

Halesowen Medical Practice friends and family results for January 2024

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

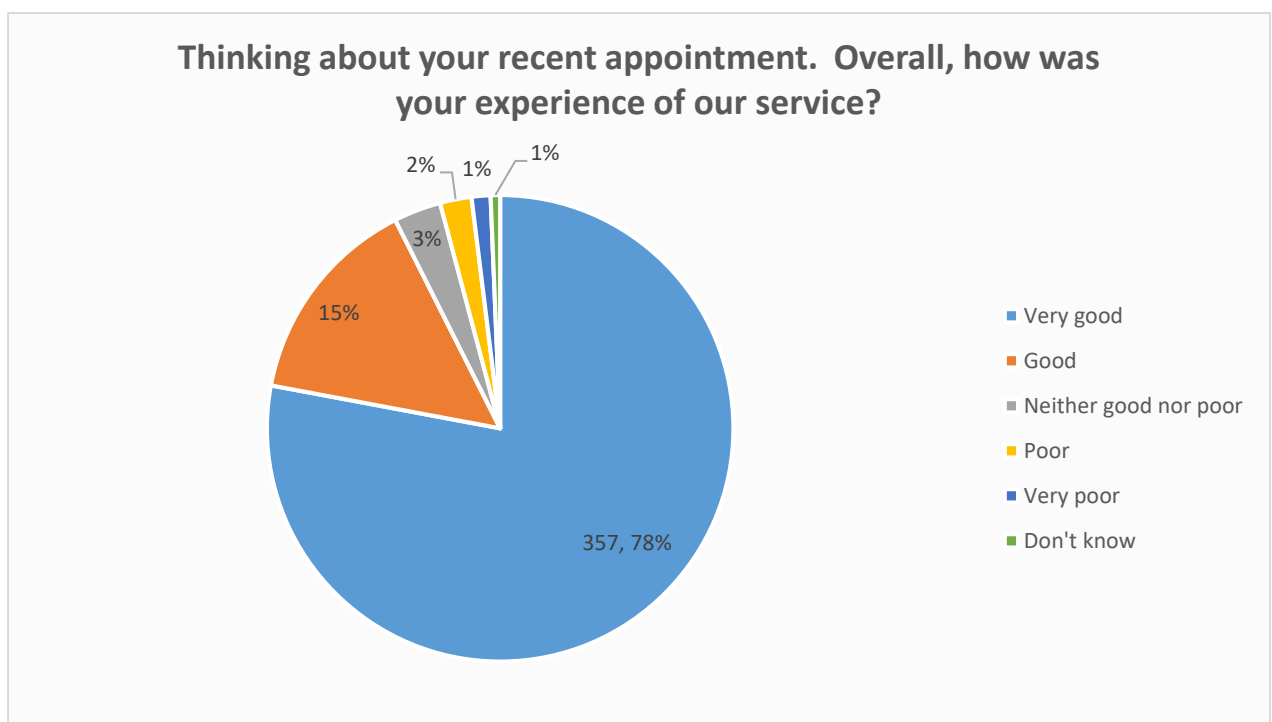
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 458 responses in January, 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



Some of the feedback received:

"The appointment was booked efficiently and was on time. The nurse clearly knew her stuff and was thorough and polite. A job well done."

"The appointment was exactly as arranged and dealt thoroughly with my concerns."

"I don't like having to hand over samples at reception desk of urine and faeces – it is not very private. I feel there should be a side queue and window port to pass them through, this would also save time and length of queue."

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.