

Halesowen Medical Practice friends and family results for May 2024

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

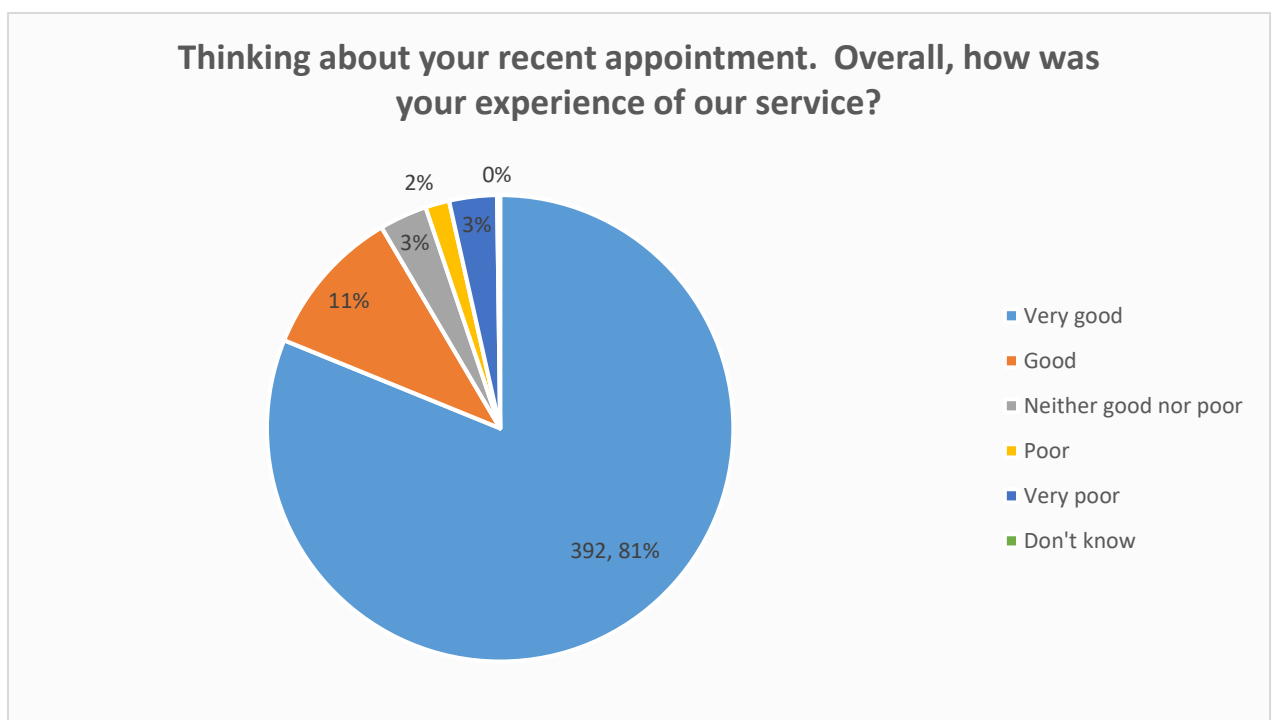
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 483 responses in May, our findings have been:

92 % rated us good or very good

3% rated us neither or didn't know

5% rated us poor or very poor



Some of the feedback received:

"Dr listened well, took it seriously, and offered further tests. She seems to have explained each sentence of the previous test, which I found so helpful in understanding why I had some problems and not others."

"My LTC review was very good and I had my B12 injection at the same time which saved me time to return to the surgery for the next process."

"It was a medication review I asked for a new prescription as my inhaler has been changed and isn't working but when I went to get my inhaler it was the new one not the salbutamol so a very pointless conversation"

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.