

Halesowen Medical Practice friends and family results for May 2025

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

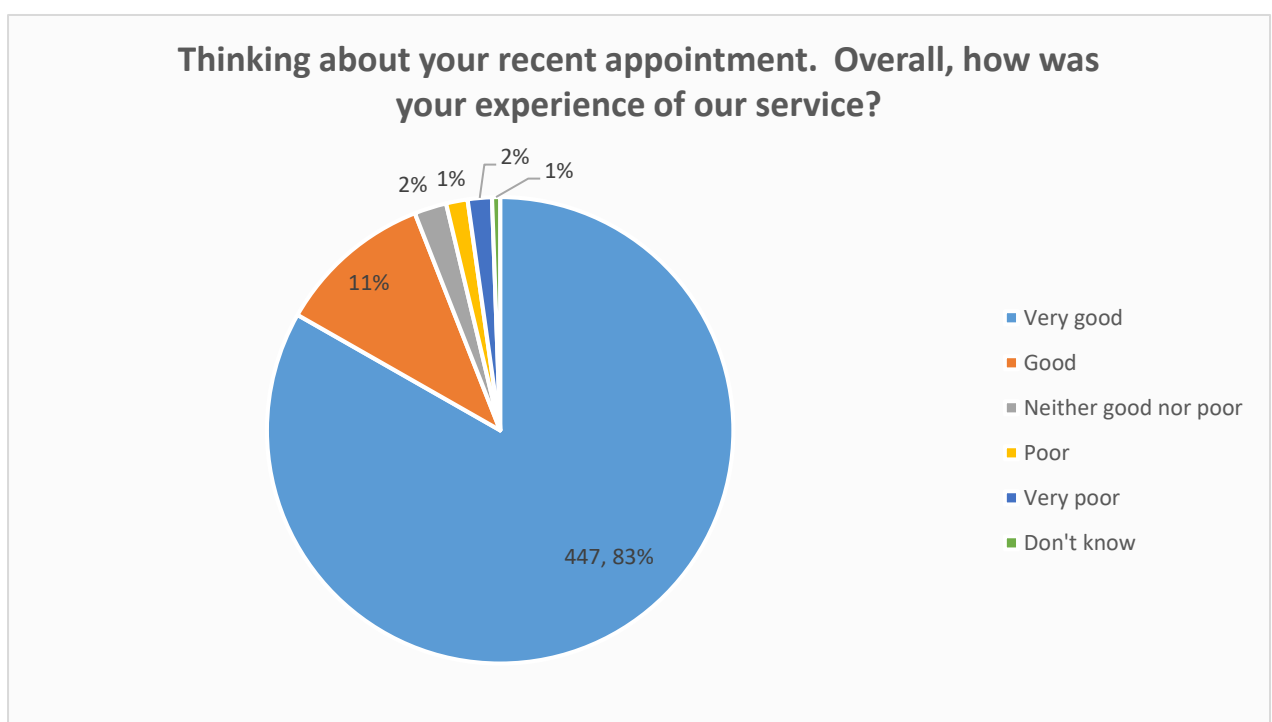
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 537 responses in May, our findings have been:

94 % rated us good or very good

3% rated us neither or didn't know

3% rated us poor or very poor



Some of the feedback received:

"The doctor who saw me initially and then followed up with the call is so professional and kind. She advised me on next steps and took time to explain things which was so helpful."

"Everyone at the Surgery are very pleasant and friendly from Reception to Doctors."

"Once at the surgery experience was ok. But long wait for 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.