

Halesowen Medical Practice friends and family results for February 2026

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

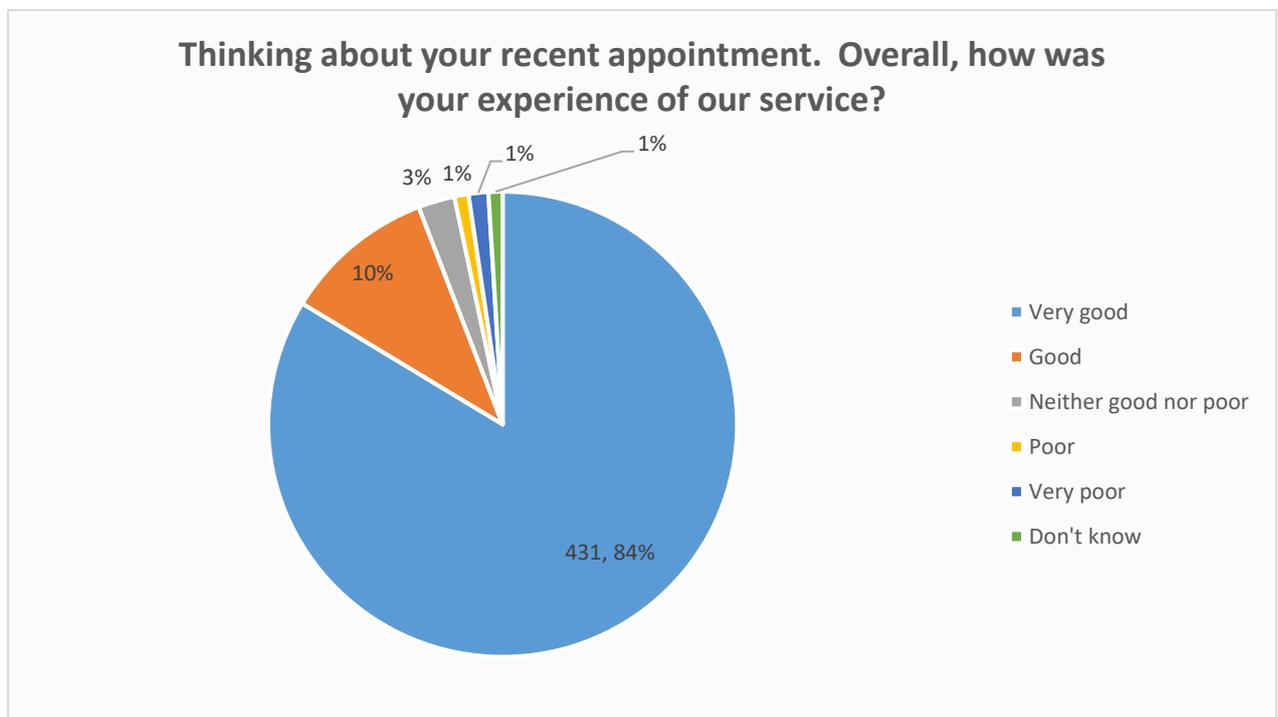
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 515 responses in February, our findings have been:

94 % rated us good or very good

4% rated us neither or didn't know

2% rated us poor or very poor



Some of the feedback received:

"I saw the nurse for a check-up, she really did go above and beyond to listen and help, I could not have asked for more – thank you"

"Excellent and detailed explanation and advice from the GP. My first appointment with the surgery as new patient and very pleased"

"Had to wait 45 minutes"

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.