

Halesowen Medical Practice friends and family results for February 2025

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

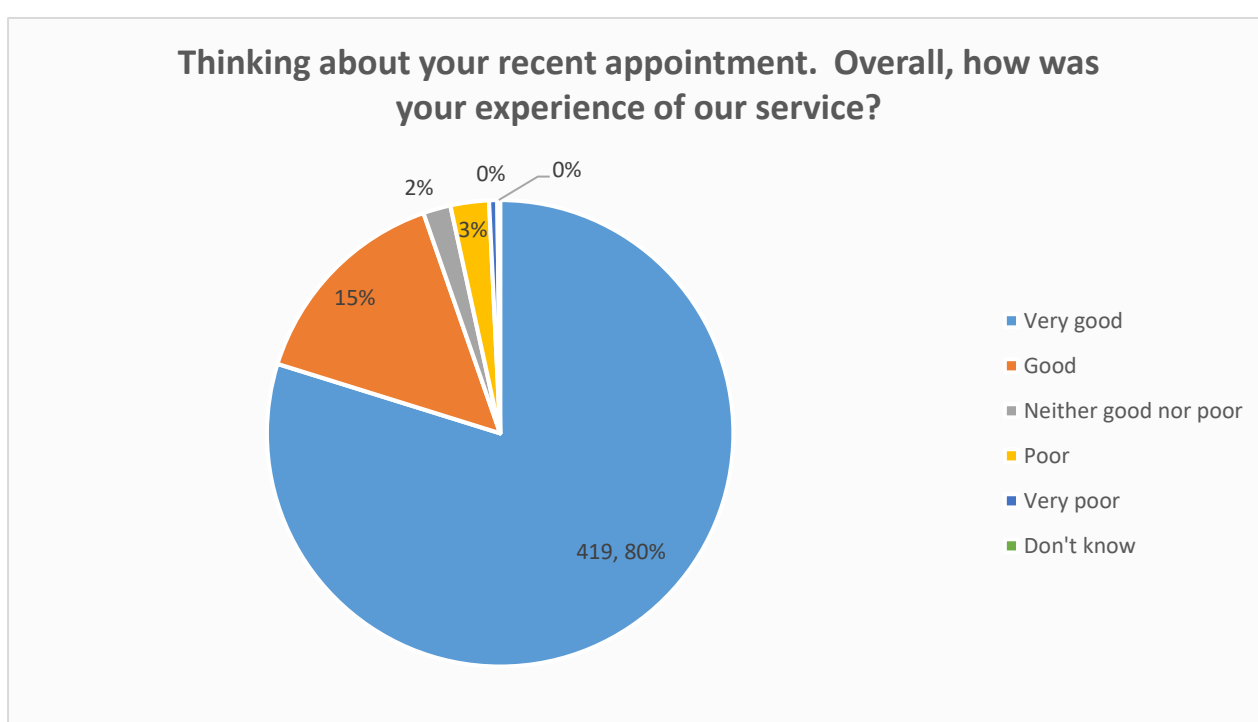
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 525 responses in February, our findings have been:

95 % rated us good or very good

2% rated us neither or didn't know

3% rated us poor or very poor



Some of the feedback received:

"Listened to need, respected care request, treated appropriately."

"Punctual, attentive and informed visit covering condition for which I visited."

"Waited 50 minutes for an appointment, had to leave due to other commitments. Was told I'd be given phone call appointment. Never got one."

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.