

Halesowen Medical Practice friends and family results for June 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.

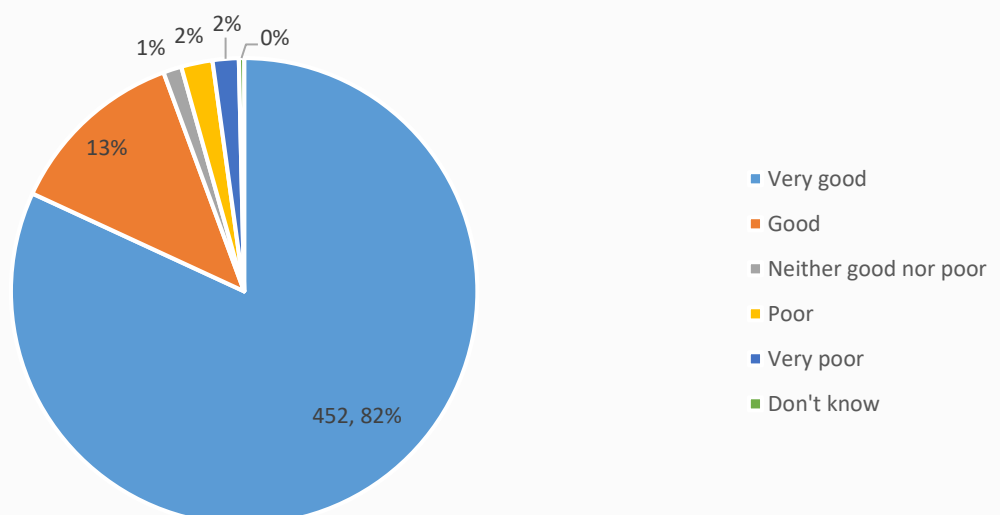
Out of 552 responses in June, our findings have been:

95 % rated us good or very good

1% rated us neither or didn't know

4% rated us poor or very poor

Thinking about your recent appointment. Overall, how was your experience of our service?



Some of the feedback received:

"Calm waiting room atmosphere, lovely experience with a doctor. Professional, knowledgeable, explained everything to me well and dedicated his time to me well and listened to me. Thank you."

"Member of staff explained everything and was very polite and helpful."

"I have had two appointments recently. The first one was 40mins late and yesterday was 35mins 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.