

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

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

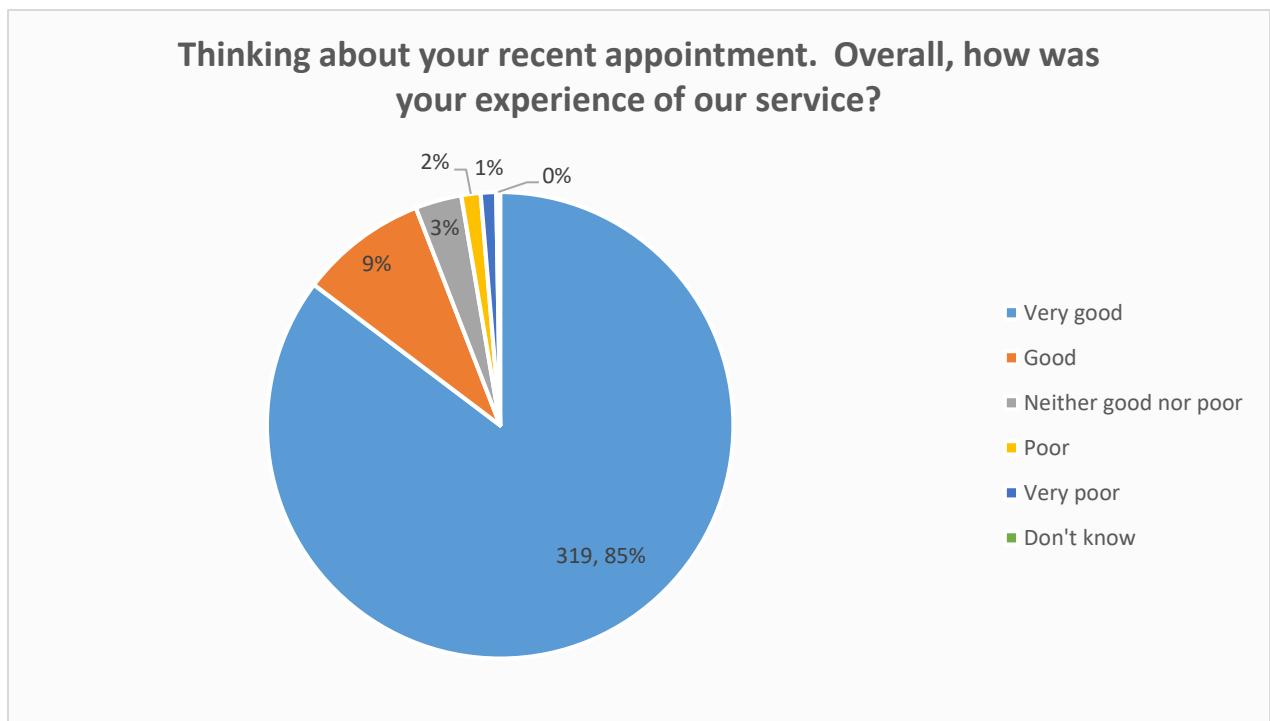
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

**Out of 374 responses in December, our findings have been:**

**94 % rated us good or very good**

**3% rated us neither or didn't know**

**3% rated us poor or very poor**



### **Some of the feedback received:**

*“Everything went smoothly and was explained to me in a satisfactory manner”*

*“Very thorough and pleasant doctor to deal with. Explained everything clearly. Could not ask for better”*

*“The appointment was nearly 80 minutes late and unable to talk”*

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.