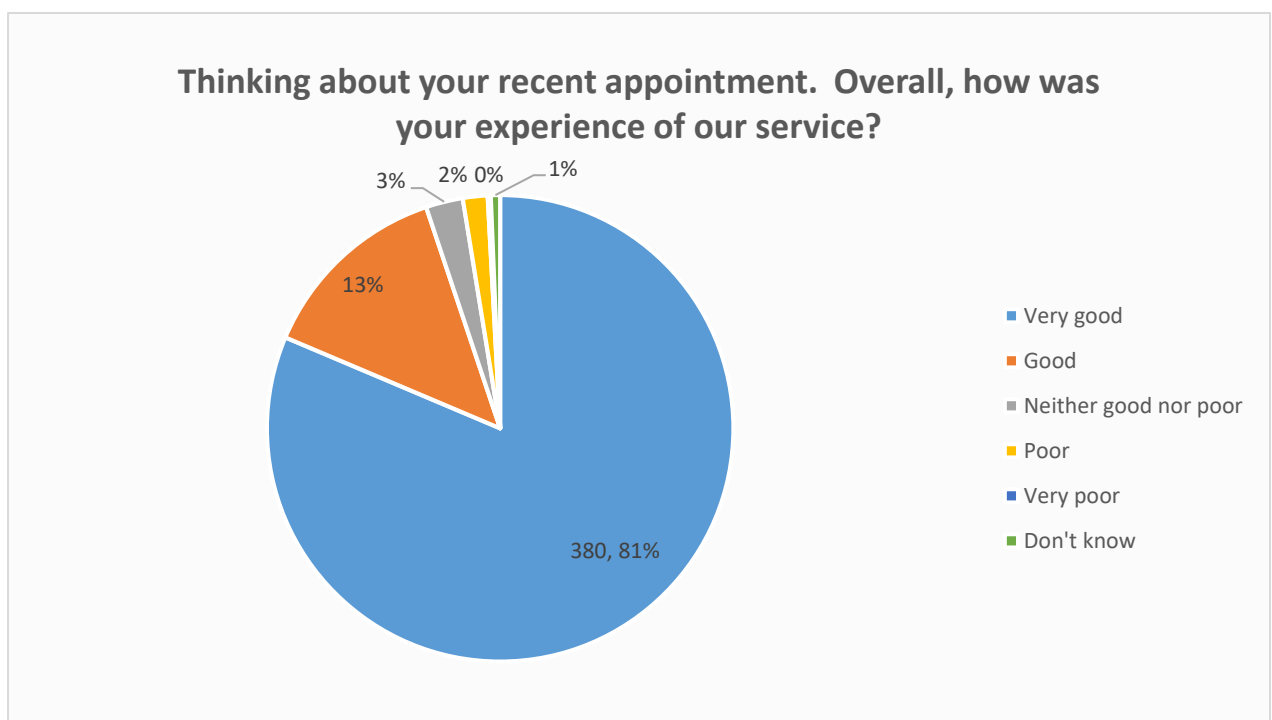
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 467 responses in February, our findings have been:

94 % rated us good or very good

4% rated us neither or didn't know

2% rated us poor or very poor



Some of the feedback received:

"Not rushed through appointment, was nervous but felt better after consultation."

"Quick, professional, informative and friendly, put me at ease about having the injection which I am usually not good with."

"I think it is unacceptable to wait 2 weeks to speak to a doctor and not even be offered face to face appointment."

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.