

Halesowen Medical Practice friends and family results for October 2024

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

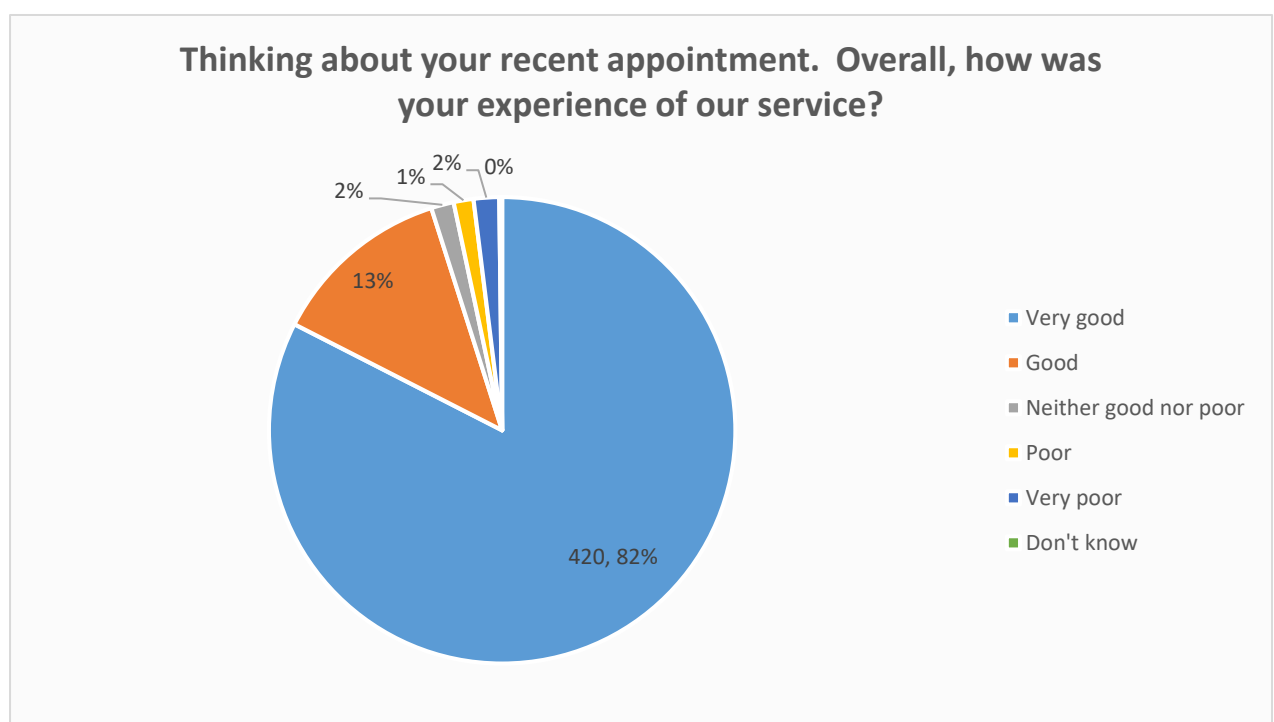
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 509 responses in October, our findings have been:

95 % rated us good or very good

2% rated us neither or didn't know

3% rated us poor or very poor



Some of the feedback received:

"Reception staff were quick to sort out my issue and get back to me. Most efficient and it seems that all staff and doctors work together for a solution. I really cannot give praise enough for all that have dealt with my recent experience."

"A thorough and empathetic consultation. Pleasant and polite receptionists."

"Not enough time to explain everything."

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.