

## **Halesowen Medical Practice friends and family results for November 2025**

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

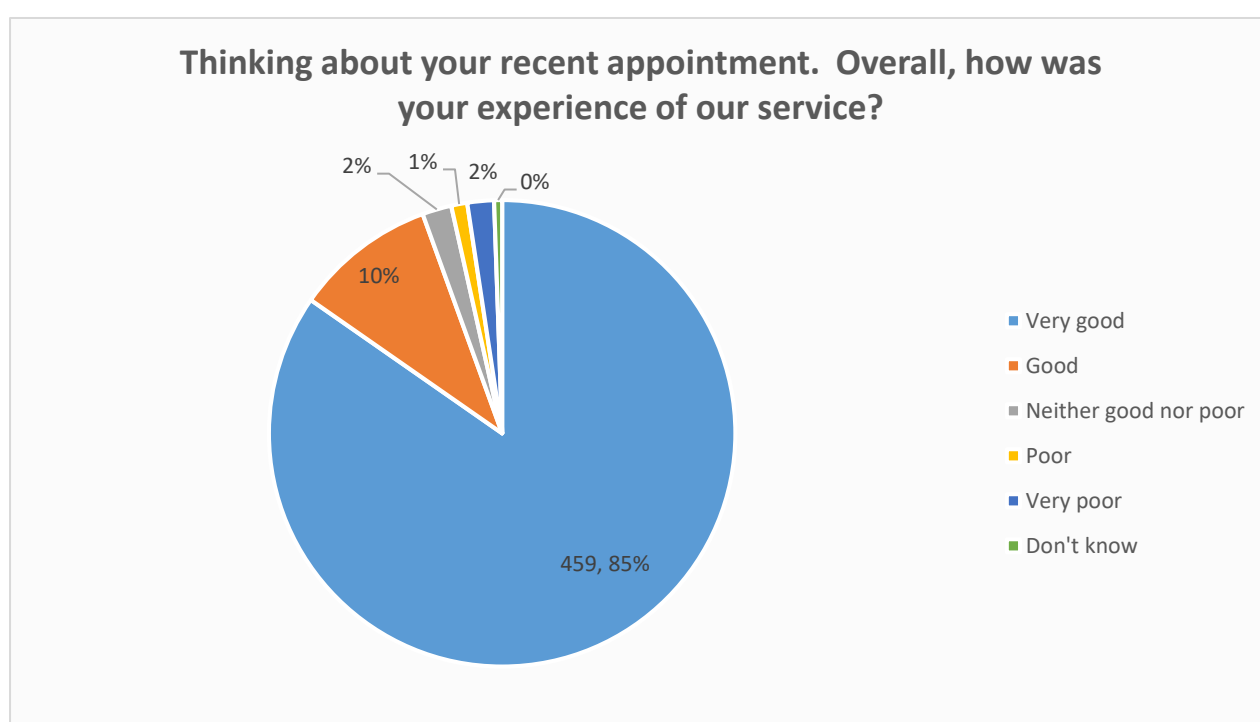
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

**Out of 542 responses in November, 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:**

*"My first visit to the surgery and I was very impressed. Didn't have to wait long to be seen. Overall very satisfied."*

*"Diagnosis and subsequent referral carried out professionally."*

*"Having to wait one hour in surgery even though you had an appointment time."*

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.