

Halesowen Medical Practice friends and family results for November 2024

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

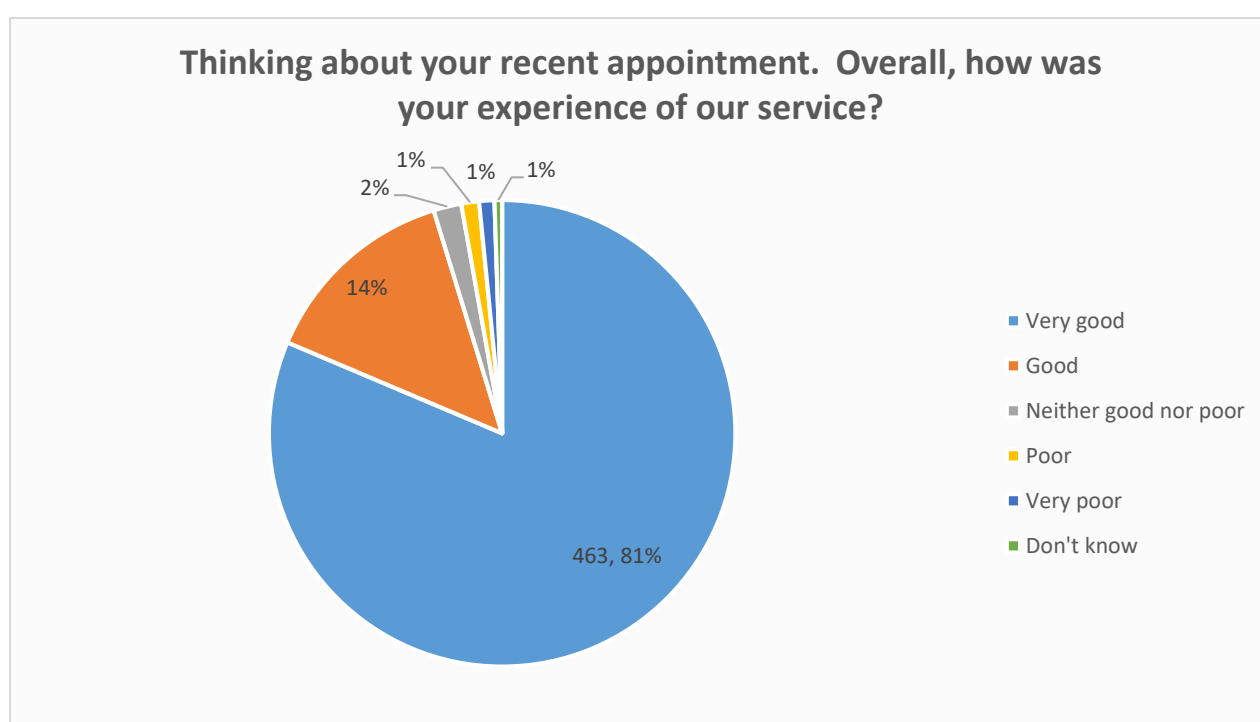
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 495 responses in November, our findings have been:

95 % rated us good or very good

3% rated us neither or didn't know

2% rated us poor or very poor



Some of the feedback received:

"Always treated with dignity and respect."

"Always such good service, I could never complain, staff and doctors lovely!!!"

"On 2 occasions following an appointment I have had to chase why my prescription hadn't reached the pharmacy. The last time I had to chase twice."

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.