

Halesowen Medical Practice friends and family results for January 2026

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

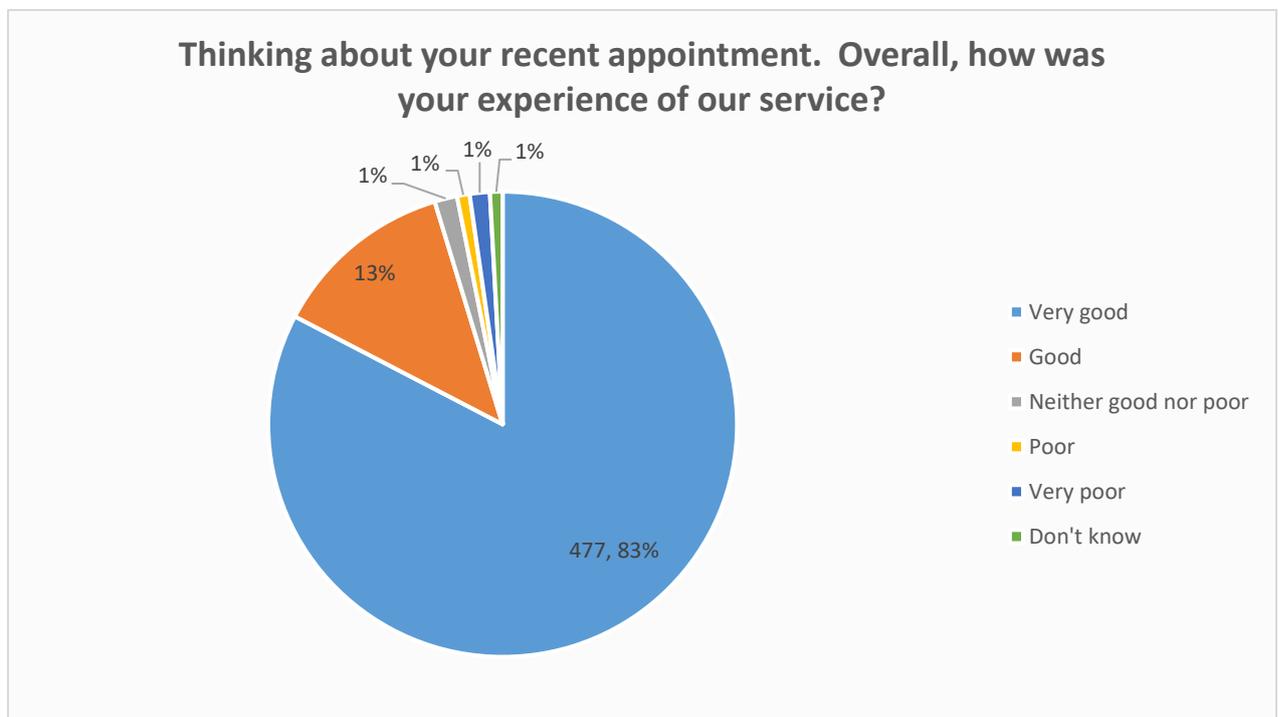
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 577 responses in January, 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:

“All good today, car parked without issues, clean and warm waiting area, had longer wait time, Dr. have results of X ray in a clear and precise manner and offered advice to manage the condition.”

“Because the GP listened, was thorough and made me feel that he was genuinely interested in my health. Friendly and easy to talk to.”

“No call with in time scale, hour and a half later and I'd fallen asleep. Third time this has happened”

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.