

Halesowen Medical Practice friends and family results for March 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.

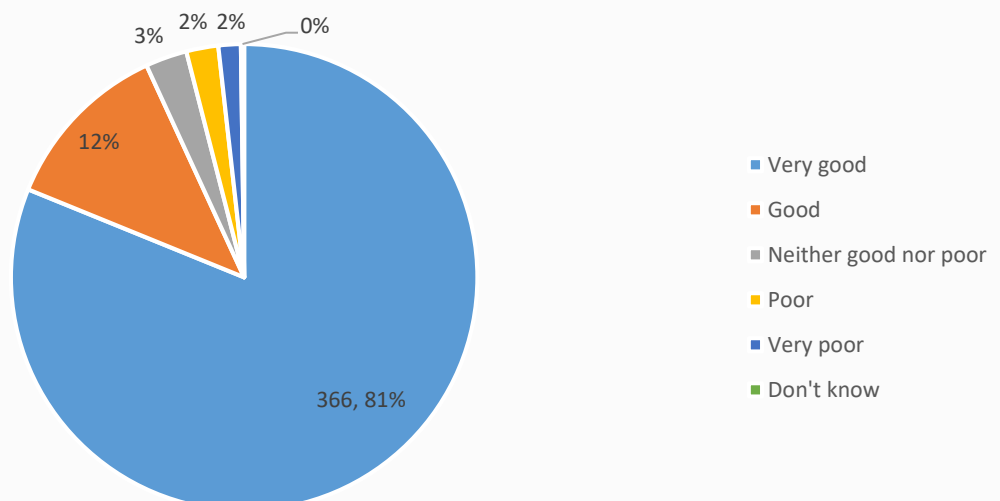
Out of 451 responses in March, our findings have been:

93 % rated us good or very good

3% rated us neither or didn't know

4% rated us poor or very poor

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



Some of the feedback received:

"Appointment on time. My questions were answered, nice friendly, professional atmosphere."

"Reminders were sent prior to appointment, doctor listed to my distressing problems and responded swiftly to contact the relevant support for me for which I am very grateful."

"Prefer face to face appointments,"

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.