

## **Halesowen Medical Practice friends and family results for June 2024**

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

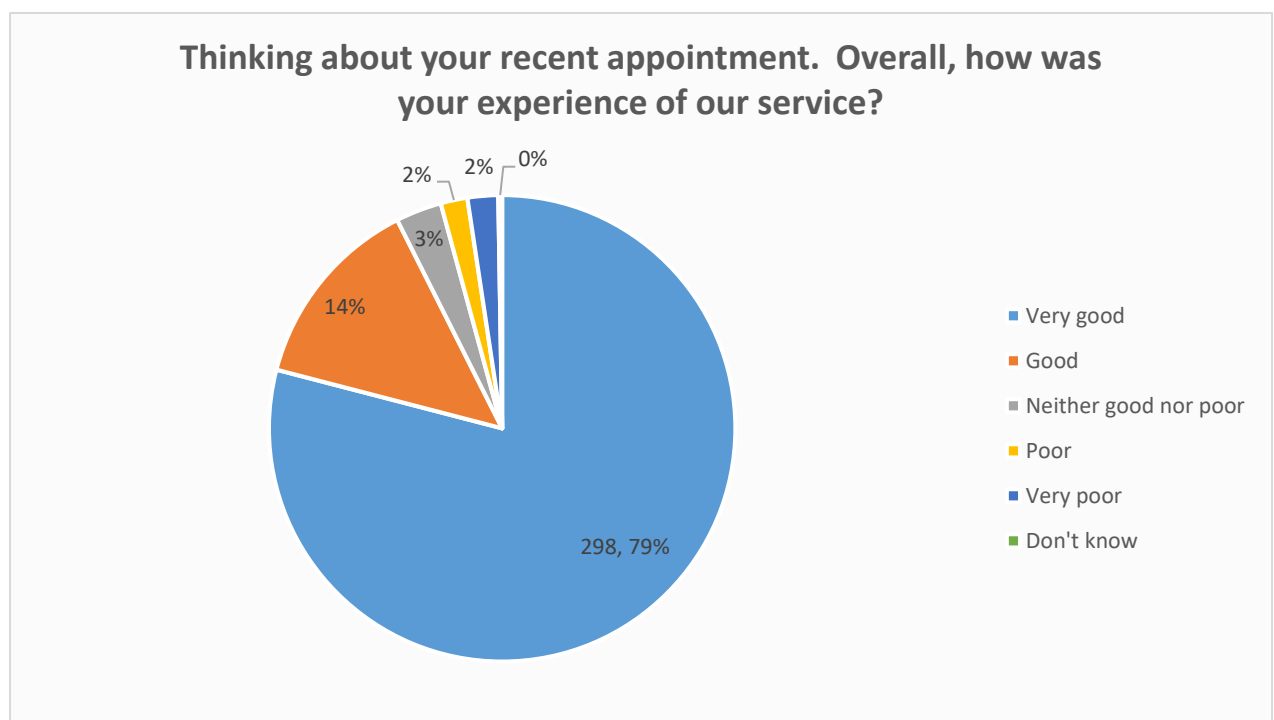
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

**Out of 377 responses in June, our findings have been:**

**93 % rated us good or very good**

**3% rated us neither or didn't know**

**4% rated us poor or very poor**



### **Some of the feedback received:**

*"Waiting area was clean, I liked the chairs being distanced, and the staff were pleasant."*

*"The young lady pharmacist was very understanding and helpful, together we worked out the best treatment for my pain."*

*"I felt rushed after having 3 weeks of worry after receiving a letter from the hospital. I appreciate all GPs are busy but it really came across in my telephone consultation."*

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.