

Halesowen Medical Practice friends and family results for March 2026

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

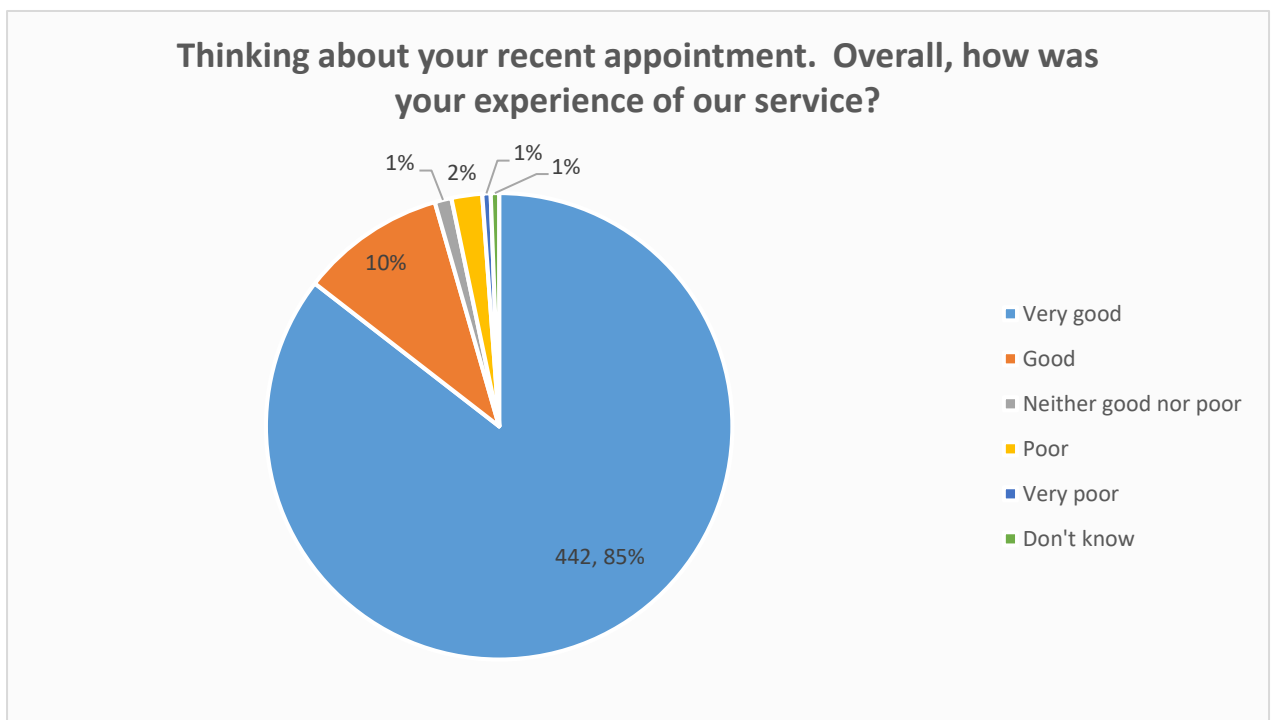
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 517 responses in March, 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:

"I was made to feel very comfortable and at ease it was all handled very professionally!!"

"I was given the all the relevant information that I wanted and updated my medication that I have received from my pharmacist."

"Went for a Blood test , had to get time off work as you don't provide a service after 3pm, was called in 40 minutes late for appointment"

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.