

Halesowen Medical Practice friends and family results for July 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.

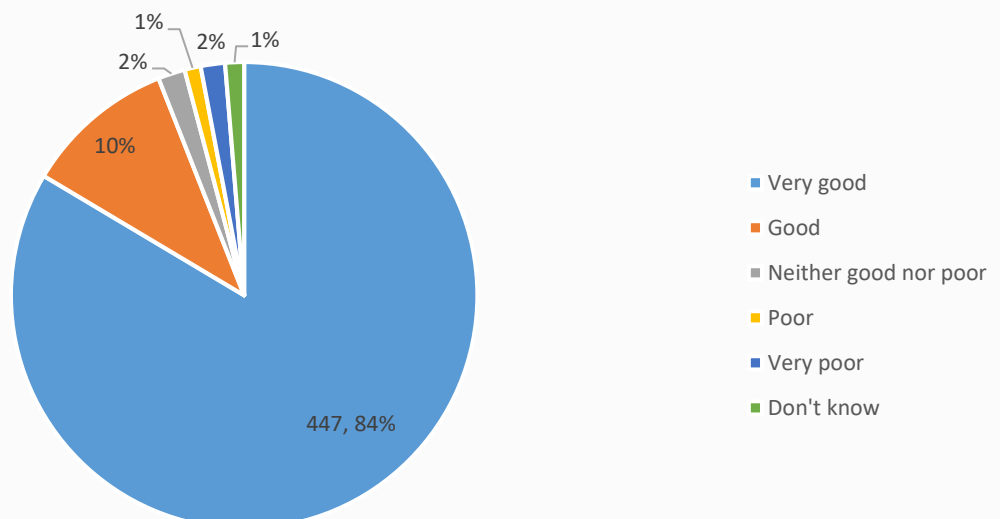
Out of 535 responses in July, our findings have been:

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:

"Very thorough examination with good explanation as to what my problem was with advice and guidance which has helped a great deal."

"Always helpful, nothing is too much trouble."

"My appointment was 35 minutes late."

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.