

Halesowen Medical Practice friends and family results for March 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.

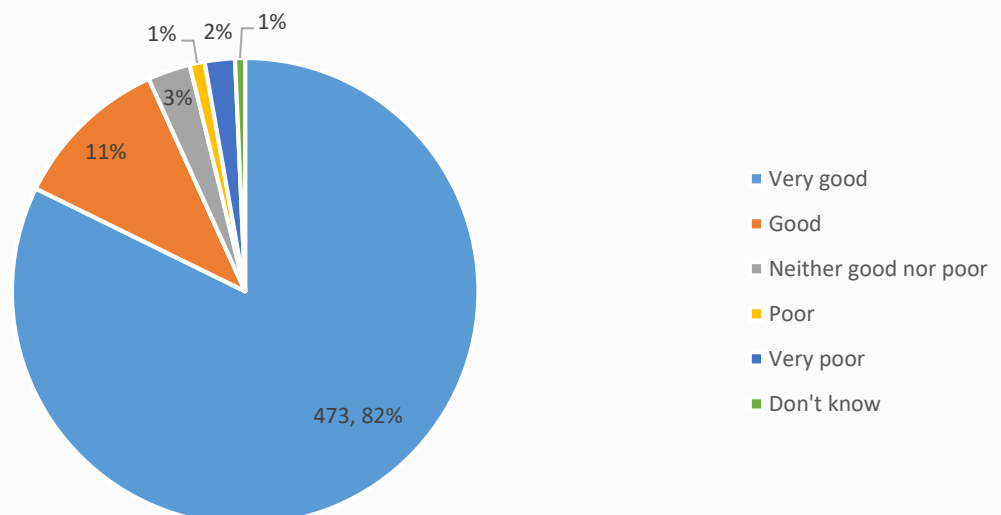
Out of 575 responses in March, our findings have been:

93 % rated us good or very good

4% 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:

"Only been with this practice for about six months but done more for me than my previous doctor's did in over ten years."

"Parking Available, very short waiting time even though I was early, pleasant reception staff and extremely kind and helpful nurse."

"The appointment was 50 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.