

Halesowen Medical Practice friends and family results for October 2025

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

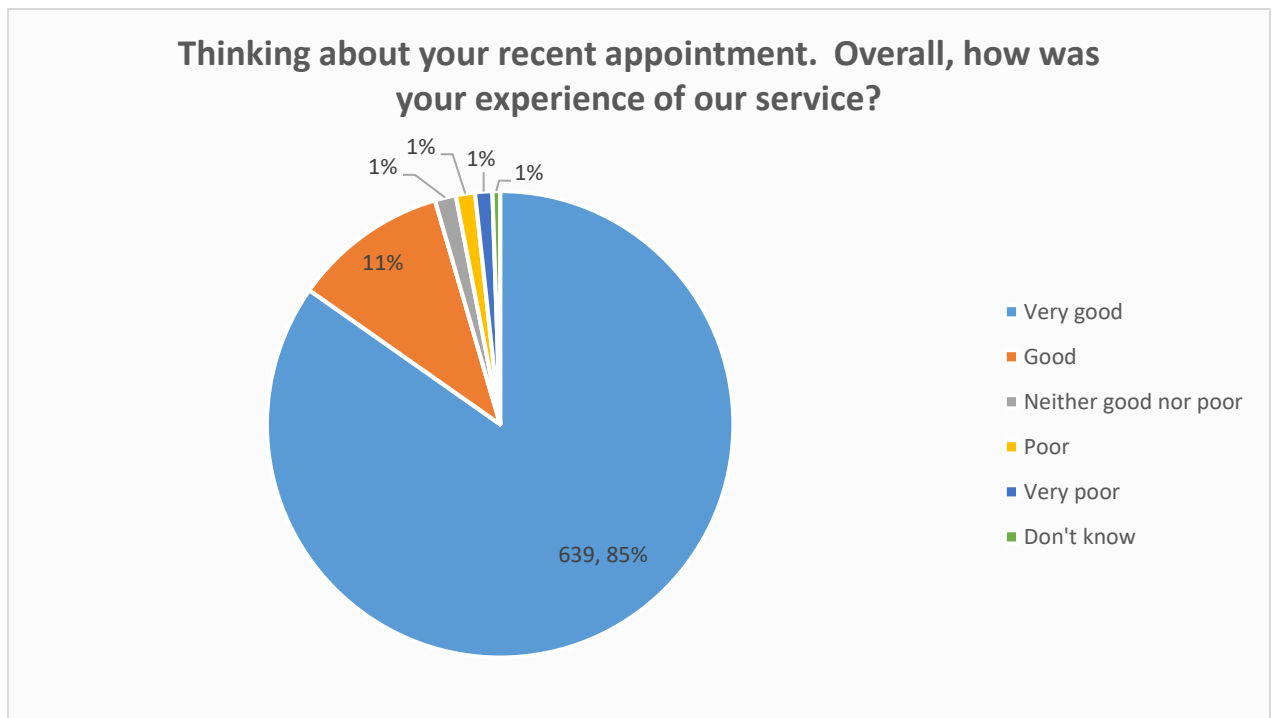
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 754 responses in October, our findings have been:

96 % rated us good or very good

2% rated us neither or didn't know

2% rated us poor or very poor



Some of the feedback received:

“Fun Halloween decorations, very well set up for the little kids.”

“No pain at all from the injection. Everything explained well. No reaction at all in the following days”.

“The NHS no longer covers cosmetic treatment such as a fungal infection which causes discomfort and mentally impacts me. I have been told to pay and go private”.

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.