

Halesowen Medical Practice friends and family results for April 2026

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

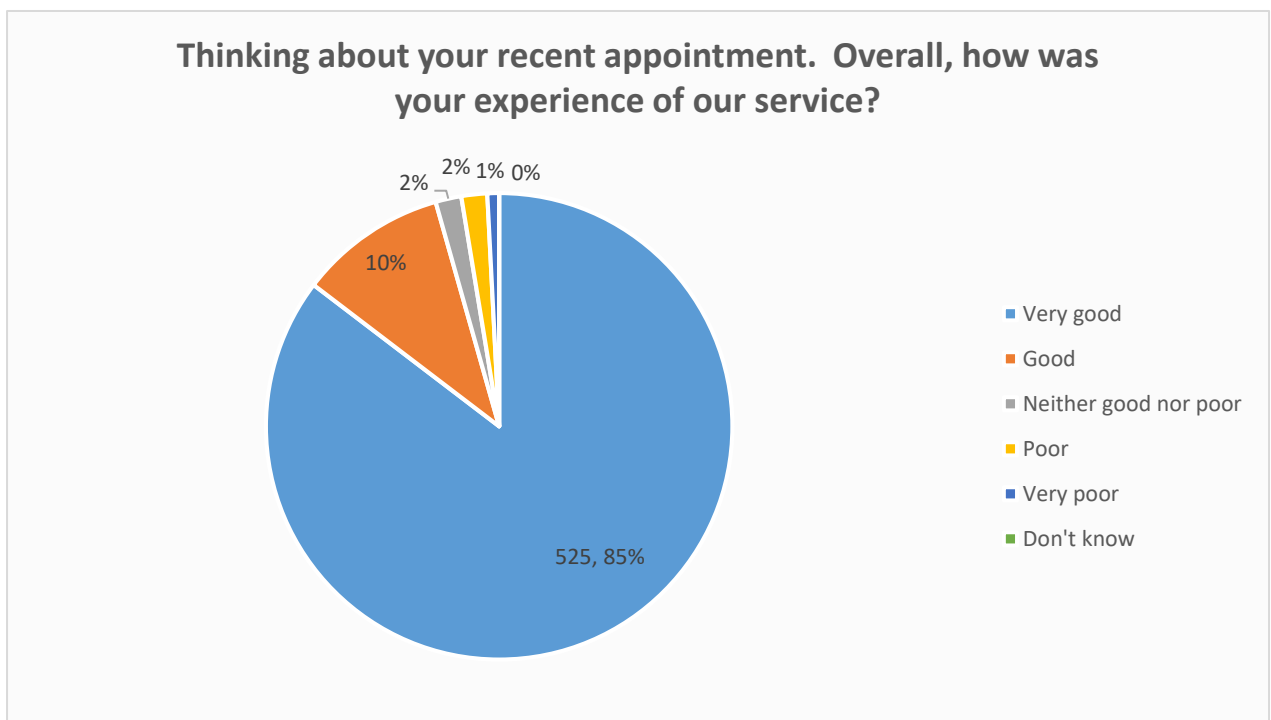
After every appointment our patients will received a text message asking for feedback on the service received, the patient is then directed to our online Friends and Family questionnaire.

Out of 615 responses in April, 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:

“Telephone call was really helpful and was able to respond to my request”

“Good clear explanation of what needed to be done which put me at ease and I felt confident when I came out that my problems will be sorted out”

“Was 30 minutes late until I was called in to give blood and 3 weeks to book a blood test”

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.