

Halesowen Medical Practice friends and family results for August 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.

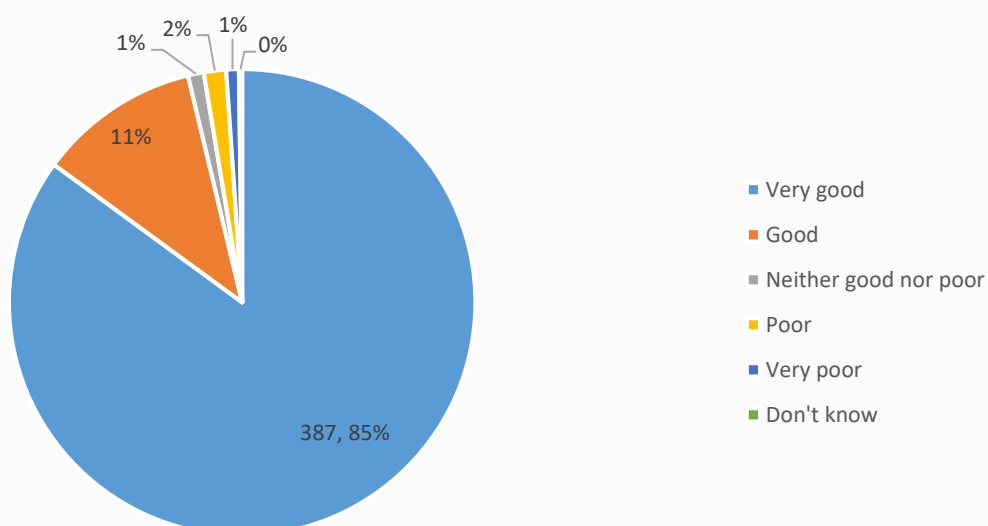
Out of 455 responses in August, our findings have been:

96 % rated us good or very good

1% rated us neither or didn't know

3% rated us poor or very poor

Thinking about your recent appointment. Overall, how was your experience of our service?



Some of the feedback received:

"Very successful discussion with the surgery Pharmacist. He was very helpful during our discussion."

"Very thorough, I was listened to, unhurried, my questions answered, concerns addressed. Practitioner was compassionate and approachable. Good experience thank you."

"Often too busy to have an appointment available in a suitable time frame."

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.