

Halesowen Medical Practice friends and family results for September 2024

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

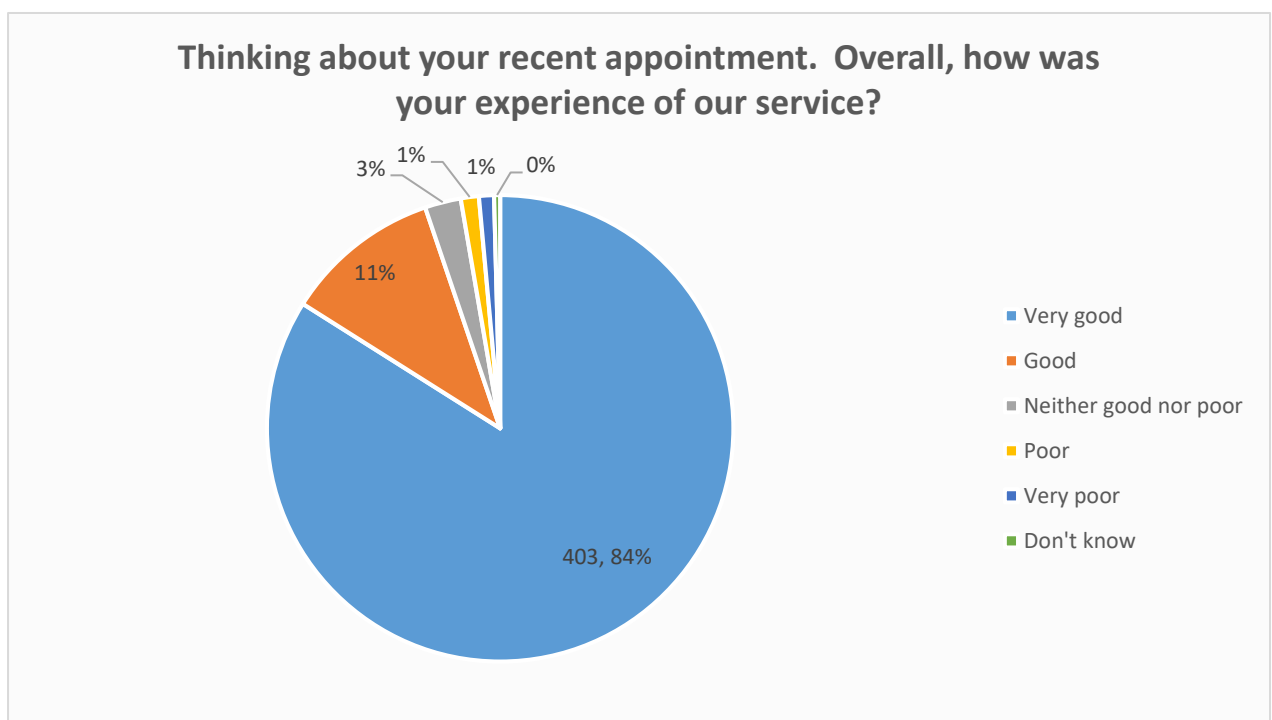
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 480 responses in September, 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:

"I received my call back quickly and was dealt with efficiently. The Doctor was really lovely and very understanding, and dealt with me compassionately."

"Pleasant and empathetic doctor who took the time to give me the details I needed and to answer questions."

"My appointment was at 8.25. The phlebotomist didn't even turn up till 8.40 and then I still didn't go into see her till 8.50."

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.