

## **Halesowen Medical Practice friends and family results for January 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.

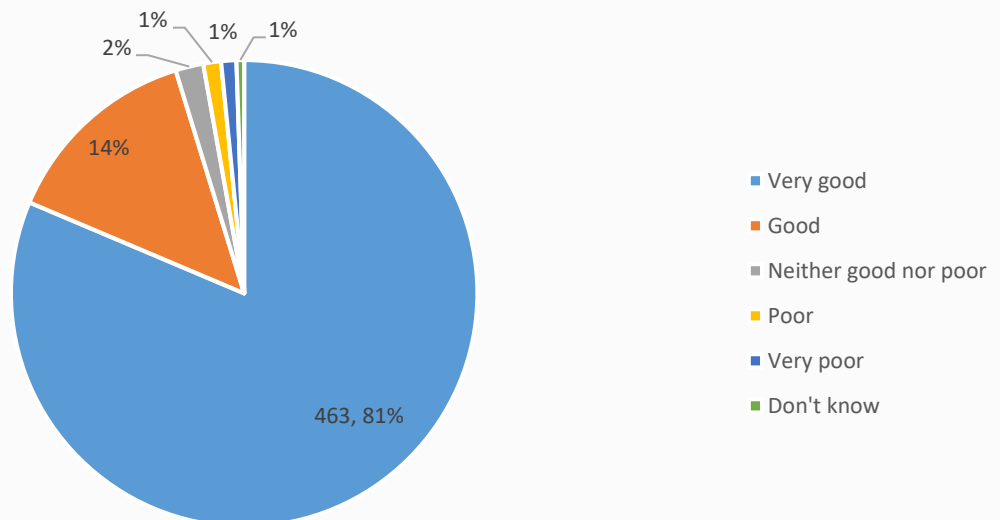
**Out of 569 responses in January, our findings have been:**

**95 % rated us good or very good**

**3% 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:**

*"Professional, caring attitudes from all staff. Felt listened to and appropriate questioning and clear management plan. Information re waiting lists to help decision making. Good follow up plan."*

*"Able to get an appointment outside of the working day."*

*"Doctor didn't know about the results of my recent scan."*

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.