

Halesowen Medical Practice friends and family results for July 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.

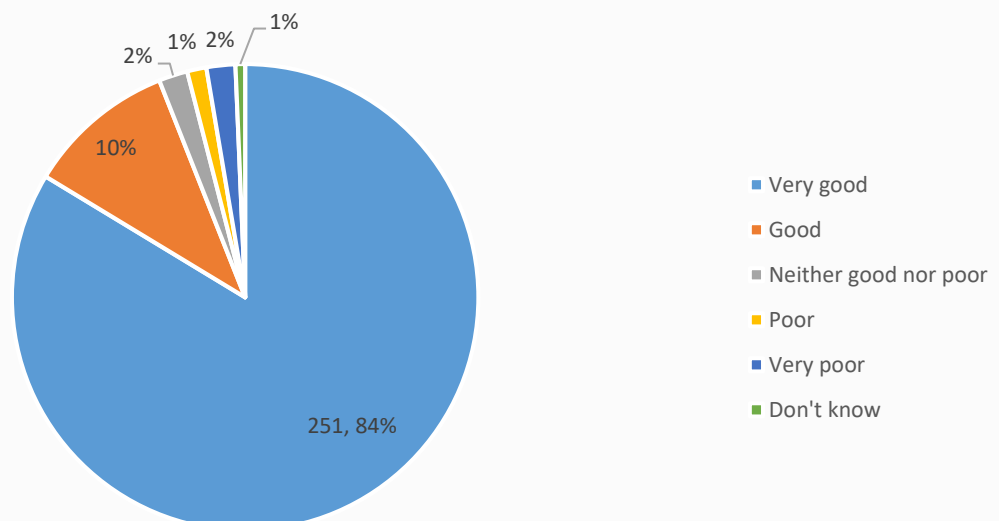
Out of 300 responses in July, our findings have been:

94 % rated us good or very good

3% 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:

"Friendly phlebotomist. No pain. No bruising. A positive experience. Thanks."

"Arrived 5 minutes early, checked in, dropped off urine specimen at reception and made a Drs appointment, was called in for my blood test and out again in less than 10 minutes! Excellent service!"

"Waited 10 mins beyond appt time with no explanation and no other patients in room. I assume there was something pressing but an explanation would have been good."

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.